**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)

7.	List the steps in order of the process of communication (both formally and informally). (6)
8.	Why is it important to have information about an audience? What three kinds of information is it important to have? (4)
9.	What is interference? What are the three types of it? Give an example of each. (7)
10	. What are the six characteristics of an effective communicator? (6)