

- _____ 8. During a job interview, instead of asking questions about the job, the only question Alison asked was, "How much time off will I get?" How could Alison improve her communication techniques?
- A. Ask questions wisely.
 - B. Ensure nonverbal cues match the verbal message.
 - C. Provide feedback.
 - D. Use "I" messages, not "you" messages.
- _____ 9. Marie told Todd, "You're so rude and inconsiderate. You're always looking at your phone when you're with me." How could Marie better communicate with Todd?
- A. Ask questions wisely.
 - B. Ensure nonverbal cues match the verbal message.
 - C. Provide feedback.
 - D. Use "I" messages, not "you" messages.
- _____ 10. Greg was discussing his career plans with Becky. He wanted some response to his idea about going to a state school and majoring in engineering. Becky didn't respond, so Greg soon stopped talking. How could Becky communicate better?
- A. Don't interrupt the speaker.
 - B. Ensure nonverbal cues match the verbal message.
 - C. Provide feedback.
 - D. Use "I" messages, not "you" messages.
- _____ 11. Barbara was surprised with a birthday gift from her aunt. She appreciated the gift, but she was in a bad mood, so she said, "Thank you," with a glum expression and stuffed the gift into her purse. Later, she was surprised when her mother said, "Aunt Janie says you didn't like her gift." How could Barbara improve her method of communication?
- A. Ask questions wisely.
 - B. Ensure nonverbal cues match the verbal message.
 - C. Provide feedback.
 - D. Use "I" messages, not "you" messages.

Objective 3

- _____ 12. Jack was disappointed that his son earned a C in Math this semester. He said “I know you can do better than this, and I’d like to see you bring this up to a B next semester. But I am proud that you brought your English grade up to an A. You worked hard on that, and it shows.” Is this an appropriate way for Jack to communicate negative feelings?
- A. Yes
B. No
- _____ 13. Hannah was angry that her husband did not close the back door all the way. Sobbing, she said “Don’t you realize Mr. Jingles could have gotten out? I never would have seen my cat again! Don’t you even care?” Is this an appropriate way for Hannah to communicate negative feelings?
- A. Yes
B. No
- _____ 14. Celia heard that her coworker Bonnie made a rude comment about Celia’s promotion. She thought Bonnie was probably jealous, but didn’t mention it when she politely asked Bonnie about her comment. Is this an appropriate way for Celia to communicate negative feelings?
- A. Yes
B. No
- _____ 15. Fritz was annoyed at his roommate Brendan’s sloppy housekeeping. When he saw Brendan’s girlfriend, Fritz said “Hey, tell your boyfriend he’s a slob!” But when Brendan came home, Fritz didn’t say anything about the state of their apartment. Is this an appropriate way for Fritz to communicate negative feelings?
- A. Yes
B. No

- _____ 16. Ava borrowed \$50 from her brother Andy and forgot to pay it back until he reminded her several months later. Now, any time they disagree, he says something like “I bet you don’t even remember what really happened, just like you didn’t remember you owed me money” or “Sure, you think that’s true, but you also thought you paid me back my \$50, and you were wrong then too!” Is this an appropriate way for Andy to communicate negative feelings?
- A. Yes
 - B. No
- _____ 17. Clark stopped cleaning the house because Jayne always laughed and told him he did things the wrong way. After a few weeks of being the only one to clean, Jayne said “Clark, I know I made fun of the way you do housework, and that was wrong. I apologize. I feel like I’m doing all the work around the house now. I’d appreciate it if you’d start helping again, and I promise I won’t say anything.” Is this an appropriate way for Jayne to communicate negative feelings?
- A. Yes
 - B. No
- _____ 18. Brad was late picking Jean up from work. Jean said, “You’re always late. You’re so thoughtless to leave me waiting. You must not care very much about me.” Is this an appropriate way for Brad to communicate negative feelings?
- A. Yes
 - B. No

Objective 4

- _____ 19. Donte wanted to make the new guy feel welcome, so he teased him about his old, beat-up car. Was this tactful?
- A. Yes, because it will make the new guy feel like he’s part of the group
 - B. Yes, because it’s a subtle way to let the new guy know he needs a better car to fit in
 - C. No, because teasing is hurtful
 - D. No, because he shouldn’t have teased him about something he couldn’t control

- _____ 20. Kimmy is a vegetarian. Her grandmother is not happy about this choice, even though Kimmy has carefully explained how she gets all the nutrients she needs from her diet. Which of the following statements would be the most tactful thing for her grandmother to say?
- A. "I understand you don't want to eat meat, but in my house you have to follow my rules."
 - B. "Since I love you so much, I want to tell you that being a vegetarian is bad for your health."
 - C. "Vegetarianism is a silly fad, but if you want to follow along, go ahead."
 - D. "It's not a choice I would make, but your diet is your decision."
- _____ 21. Kris knows her sister Kendra is embarrassed about having money problems and doesn't want her friends to know she's broke. When Kendra's friend Sonia asks her for a loan and refuses to accept "no" as an answer, Kris can tell Kendra is uncomfortable with the conversation. Which of the following would be the most tactful thing for Kris to do?
- A. Tell Sonia to stop being rude and leave Kendra alone.
 - B. Encourage Kendra to lend Sonia the money.
 - C. Change the subject with a lighthearted joke.
 - D. Change the subject by teasing Kendra and Sonia for both being broke.
- _____ 22. Your friend said "You won't believe what I heard about Parker and Katy. They broke up, and he says it's because she's going away to college, but I heard it's because she was flirting with Scott." You know that neither of these is actually the truth. Which of the following statements would be the most tactful thing for you to say?
- A. "That's not any of our business. Let's just leave them alone."
 - B. "You gossip like an old lady. Nobody cares. Shut up and leave them alone."
 - C. "That's not true, but I can't tell you what really happened."
 - D. "That's not true. Here's what really happened..."