

Check Yourself

In the sentences below, fill in the blanks with the correct answer.

1. The communications rule KISS stands for “keep it _____ and _____.”
2. Written communications create a _____ trail that helps back up your claims.
3. To draw in the entire audience when you speak, be sure to look and nod at each _____.
4. In written communications the abbreviation cc stands for _____.
5. The closing to a business letter includes your _____ in print and your signature.
6. Instant messaging is also known as _____.
7. The purpose of _____ is to let the speaker know you understand what is being said.
8. For communication to be relevant you must supply the right _____ to the right _____.

Circle whether each statement is true or false.

9. True False Different types of communication are required for different situations.
10. True False Some messages are best put in writing for legal reasons.
11. True False Business letters are best for shorter and less official messages.
12. True False On a business telephone call you should identify yourself right away.
13. True False Memos are brief notes sent to people outside the business.
14. True False Sensitive business information is best transmitted by e-mail.
15. True False Instant messaging provides good privacy for business messages.
16. True False The purpose of active listening is to improve communication.

Extend Your Knowledge

Netiquette is a combination of the words Internet and etiquette (appropriate social conduct). Thus, business netiquette refers to conducting online communications in an appropriate manner. Use Internet resources, such as business journals, to research guidelines for proper business netiquette. Present your findings to the class in a short presentation. Make sure it is the length specified by the instructor.