

Chapter 10 Review

Test Your Knowledge

Part 1: True or False

Instructions

Read each statement below, then select True or False.

1. When listening to a formal presentation, it is acceptable to ask a question immediately when you think of it.
True False
2. One consideration when evaluating a formal presentation is to judge the presentation by its clarity.
True False
3. Asking yourself if a presentation accomplished its goal is one way to evaluate an informal presentation.
True False
4. Setting aside personal bias demonstrates good integrity.
True False
5. One way to listen better on a telephone is to use nonverbal cues.
True False
6. In the workplace, everyone you interact with should think the same way about an issue as you do.
True False
7. Evaluating refers to how we think about the information we have received.
True False
8. Listening to a formal presentation includes participating in a question and answer session after the speaker finishes.
True False
9. Reflecting on your own listening does not help you improve your listening skills.
True False
10. One way to tell if an informal presentation was effective is by noticing the quality of information the speaker provides.
True False

