

Chapter 5 Quiz

Name: _____ **Date:** _____

Directions: Write the correct letter on the blank before each question.

- _____ 1. Which is a characteristic of interpersonal communications? (95)
- A. Inhibition (tone, pitch, and volume)
 - B. Informality (disorder vs. agreement)
 - C. Formal language and nonverbal cues
 - D. Frequent changes of the speaker and listener roles
- _____ 2. What are the basic elements of interpersonal communication? (96)
- A. Identify, select, design, implement, and evaluate
 - B. Interaction, training, maintenance, delegation, and motivation
 - C. Vision, decisiveness, intelligence, integrity, and personal security
 - D. Sender, message, receiver, feedback to sender, and interference
- _____ 3. To be effective communicators, company officers should always be aware of their: (97)
- A. outline or transition.
 - B. audience or receiver.
 - C. education or training.
 - D. plans or duty assignments.
- _____ 4. Body language, vocal tone and volume, and personal appearance are elements of: (98)
- A. active participation.
 - B. emotional intelligence.
 - C. democratic leadership.
 - D. nonverbal communications.

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- _____ 5. Focusing, understanding, remembering, evaluating, and responding are elements in: (100)
- A. active listening.
 - B. interpersonal listening.
 - C. SMART communication.
 - D. planning communication.
- _____ 6. How can company officers overcome a fear of public speaking? (101)
- A. Participating in an Instructor training program
 - B. Relying on a radio to communicate to crew members
 - C. Avoiding speaking to groups of more than five people
 - D. Assigning a subordinate to be the voice of the company officer
- _____ 7. When issuing instructions to the crew, company officers should: (102)
- A. deliver the message clearly and concisely.
 - B. move from punitive to progressive messages.
 - C. use laissez-faire leadership to ensure orders are followed.
 - D. give monetary rewards to the crew when orders are followed.
- _____ 8. Company officers composing any type of document must first determine the document's: (105)
- A. audience, scope, and purpose.
 - B. commitment, rewards, and incentives.
 - C. anticipation, forming, and brainstorming.
 - D. ethical, emotional, and gratification issues.
- _____ 9. All written communication composed by a company officer must be: (105)
- A. based on personal rationalizations.
 - B. informal and casual in appearance.
 - C. able to pass the five-step ethics check.
 - D. accurate and professional in appearance.

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- _____ 10. An accurate statement about documents written by company officers would be: (105)
- A. company officers often outsource writing tasks.
 - B. using shorthand for technical documents is a common practice.
 - C. documents are written to educate, persuade, inform, or enlighten.
 - D. documents written by a company officer are not considered public record.
- _____ 11. When organizing a document from an outline, company officers should ensure that each paragraph contains a topic sentence that: (106)
- A. keeps the crew's attention.
 - B. ties the parts of the document together.
 - C. shows contrast or qualification or indicates continuity.
 - D. announces and controls the content of the paragraph.
- _____ 12. Generally, document organization and writing guidelines can be applied to all: (107)
- A. self-assessments and self-checks.
 - B. functional and scalar leadership styles.
 - C. departmental memos and email messages.
 - D. verbal and non verbal emergency scene commands.
- _____ 13. The preferred method of communication at an emergency scene is: (114)
- A. written reports.
 - B. nonverbal signals.
 - C. radio communications.
 - D. face-to-face communications.
- _____ 14. Company officers must be able to use the communications equipment they have at their disposal and know their jurisdiction's: (14) (114)
- A. universal Morse Code signal.
 - B. wireless broadband supplier number.
 - C. standard communications procedures.
 - D. standard receiver/interference procedures.

- _____ 15. The ability of a system to work with and use the parts or equipment of another system is: (117)
- A. clear text.
 - B. continuity.
 - C. interoperability.
 - D. intersectionality.