

Name _____ Instructor _____ Class _____ Date _____

Chapter 5 Assignment

1. What is Maslow's hierarchy of needs? Why is this theory important to practicing effective communications?
2. What are some techniques the HUC can practice to improve his or her skill in listening and providing feedback?
3. List four components of the communication process.
4. Explain how unsuccessful communication can occur during the encoding and decoding process.
5. Name two types of nonverbal communication and 3 examples of each.