

Public Speaking Study Guide

Chapter 3

Five of these questions will be on the chapter quiz and the other five will be on the exam. While these questions are specifically from the 10th edition, you should be able to get the answers from previous editions as well.

1. People spend more time _____ than in any other communication activity.
2. Even when we are listening carefully, we usually grasp only about _____ percent of what we hear.
3. When business managers are asked to list the communication skills most crucial to their job, they usually rank _____ number one.
4. According to your textbook, when you listen to evaluate a speaker's message for purposes of accepting it or rejecting it, what kind of listening is involved?
5. Giving excessive attention to the details of a speech is an example of _____
6. Which of the following is one of the four major causes of poor listening discussed in your textbook?
7. Which of the following is included among the four major causes of poor listening discussed in your textbook?
8. What does your textbook say is the *first* step to improving your listening skills?
9. Although most people speak at a rate of 120 to 150 words a minute, the brain can process words at a rate of _____
10. According to your textbook, skilled listeners do not try to absorb a speaker's every word. Rather, they focus on three major aspects of a speech. Those aspects include _____