

State Fire Marshal Training Division

Fire and Emergency Services Instructor

IFSTA – FES Instructor Manual – 7th Edition

Lesson 4 — Effective Interpersonal Communication

Lesson Quiz

Name _____ Date _____

- _____ 1. Which one of the following originates a message by encoding or turning thoughts and mental images into words?
- A. Sender
 - B. Initiator
 - C. Receiver
 - D. Lead communicator
- _____ 2. Which of the following consists of those factors that prevent the receiver from fully receiving a message?
- A. Feedback
 - B. Interference
 - C. Audience
 - D. Medium or channel
- _____ 3. When should you avoid addressing a problem?
- A. When angry or emotional
 - B. When involved in training
 - C. When in front of new students
 - D. When in front of superiors
- _____ 4. Which of the following is NOT a main element of kinesics?
- A. Gestures
 - B. Eye contact
 - C. Facial expression
 - D. Word selection
- _____ 5. Which of the following refers to decoding the message and assigning meaning to it?
- A. Attending
 - B. Understanding
 - C. Paraphrasing
 - D. Responding

- _____ 6. Which of the following refers to restating the message in different words but keeping the same meaning?
- A. Attending
 - B. Understanding
 - C. Paraphrasing
 - D. Responding
- _____ 7. Which of the following statements about verbal skills improvement guidelines is TRUE?
- A. Blame others for how you feel.
 - B. Apply your feelings to other individuals.
 - C. Use generalizations whenever possible.
 - D. Be aware of the receiver's frame of reference.
- _____ 8. Which of the following is NOT a purpose of interpersonal communication?
- A. Helping
 - B. Learning
 - C. Influencing
 - D. Distancing
- _____ 9. Which of the following can create a hostile work environment that is a major impediment to successful leadership?
- A. Use of humor
 - B. Use of stereotypes
 - C. Use of technical language
 - D. Recognizing cultural differences
- _____ 10. Which of the following refers to the accumulation of nonverbal elements into one image of self-confidence and authority?
- A. Poise
 - B. Posture
 - C. Appearance
 - D. Professionalism