

Section Answer Keys

Chapter 8 Communication Skills

Section 8.1 Defining Communication

Review Key Concepts

1. Feedback allows participants to clarify the message and it ensures that all parties understand the meaning of the communication. Barriers interfere with the understanding of the message being communicated. A setting can be a barrier to communication when, for example, the setting is too noisy for the listener to hear and understand what is being communicated.
2. Strategies include: identifying the purpose of the communication; looking for the plan or organization of a structured speech; giving verbal or nonverbal feedback to the speaker; searching for a common interest in the ideas being discussed; evaluating the message so you know how to respond to it; listening for more than verbal content through the speaker's rate of speech, pitch, volume, and voice quality; listening for a conclusion rather than jumping to your own conclusion; taking notes that are structured according to the plan in the presentation.
3. Jargon is a specialized vocabulary used by members of a particular group. Jargon can be a barrier if used to communicate to people who are not in the group. Those people likely would not understand the jargon and so it would become a barrier to communication.

Practice Academics

English Language Arts

4. E-mail messages and letters will vary. Students may suggest that the letter is a more formal type of communication. The letter would also be written more formally because it is written to a superior while the e-mail is written to a peer.

Mathematics

5. 78.4 hours [$7 \times (16 \times .70) = 7 \times 11.2 = 78.4$]