

11.8: Chapter Review Questions

1. Describe the communication process.
 2. Why is feedback a critical part of the communication process?
 3. What are some things that managers can do to reduce noise in communication?
 4. Compare and contrast the three primary forms of interpersonal communication.
 5. Describe the various individual communication roles in organizations.
 6. How can managers better manage their effectiveness by managing e-mail communication?
 7. Which communication roles are most important in facilitating managerial effectiveness?
 8. Identify barriers to effective communication.
 9. How can barriers to effective communication be overcome by managers?
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