

**Chapter 6 Study Guide**

1. What are the four basic elements included in the communication process?  
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2. What type of communication is used when you make facial expressions, gestures, and posture to send a message? \_\_\_\_\_
3. Explain how the timing of a conversation affects true communications.  
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4. When you are communicating with a child do you want to be level with the child or looking down on them? Why? \_\_\_\_\_  
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5. How does the use of space in a conversation determine its quality? \_\_\_\_\_  
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6. How do the participants affect the quality of communication? \_\_\_\_\_  
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7. The two types of listening skills are: \_\_\_\_\_  
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8. Define each type of the above listening skills and give an example of the response that goes with each type. \_\_\_\_\_  
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9. List four techniques that can be used in learning to be a good listener.  
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10. When explaining speaking skills, what is the difference between an I-message and a You-message? Give an example of each. (You-messages are not explained, but based on what the text tells you about I-messages, what do you think You-messages are?) \_\_\_\_\_  
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11. When someone is upset and angry with someone else, which is the best option to use: “You” messages or “I” messages and why? \_\_\_\_\_  
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12. When you’re assertive, you communicate ideas firmly and positively. Why is this important?  
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13. What is feedback and how does feedback help communication to come across more clearly?  
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14. What are the 6 problems in communication? Name and explain each one.
- a.
  - b.
  - c.
  - d.
  - e.
  - f.
15. What are two examples of difficult subjects, **and** what is a specific example of a time when may they be inappropriate to bring up? \_\_\_\_\_  
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16. List three reasons for silence in a conversation. \_\_\_\_\_  
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17. Why is tact an important quality in a conversation? \_\_\_\_\_  
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18. Explain the phrase, “Actions speak louder than words,” as it applies to conversation.  
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19. Why is it important to consider someone’s point of view when communicating with him or her?  
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20. What is one advantage and disadvantage to written communication? \_\_\_\_\_  
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21. How does sight affect communication? Explain your answer. \_\_\_\_\_  
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