

## MODULE 2: COMMUNICATION

### QUESTIONNAIRE

- **What elements of communication should we pay special attention to when we telework?**
- Issuer and language, since we must work very well our message so that the receiver can understand it.
- Channel and feedback, to ensure always that our interlocutors have received our message well. The channel will determine how to build our message and feedback will ensure that they have understood it.
- Code and context, avoiding sociocultural barriers between members of the same organization.
- Message and receiver, ensuring the quality of the information to the person who receives it.
  
- **As you worked on this module, what kind of communication do you consider to be one of the most important when teleworking, when we talk to others over the phone?**
- The verbal communication, preparing very well our message in content.
- Non-verbal communication provided that in our discourse there is no congruence regarding content.
- **Paralinguistic communication, since not being face to face with our interlocutor, intonation, volume and silences, among other elements of our voice, play a fundamental role.**
- Postural communication, taking care of the body expression of our body in a videoconference, for example.
  
- **What do we call the listening level when a person only listens to some of the messages from the person talking?**

- a) Pretend
- b) Biological
- c) Selective**
- d) Active

- **What do we call the listening level when a person enters into the same frame of mind as the person they are listening to?**

- a) Empathic**
- b) Active
- c) Pretend
- d) Biological

- **What guidelines should we follow to communicate effectively through email?**
- Use colloquial expressions, informal greetings and using abbreviations.
- **Good spelling, a professional language, reviewing the wording of the subject and paying attention to the "respond" and "respond to all" options.**
- Use compound sentences, using the written medium as unique, and using excessive capitalization.

- Use indirect phrases, avoid spam and always use the "respond to all" option.

- **What does the concept of empathy mean?**

**a) It is the ability to understand how others feel or what they may be thinking.**

- b) How to express yourself correctly, honestly, directly and clearly saying what you truly think or feel.
- c) It is any relevant response or reaction that the receiver sends to the issuer of a message.
- d) It means to answer and confirm what the person who is speaking to us is saying, with a positive attitude.

- **Which of the following attitudes will not help you work on your assertiveness?**

a) Showing your disagreement.

**b) Blaming others.**

- c) Speaking from your perspective, not theirs.
- d) Preparing your message beforehand.

- **Describe good feedback. Please select the most complete answer:**

- a) Complete, rigorous and always including any negative aspects.
- b) Complete, balanced, specific and based on facts.
- c) Balanced, specific, concrete, useful, meaningful and fact-based.**
- d) Balanced, concrete, including positive and negative feedback and be meaningful.

- **Which of the following characteristics does not correspond to an assertive person:**

**a) They tend to deteriorate personal relationships by stating their opinions.**

- b) They say "no" when they think it is necessary.
- c) They respect other people's opinions.
- d) They express themselves honestly and directly.

- **How should we make use of listening in teleworking?**

- Without interrupting the other person, under no circumstances.
- It is not necessary to make the other person understand that we are present, listening.
- Ensuring that the channel works properly and emphasizing verbal communication.
- **Paying special attention to the paralinguistic elements of the communication of our interlocutor, and ensuring that he understands that we are present and attentive to what he is telling us.**

