

Speech  
Chapter 1 Test

Name:

**Definitions:** (4 pts. Each – must be complete and as discussed in class for credit)

1. Communication: **process of sharing information by using symbols to send and receive messages**
2. Interpersonal Communication: **communication btw 2 or more ppl**
3. Psychological Noise: **thoughts and feelings ppl have interfering w. message**
4. Decoding: **finding meaning of verbal and nonverbal signals**
5. Formal Settings: **for which you can prepare your communication beforehand**
6. Messages: **content of communication**

**Matching:** Some definitions may be used more than once. (4 pts. each)

(Letter)	Term	Definition
<b>e</b>	1. audience	a. turning ideas into symbols
<b>h</b>	2. channels	b. casual, unstructured situations
<b>a</b>	3. encoding	c. person getting a message
<b>g</b>	4. feedback	d. sounds that prevent a message being heard
<b>b</b>	5. informal settings	e. those in attendance of your presentation
<b>d</b>	6. physical noise	f. person sending a message
<b>c</b>	7. receiver	g. responses to a message
<b>i</b>	8. semantic noise	h. means used to send messages
<b>f</b>	9. sender	i. interference caused by loaded words or content

**Short answer:**

1. Cite the six guidelines for becoming an effective communicator. (5 pts. **each**)

**Do I care about the success of my communication?**

**Do I know what I am talking about?**

**Are my thoughts well organized?**

**Have I selected my words carefully?**

**Do I have control over my nonverbal behavior?**

**Do I listen carefully to others?**

2. The communication process involves six key elements, one being the *message*. What are the other five? (5 pts.)

**sender, receiver, feedback, channels and symbols**

3. Cite one example of nonverbal symbols and one example of verbal symbols. (5 pts.)

**Nonverbal – gestures, facial expressions or laughter**

**Verbal - words**