

Worksheet Chapter 1

Directions: Answer the following items using complete sentences, proper punctuation and grammar.

1. Define communication -

2. List the steps in the communication process -

3. Tell the difference between verbal communication and nonverbal communication -

4. Identify differences between formal and informal communication settings -

5. Explain what makes an effective communicator (characteristics of...) -

6. Tell how communication skills are important in your own life -

Directions: Define each of the following terms.

1. audience - _____

2. channels - _____

3. communication - _____

4. decoding - _____

5. encoding - _____

6. feedback - _____

7. formal settings - _____

8. informal settings - _____

9. interference - _____

10. interpersonal communication - _____

11. messages - _____

12. nonverbal symbols - _____

