

# **Basic Communication Skills**

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**Module 00107-15**

# Basic Communication Skills

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- In the study of communication, noise is best defined as **anything that interferes with the message being heard or understood.**
- 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



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- Folding your arms in front of you makes it seem as if you are **distant and unwilling to talk.**
- a. warm and friendly
- b. very angry
- c. distant and unwilling to talk
- d. the group leader

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- If someone does not understand what a speaker is saying, he or she should **ask the speaker questions for clarification.**
- 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



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- When listening to instructions, the best way for listeners to make sure they get all the information is **to take notes, ask questions, and repeat a summary of the instructions.**
- 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

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- 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



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- 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 essay

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



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- When reading instructions or a series of steps, one should **read the directions completely.**
- 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

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- The rough draft of a document you are writing should **follow an outline and incorporate your research.**
- 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



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- An important practice in writing to avoid errors that can cost time and money is **proofreading the work for accuracy**.
- 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.