1. Good communication on the job _____.
   a) affects safety, schedules, and budgets
   b) will make you popular
   c) takes too much time
   d) cannot be learned

2. Nonverbal communication is best for communicating _____.
   a) feelings and attitudes
   b) complex ideas
   c) what a person desires
   d) instructions for installing new equipment

3. Which of the following are examples of positive nonverbal communication?
   a) Sitting up straight, keeping a clean workspace, and looking at people who are talking to you.
   b) Giving compliments to others and encouraging them.
   c) Speaking with an even tone and looking away most of the time during a conversation.
   d) Telling people all of the information they need in order to do a task properly and answering questions.

4. Which of the following is an example of positive verbal communication on the job?
   a) Talking over or interrupting another person.
   b) Giving and taking instructions.
   c) Tuning out when someone is speaking.
   d) Ducking out of team discussions.

5. Real listening is _____.
   a) tedious
   b) an active process
   c) unnecessary
   d) an art

6. A co-worker asks you to hand her a tool, but does not specify which tool she needs. The most appropriate response would be: _____
   a) "Get it yourself"
   b) "How am I supposed to figure out which tool you need?"
   c) "I'm sorry; which tool do you need?"
   d) "I am too busy; ask someone else."

7. A supervisor wants an apprentice to insert a plug into a water supply line for a pressure test. The clearest way to instruct the apprentice would be for the supervisor to say, _____.
   a) "Put the plug in"
   b) "Insert that one plus into the pipe"
   c) "Get the water supply line ready for the pressure test"
   d) "Insert the plug into the end of the water supply line so I can do a pressure test"

8. If you are in the middle of a task and you receive a personal phone call, _____.
   a) put the caller on hold until you complete the task
   b) continue working and do not answer
c) tell the caller you don’t have time to talk
d) hand the phone to a co-worker

9. In the construction industry, a codebook provides _____.
   a) the keypad entry codes for locked work areas
   b) codes and standards, such as building codes or electrical codes
   c) passwords for company web services, such as databases and training software
   d) keys for understanding blueprint symbols

10. A reader that wants to find any mention of a certain topic in a book can look in the _____.
    a) table of contents
    b) glossary
    c) appendixes
    d) index

11. Which is a typical example of an item a construction worker might read for work on a regular basis?
    a) Newspaper
    b) Roadmap
    c) Materials list
    d) Summons

12. When you are looking for a specific installation procedure in a manual, the best way to find the
    information is to _____.
    a) identify the correct section and go straight there
    b) start reading the book from the beginning
    c) study the terms in the glossary
    d) skim the book and take notes on all important information

13. Which of the following is one disadvantage to using email versus paper-based delivery?
    a) Email is an expensive way to communicate.
    b) The spell-checker is unreliable.
    c) Emails cannot easily be replicated.
    d) Emails are not as private as paper-based documents.

14. Many of the rules that apply to writing paper-based documents also apply to _____.
    a) writing emails
    b) leaving voice messages
    c) having a face-to-face conversation
    d) taking orders

15. Text messages are best used for _____.
    a) long conversations since a record of what was said will be preserved
    b) telling people how one feels
    c) detailed or complex information
    d) brief messages that should be viewed immediately