

Chapter 5 Overview

Name \_\_\_\_\_

1. List three communication barriers and explain how each could hinder communication.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  
2. People remember \_\_\_\_\_ of what they read, \_\_\_\_\_ of what they hear, \_\_\_\_\_ of what they see, \_\_\_\_\_ of what they see and hear, \_\_\_\_\_ of what they say and \_\_\_\_\_ of what they say and do.
  
3. List the ten steps of the communication process.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_
  - e. \_\_\_\_\_
  - f. \_\_\_\_\_
  - g. \_\_\_\_\_
  
4. List three examples of non-verbal communication.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  
5. Define verbal communication-  
\_\_\_\_\_  
\_\_\_\_\_
  
6. List four types of listening.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_
  
7. List three barriers to listening.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  
8. List three styles of listening.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_

Chapter 7 Review Questions

Name \_\_\_\_\_

1. (page 304) Define conflict –

\_\_\_\_\_

\_\_\_\_\_

2. (page 305) Positive Effects of Conflict

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_

2. (page 306) Negative Effects of Conflict

- a. \_\_\_\_\_
- b. \_\_\_\_\_

3. Behavior Styles of conflict:

- a. (page 307 - 308) Passive/nonassertive – \_\_\_\_\_
- b. (page 309) Aggressive – \_\_\_\_\_
- c. (page 310) Assertive – \_\_\_\_\_

4. (page 319) Strategies for Handling Conflict

- a. Avoiding (lose-lose) - \_\_\_\_\_
- b. Accommodating strategy (lose-win)- \_\_\_\_\_
- c. Competing/forcing strategy (win-lose or maybe even lose-lose) – \_\_\_\_\_
- \_\_\_\_\_
- d. Compromising strategy – (partial lose-lose) – \_\_\_\_\_
- \_\_\_\_\_
- e. Collaborating strategy (win-win) – \_\_\_\_\_
- \_\_\_\_\_

5. (page 325) When conflicts cannot be resolved

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_