

Name:

Date:

Class:

Lesson 17.1

Check Your Understanding

1. List the six elements of the communication process. (17.1-1)

Answer:

2. Describe effective staff communication and its uses. (17.1-1)

Answer:

3. Discuss how to demonstrate professional business communication skills during a phone conversation. (17.1-2)

Answer:

4. Identify forms of written business communications utilized in the workplace. (17.1-2)

Answer:

5. Explain the purpose of using hypertext. (17.1-2)

Answer: