

Study Guide

Directions: Answer each question with the information you learned in Chapter 6. Write your answers in complete sentences on the lines provided.

1. What is communication?

2. How is verbal communication different from nonverbal communication?

3. What effect do facial expressions have on communication?

4. List four ways to improve verbal messages.

5. What is body language? Give two examples of body language.

6. How can you avoid sending mixed messages?

7. List two communication roadblocks.

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Chapter 6 Communication with Others *Continued*

8. Why is it important to control your emotions when you deliver a message?

9. How does timing help with good communication?

10. What is rapport? What are two ways you can establish rapport?

11. What are characteristics of an assertive communicator?

12. What is active listening?

13. Name three ways that you can be a better listener.

14. What are three ways you can show respect at home?

15. Describe how you can show respect in your communication at school.

16. Define tact. What ability does a person need in order to be tactful?

17. When respect is missing in communication, what is the result?

Verbal and Nonverbal Messages

Directions: Read the verbal messages in the left column. Briefly describe the nonverbal communication you would use with each verbal message. Be sure to include facial expressions, posture, hand and head gestures, eye contact, and physical appearance in your description.

Verbal Message	Nonverbal Message
"I am so happy to see you!"	
"May I help you today?"	
"Where are you going for lunch?"	
"Can we agree on a time for going to the movie?"	
"Yeah! Go Team!"	
"I am confused about the plan for your project."	
"I am angry about the broken watch."	
"Stop picking on me!"	
"I am proud of you for getting a job."	

Avoiding Communication Roadblocks

Part I. Directions: Match the communication obstacles found in the left column to the comment that best demonstrates the communication roadblock. Then draw a line from the communication obstacle to the communication roadblock.

Gossip

Nagging

Know-It-All

Sarcasm

Interruptions

"I tell you all the time to pick up your clothes!"

"Did you hear that Jeff and Mandy are dating? I even heard that they've been going out for two weeks!"

Speaker One: "I think that..."
Speaker Two: "...I have a better idea than that."

"Take it from me — I know everything about cars there is to know."

"You're so smart, just like a box of rocks."

Part II. Directions: Select one of the communication roadblocks above. In a paragraph, describe the result of the communication roadblock. Using examples and information from the chapter, tell how the communication roadblock could have been avoided.

Effective Listening Skills

Directions: Listening is a skill. You have to learn how to listen effectively and then practice what you learn. With a partner, practice effective listening skills. Together, decide who is partner A and who is partner B. Then complete steps 1 and 2 as follows.

Step 1. Partner A will read the message below. Partner A should work to make the message interesting to hear so that the message will be clearly communicated. Partner B must practice effective listening skills. Partner B should use the tips in the box below as reminders for effective listening techniques.

Partner A: “This year there is a new policy in the cafeteria in order to help students get their lunches in the most efficient way. The cafeteria staff has rearranged the food lines so that more students can get through the lines quickly. The dining area serves students better because they can sit more comfortably and enjoy the company of their friends. The cafeteria staff has also updated the menu, providing more mobile food items, such as “walking tacos” and “sausage on a stick.” Finally, students are still expected to put dishes and trays away in the cleanup area, but signs have been created to show students the direction in which to move as they dispose of their trays.”

Step 2. Switch places with your partner. Partner B will read the second message. Partner B should work to make the message interesting to hear so that the message will be clearly communicated. Partner A must practice effective listening skills. Partner A should use the tips in the box as reminders for effective listening techniques.

Partner B: “If you are looking for a new job, I have some tips to share with you to help you in your search. First of all, ask your friends if they have heard of any available jobs. Also, check out a local newspaper or counseling center to see if any jobs in your areas of interest or ability are available. When you find a job in which you are interested, be sure to call for an application. Fill out the application truthfully, making sure you write down references and prior job experiences. Be sure to contact your references and ask permission of these people to use their names. When you get an interview, dress neatly and arrive on time. Be polite to the interviewer, and thank the person for his or her time. If all goes well, you will have a new job in no time!”

Listening Techniques	Did you follow the technique?	What obstacles might you encounter that will prevent you from effectively using the technique?
Maintain eye contact with the speaker.	YES NO	
Avoid internal and external distractions.	YES NO	
Evaluate the message.	YES NO	
Be responsive to the speaker.	YES NO	
Ask questions.	YES NO	
Avoid interrupting.	YES NO	

Effective Written Communication

Part I. Directions: Even in the technological world today, you need to have effective written communication skills so that your messages are clearly received. Select one scenario from the box below. You will need to write a request to the person named in the scenario. Use the items on the form below to organize your thoughts.

- As the Student Council President, you need to write a proposal to the principal. The Student Council wants to host a costume dance next month, and the theme is “Favorite Movie Characters.” Write a letter to ask for permission for your group to prepare and host this dance.
- You want to show a clip from a national news program in a presentation for your speech class, but your teacher told you to request permission from the news network on which the program appeared. Write a letter to request permission to use the news clip in your class presentation.
- You are helping out after school to raise money for food supplies for the homeless shelter in your community. Write a letter to a local business to request a donation for your group’s efforts.

Identify the receiver of your message. _____

Write a statement to describe your request.

List details about your request that you want to communicate.

1. _____
2. _____
3. _____
4. _____

Part II. Directions: Next, write an effective request to the person named in the situation on a separate sheet of paper. Attach your written correspondence to this activity sheet. Be sure to check that you have included the following parts:

- Today’s date in the upper left-hand corner
- A salutation (“Dear _____”)
- A body (your main message)
- A closing (“Sincerely,” and your signature)