



UNIVERSITY OF DAR ES SALAAM  
COLLEGE OF HUMANITIES  
CENTRE FOR COMMUNICATION STUDIES  
CL 106 Test One, Semester One 2015/2016

Module 1: Theory and Nature of Communication

1. Write T for TRUE and F for FALSE for each of the following statements.

a)	Paralanguage is the use of one's voice to alter the meaning of words by changing the voice qualities.	T
b)	The receptive skills (speaking and writing) and expressive skills (listening and reading) are what make communication a two-way process.	T
c)	Non-verbal communication is communication that happens between participants without the use of sounds.	F
d)	Communication as a transaction is only arrived at when the participants arrive at a mutual agreement about the meaning of their messages.	T
e)	Noise is any loud sound that interferes with the successful transmission of messages.	F
f)	Sender, receiver, channel/medium, feedback and barriers comprise the elements of the communication process.	T
g)	Vertical communication is that which moves from the grassroots level to the higher levels.	T
h)	Silence can be very noisy.	F
i)	Barriers to communication if not overcome can lead to misunderstanding and confusion.	T
j)	Non-verbal communication is always intentional.	F

2. Provide only ONE or TWO WORDS that would be the best concept, as defined by the explanation given.

a)	Cues or signals that are transmitted without the use of sound.	NON-VERBAL COMMUNICATION
b)	The part of the body that best non-verbally assists us to detect instances of deception, guilt, anger, fear, happiness, joy, etc. during communication	FACE
c)	One of the functions of non-verbal communication by which the non-verbal signal is used to add meaning to the verbal signal.	NON-VERBAL SUBSTITUTE
d)	A social convention that combines signs in a systematic way so that one is able to communicate meaningfully.	CODES
e)	The use of touch to impart meaning when communicating with others.	TACTILE
f)	Movements of our arms, legs, hands, torso and head, irrespective of body posture and body weight.	BODY LANGUAGE
g)	When your doctor uses unfamiliar terms to explain why you are feeling ill.	JARGONS
h)	Communication involving the use of spoken and written words.	VERBAL COMMUNICATION

i)	We understand the nature of the relationship between communication participants by the distance that they keep between them.	SPACE APP DISTANCE PROXIMITY
j)	The content which is conveyed during the communication encounter.	MESSAGE

## Module 2: Public Speaking/Presentation Skills, and Listening Skills

3. After each of the following statements, write A if the statement is **always true**, S if the statement is only **sometimes true**, and N if the statement is **never true**.

a)	While public speaking skills subsume presentation skills, the opposite may not be the case.	A X
b)	Internal noise (emotional instability) on the part of the speaker is caused both by the speaker and the listeners.	A ✓
c)	Speaking impromptu, which is also known as 'speaking off-the-cuff' implies that the speaker is presenting memorised material.	SN ✓
d)	Wise people talk because they have something to say; fools talk because they have to say something.	A ✓
e)	Telling your audience the structure of your presentation before the actual talk, helps them to minimise speculation.	A ✓
f)	Because you may not have had a chance to make a good first impression, it is wise to have a conclusion that restates the subject, and summarises the key points.	N X
g)	Paragraphs, in writing, help readers to see the organisation of the writer's ideas; in speaking, listeners are assisted to see the organisation by use of vocalised pauses.	A X
h)	Physical appearance of a speaker is too personal; it should not be taken seriously as a factor that influences how the audience 'relates' to the speaker.	A X
i)	We sometimes listen with 'malice', because our own attitudes take over our own ability to listen comprehensively and critically, so we spar.	A X
j)	Humour is a very effective way of setting up a presentation, as it makes the audience immediately interested in the subject.	A X

4. Succinctly, define the following terms, as used in human communication. Strictly, use the only one line provided, for your answer.

- A presentation which not understandable
- a) Cognitive dissonance: Is where the speaker decided to use alternative way of presentation so as to avoid bad mean
- b) Selective perception: Is where to judge the information given before conclusion
- c) Filtering: Mean to represent memorized materials
- d) Extemporaneous presentation: Is when you use interfere the speaker's presentation
- e) Stereotyping: Is where you produce a lot of information and audience fail to interpret
- f) Information overload: situation of feeling pity and sorrow to someone problems
- g) Empathy: Is to know ideas, what you are going to represent
- h) Conception: Process of audience to interpret Is to know your audience before speaking
- i) Audience analysis: Is when audience interfere the speaker when presenting
- j) Heckler: