

6. The communication problem: blaming, “you” messages, reacting emotionally.
A better response from Brett: Brett should use “I” messages and share his frustrations calmly.
7. The communication problem: prejudice, failure to see a person as an individual, lack of tactfulness.
A better response from Amelia: avoid labeling Lara as “a person like you,” respond with tact and kindness.
8. The communication problem: gossiping and saying bad things about someone.
A better response from Taylor: avoid gossip, follow the rule, “if you don’t have something nice to say, then don’t say anything.”
9. The communication problem: gossiping, saying bad things about someone, leaving someone stranded in a conflict (even though the person wasn’t there).
A better response from Sarah: redirect the conversation, stand up for her new friend.
10. The communication problem: not including an appropriate salutation, not structuring the message appropriately for the recipient, overusing abbreviations and text lingo.
A better response from Jon: a professional-sounding email with appropriate salutation and closing and words spelled out; or a face-to-face conversation.

Written Test

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|-------|-------|-------|-------|
| 1. A | 12. A | 23. C | 34. A |
| 2. C | 13. B | 24. B | 35. A |
| 3. A | 14. A | 25. A | 36. B |
| 4. D | 15. B | 26. B | 37. A |
| 5. A | 16. B | 27. A | 38. B |
| 6. D | 17. A | 28. B | 39. A |
| 7. C | 18. B | 29. B | 40. B |
| 8. A | 19. C | 30. A | 41. D |
| 9. D | 20. D | 31. B | 42. D |
| 10. C | 21. C | 32. A | |
| 11. B | 22. A | 33. B | |