

Module 00107 Exam

Basic Communication Skills

Trainee Name: _____

Social Security Number: _____ Date: _____

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

1. In the study of communication, noise is best defined as _____.
 - a. people interrupting someone who is thinking
 - b. anything that interferes with the message being heard or understood
 - c. thoughts that distract the listener
 - d. discussing things that are off the main topic

2. Folding your arms in front of you may make it seem as if you are _____.
 - a. warm and friendly
 - b. happy and relaxed
 - c. distant and unwilling to talk
 - d. the group leader

3. If someone does not understand what a speaker is saying, he or she should _____.
 - a. ignore that part of the conversation
 - b. try to figure it out on his or her own
 - c. ask other people what they think the speaker means
 - d. ask the speaker questions for clarification

4. When listening to instructions, the best way for listeners to make sure they get all the information is to _____.
 - a. take notes and compare them with other co-workers' notes
 - b. read a book about the topic later on
 - c. ask questions, but wait until the person has stopped talking
 - d. take notes, ask questions, and repeat a summary of the instructions

5. An important attribute of an effective speaker is the ability to _____.
 - a. inject humor on the job site with practical jokes
 - b. explain and simplify complex topics
 - c. conduct multiple conversations with workers
 - d. make others feel too inferior to speak openly

6. Common documents that construction professionals need to read on the job include _____.
 - a. construction drawings, code books, and installation manuals
 - b. legal briefs, permits, and subpoenas
 - c. contracts, warrants, and encyclopedias
 - d. literary reviews, argumentation papers, and essays

7. Special features in books that help readers locate information include _____.
 - a. drawings and photographs
 - b. dictionaries and encyclopedias
 - c. tables of content, indexes, and glossaries
 - d. safety-related cautions and warnings

8. When reading instructions or a series of steps, one should _____.
 - a. read only the steps that he or she doesn't know
 - b. perform the steps even if he or she doesn't understand them
 - c. read the directions completely
 - d. skim the directions quickly

9. The rough draft of a document you are writing should _____.
 - a. follow an outline and incorporate your research
 - b. be as close to perfect as possible
 - c. be complete before any research has been done
 - d. be complete before an outline has been created

10. What is an important practice in writing to avoid errors that can cost time and money?
 - a. Handwriting any document before using a computer
 - b. Always writing in the first person
 - c. Proofreading the work for accuracy
 - d. Writing at a high reading grade level