

Name: _____

Date: _____

- 1 Pontificate means to speak or behave with pompous authority.
 - A True
 - B False
- 2 When communicating with your audience _____.
 - A Building their knowledge and involving them in what you are trying to do is OK.
 - B Talking in the lofty clouds is OK.
 - C Speaking in a way that keeps them in the dark is OK.
 - D Telling little white lies is OK, as long as they don't find out.
- 3 Once a CO makes a decision, you should refrain from discussing the pros and cons of the COs decision.
 - A True
 - B False
- 4 The attentiveness of someone in conversation is an indication of how well a speaker is getting their ideas across.
 - A True
 - B False
- 5 Senders and receivers must be able to exchange roles.
 - A True
 - B False
- 6 A good leader must _____.
 - A be a good listener
 - B be an average speaker
 - C be an average writer
 - D not be concerned with sending and receiving information
- 7 During the planning process, it is acceptable to allow dissenting views and all of the opinions to be gathered together.
 - A True
 - B False

- 8 When talking to your audience, talk as if you were talking to a friend.
 - A True
 - B False
- 9 As a general rule, most troops should not be involved in the planning process.
 - A True
 - B False
- 10 Complex ideas are best discussed _____.
 - A in large groups
 - B in small groups
 - C before very large audiences to get feedback
 - D Any of the above
- 11 Left to their own devices, bureaucracies tend to control and stifle rather than enhance communications.
 - A True
 - B False
- 12 The chain of command _____.
 - A provides a discipline that regularizes communications
 - B isolates upper echelons from important information sources
 - C A and B above
 - D enhances and facilitates communications
- 13 Knowledge is usually found among the subordinates in the organization.
 - A True
 - B False
- 14 Someone who holds meetings for the sake of holding meetings or hearing themselves talk will find that people will _____ listen to them.
 - A really
 - B not
 - C eagerly
 - D attentively

- 15 The following are criteria for being an effective listener.
- A Attune yourself to the sender.
 - B Try to receive the message, no matter how poorly sent.
 - C Evaluate and analyze as you receive.
 - D All of the above
- 16 The following is NOT a criterion for being an effective listener.
- A Attune yourself to the sender.
 - B Try to receive the message, no matter how poorly sent.
 - C Evaluate and analyze as you receive.
 - D Close your mind to the ideas if they do not fit with what you already believe.
- 17 At the first fund raiser planning meeting Susan started by polling the group with this question: "How much experience do you have with fund raising?"

What principle of effective communication was she using?

- A Be open to dissenting viewpoints.
 - B Understand the interests of your audience.
 - C Involve your audience in the planning process.
 - D Understand the knowledge base of your audience.
- 18 Susan then asked the group to brainstorm a list of ideas on what types of activities they should be included in the fund raiser. She made sure no idea was critiqued during this phase.

What principle of effective communication was she using?

- A Understand the knowledge base of your audience.
- B Involve your audience in the planning process.
- C Understand the interests of your audience.
- D Be open to dissenting viewpoints.

- 19 Susan then went through the list of ideas and asked the group to evaluate each one. She made sure to listen carefully and stay open to speakers who disagreed with her favorite ideas.

What principle of effective communication was she using?

- A Be open to dissenting viewpoints.
 - B Understand the interests of your audience.
 - C Involve your audience in the planning process.
 - D Understand the knowledge base of your audience.
- 20 Susan finished by asking the group to write down the role(s) on the project that they would personally find most rewarding (for example, calling donors, making flyers, collecting money, etc.).

What principle of effective communication was she using?

- A Understand the knowledge base of your audience.
- B Involve your audience in the planning process.
- C Understand the interests of your audience.
- D Be open to dissenting viewpoints.

Answer Key: NS4-U7 - Communication - A Two-Way Exchange of Information (Exam)

Question:	Answer
1	A
2	A
3	A
4	A
5	A
6	A
7	A
8	A
9	B
10	B
11	A
12	C
13	A
14	B
15	D
16	D
17	D
18	B
19	A
20	C