

# Communication Skills Practice Test Questions and Answers

## 1. What won't help you be more assertive?

- A) Receive feedback positively
- B) Learn to say "no."
- C) It's OK to be angry, but you must be respectful as well.
- D) None of the above

## 2. What message are head jerks conveying?

- A) agreement
- B) depend upon the context
- C) rejection
- D) None of the above

## 3. Speech can be made more vivid by using.

- A) jargon and slang
- B) careful use of tag questions
- C) paralanguage
- D) first-person narratives

## 4. What distinguishes an assertive speaker?

- A) eyes should be making good contact, but not staring
- B) Recognizing their side and their concerns shows respect
- C) always communicates a desire for a "win—win" outcome
- D) All of the above

**Answers: 1-D 2-B 3-D 4-D**

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