

DIRECTIONS: Answer the following questions using **complete** sentences.

1. What is meant by the term **communication**? (1)

2. The communication process involves six key elements. List and define each of the six. (12)

3. Explain the differences between verbal and nonverbal communication. (1)

4. List and describe the three **channels** used communicate. (6)

5. What role does **feedback** play in ensuring that effective communication takes place? (1)

6. Name three different formal settings. (3)

