

Name: \_\_\_\_\_

## **Fundamentals of Management**

### **Chapter Thirteen: Managing Communication and Information**

- 1: Why do managers need effective communication skills?
  
- 2: Define Communication.
  
- 3: Explain the Communication Process.
  
- 4: Identify the advantages and disadvantages of Written Messages vs. Verbal Messages.
  
5. Define Grapevine.
  
- 6: Explain Nonverbal Communication.
  
- 7: Identify and explain at least three Communication Barriers.
  
- 8: Explain how to Overcome Communication Barriers.

9: Define Active Listening.

10: Explain the impact of Technology on organizational communication.

11: Identify two Communication Issues.

12: Define Knowledge Management.

13: Explain Customer Service and the importance of communication.

14: Define Ethical Communication.

Briefly share your thoughts on how the material outlined in this chapter can impact your life: