Instructions: Complete this quiz and submit your work when you are finished.

- 1. When revising an e-mail or document, you should:
 - a. Make sure you've included all necessary details
 - b. Reflect on how you can improve the document/e-mail
 - c. Make as many changes as possible
 - d. Both A and B
- 2. Which of the following is an example of nonverbal communication?
 - a. Emoticons in emails and texts
 - b. Written Email
 - c. Posting photos on social media to provoke a reaction
 - d. Both A and C
- 3. Which of the following is not an effective way to listen?
 - a. Put yourself in the other person's shoes
 - b. Change the subject
 - c. Confirm your understanding of something the other person just said
 - d. Ask questions

 \mathbb{C} \mathbb{R} Tennessee is funded by a grant from the U.S. Department of Labor, Employment and Training Administration. This project is funded by 100% federal funding in the amount of \$12.6M. Volunteer State Community College, a Tennessee Board of Regents institution, is an AA/EEO employer and does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, sexual orientation, or veteran status in its programs and activities. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Director of Human Resources, Affirmative Action Officer, Title IX Coordinator, 1480 Nashville Pike, Gallatin, TN 37066, 615-230-3592 Page 1 of 4

- 4. According to Lillian Bjorseth, what is the "Controller?"
 - a. A manager who micromanages others
 - b. A remote control device used for presentations
 - c. A type of handshake where the other person makes sure his or her hand moves to the top
 - d. A person who stares, making others uncomfortable
- 5. Eye contact is a key nonverbal communication tool for the following except:
 - a. Conveys confidence
 - b. Aids your comprehension
 - c. Demonstrates your interest
 - d. Indicates agreement
- 6. Which of the following is a good e-mail subject line?
 - a. Help!
 - b. Assistance needed quarterly report statistics
 - c. Staff meeting on Feb. 4, 2015
 - d. Both B and C
- 7. A good e-mail should not:
 - a. Have a detailed subject line
 - b. Cover multiple topics in order to reduce the number of e-mails
 - c. Be concise
 - d. Be proofread before sending

EXAMPLE RX Tennessee is funded by a grant from the U.S. Department of Labor, Employment and Training Administration. This project is funded by 100% federal funding in the amount of \$12.6M. Volunteer State Community College, a Tennessee Board of Regents institution, is an AA/EEO employer and does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, sexual orientation, or veteran status in its programs and activities. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Director of Human Resources, Affirmative Action Officer, Title IX Coordinator, 1480 Nashville Pike, Gallatin, TN 37066, 615-230-3592 Page 2 of 4

RX Tennessee is funded by a grant from the U.S. Department of Labor, Employment and Training Administration. This project is funded by 100% federal funding in the amount of \$12.6M. Volunteer State Community College, a Tennessee Board of Regents institution, is an AA/EEO employer and does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, sexual orientation, or veteran status in its programs and activities. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Director of Human Resources, Affirmative Action Officer, Title IX Coordinator, 1480 Nashville Pike, Gallatin, TN 37066, 615-230-3592

- 8. Increased use of technology at work has caused the following phenomena:
 - a. Possible increase in productivity
 - b. Possible decrease in privacy in the workplace
 - c. Allows for employees to work and communicate from various geographic locations
 - d. All of the above
- 9. Which of the following statements is true?
 - a. Virtual communication should be supplemented with smileys to properly convey emotion
 - b. Using a strange font can distract from the main message of an e-mail
 - c. You should only proofread messages to the most important colleagues or you will waste time
 - d. One badly written e-mail will not be detrimental to the image of your employer
- 10. Which of the following is the best example of a well-written e-mail from a manager?
 - a. "I have a question about the form you turned in. Please come to my office."
 - b. "Hi Harry, Great job on the report! I do have one question about it, so please stop by my office at your convenience today. Thanks! Albus"
 - c. "hi Ron, do you still have a copy of the EHR implementation manual from 1997... if so please send. thanks"
 - d. "Hi all, don't forget that the meeting is on Tuesday. Fred"

RX Tennessee is funded by a grant from the U.S. Department of Labor, Employment and Training Administration. This project is funded by 100% federal funding in the amount of \$12.6M. Volunteer State Community College, a Tennessee Board of Regents institution, is an AA/EEO employer and does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, sexual orientation, or veteran status in its programs and activities. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Director of Human Resources, Affirmative Action Officer, Title IX Coordinator, 1480 Nashville Pike, Gallatin, TN 37066, 615-230-3592