## Knowledge Questionnaire

1. Draw a diagram of the communication process (4)
2. Explain what you do when you communicate (4)

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1. Give 4 examples of oral feedback or verbal responses. (4)

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1. Give 4 examples of signs and symbols used during oral communication. (4)

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1. Give 3 examples of formal Interviews. (3)

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1. Give 3 examples of formal meetings. (3)

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1. Name 6 items that would appear on a typical agenda. (6)

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1. Explain what minutes of meetings are. (1)

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1. Name 3 forms of communication. (3)

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1. Explain what is meant by the tone of your voice. (1)

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1. Explain what is meant by the pitch of your voice. (1)

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1. Give 4 examples of body language (non-verbal communication). (4)

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1. Name 5 barriers to communication. (5)

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1. Give 3 examples of visual aids. (3)

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1. Give 3 examples of multi-media visual aids. (3)

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1. What are the 4 critical factors to consider when you are communicating? (4)

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1. Explain what a fact is. (1)

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1. Explain what an opinion is. (1)

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**TOTAL: 55**