

Name \_\_\_\_\_

**True/False**

Indicate whether the statement is true or false by writing ***T*** or ***F*** on the line below the statement.

1. Effective listening skills are only important for managers.

\_\_\_\_\_

2. Paying attention to the speaker is a critical part of listening.

\_\_\_\_\_

3. An attitude of openness—wanting to learn—is important to effective listening.

\_\_\_\_\_

4. Speaking must precede thinking if you want to express ideas clearly.

\_\_\_\_\_

5. When you enunciate words properly, your listener is more likely to hear them correctly.

\_\_\_\_\_

6. People who learned English as a second language can easily understand people who use slang.

\_\_\_\_\_

7. *Audience* is another term for listeners.

\_\_\_\_\_

8. A skillful communicator needs to be a good listener.

\_\_\_\_\_

9. In order to hold your audience's attention, your message need not be important to them.

\_\_\_\_\_

10. A profile worksheet helps you organize your presentation.

\_\_\_\_\_

11. A visual aid stimulates the listener and keeps the listener's attention.

\_\_\_\_\_

12. White space includes the materials or means used to communicate.  
\_\_\_\_\_
13. The audience and whether the presentation is formal or informal should influence the type of continuity you use.  
\_\_\_\_\_
14. A multimedia projector is a device that shows video or images from a personal computer or videocassette recorder on a screen.  
\_\_\_\_\_
15. For a team presentation, one person should do all of the work.  
\_\_\_\_\_
16. Always practice a presentation before giving it.  
\_\_\_\_\_
17. Intonation is the rise and fall in voice pitch.  
\_\_\_\_\_
18. Maintaining eye contact with the audience does not make the audience feel more involved.  
\_\_\_\_\_
19. Use of non-words in a presentation has a relaxing effect on the audience.  
\_\_\_\_\_
20. Evaluation forms can provide valuable feedback about a presentation.  
\_\_\_\_\_

### Multiple Choice

Write the letter of the choice that correctly completes the statement or answers the question on the line below the question.

21. An effective listener
- a. hears what is being said
  - b. gives his or her full attention to what is being said
  - c. thinks about what is being said
  - d. all of the above
- \_\_\_\_\_
22. When you listen effectively, you will be able to
- a. follow through on oral instructions effectively
  - b. use time productively
  - c. better understand what is being said
  - d. all of the above
  - e. both a and b
- \_\_\_\_\_
23. Which of the following attitudes will help you improve your listening skills?
- a. an attitude of wanting to learn
  - b. an attitude that you deserve the respect of others
  - c. an attitude that there is nothing to gain from communication
  - d. all of the above
- \_\_\_\_\_
24. As part of an effective listening strategy you should learn to
- a. focus your attention on the speaker
  - b. mentally summarize and review what is being said
  - c. take notes and ask questions
  - d. all of the above
- \_\_\_\_\_
25. An effective speaker
- a. is interested in the topic being discussed
  - b. does not need to think about what he or she is trying to accomplish
  - c. uses many slang words
  - d. none of the above
- \_\_\_\_\_

26. The manner of speaking that expresses the speaker's attitude or feelings is
- a. volume level
  - b. tone of voice
  - c. modulation
  - d. colloquialism
- \_\_\_\_\_

27. The language taught in English classes in elementary and secondary schools is referred to as
- a. standard language
  - b. slang language
  - c. colloquialism language
  - d. all of the above
  - e. both a and b
- \_\_\_\_\_

28. For which of the following purposes might you prepare a presentation?
- a. to persuade or motivate listeners
  - b. to educate or inform listeners
  - c. to offend listeners
  - d. all of the above
  - e. both a and b
- \_\_\_\_\_

29. Storyboarding is used for which of the following purposes?
- a. finding out listener likes and dislikes
  - b. finding out listener biases
  - c. recording and organizing ideas for a presentation
  - d. all of the above
  - e. both a and b
- \_\_\_\_\_

30. Which of the following are types of visual aids?
- a. pictures
  - b. graphics
  - c. charts
  - d. all of the above
  - e. both a and c
- \_\_\_\_\_

31. An advantage of using flip charts for presentations is that they are
- a. effective for very large groups
  - b. expensive
  - c. easy to use
  - d. all of the above
  - e. both a and b
- \_\_\_\_\_

32. Which of the following are effective ways to prepare for a presentation?
- a. prepare notes
  - b. videotape your presentation
  - c. review all visual aids
  - d. prepare the meeting room
  - e. all of the above
- \_\_\_\_\_

33. When communicating with your audience you should avoid
- a. maintaining eye contact
  - b. using non-words
  - c. showing enthusiasm
  - d. all of the above
  - e. both a and c
- \_\_\_\_\_

34. When communicating with an audience you should try to
- a. keep the audience focused
  - b. use non-words
  - c. pace back and forth
  - d. none of the above
- \_\_\_\_\_

35. When someone in the audience asks a question during your presentation you should
- a. tell them you are not taking questions
  - b. ignore the question
  - c. restate the question so the entire audience can hear it
  - d. all of the above
  - e. both a and b
- \_\_\_\_\_

**Matching**

Match each term with the correct definition or description below. Write the letter of the term on the line below its definition or description.

- a. body language
- b. colloquialism
- c. comprehension
- d. continuity
- e. contradict
- f. credibility
- g. detract
- h. initiate
- i. objections
- j. prejudgments

36. Coming to conclusions before having full information

\_\_\_\_\_

37. Understanding

\_\_\_\_\_

38. Confidence, integrity

\_\_\_\_\_

39. Informal language used among a particular group

\_\_\_\_\_

40. Posture, body movements, gestures, and facial expressions that serve as nonverbal communication

\_\_\_\_\_

41. Reasons to disapprove or reject ideas

\_\_\_\_\_

42. Smoothness, flow

\_\_\_\_\_

43. Take away from

\_\_\_\_\_

44. Deny, counter

\_\_\_\_\_

45. Begin, launch

\_\_\_\_\_