**IO5 Interactive Tools for IO3**

Questions 1-10 (Multiple Choice) with correct answers

Questions 11-20 (Multiple Choice) with correct answers

**Interpersonal Communication Exercise (Questions 1-10)**

1. When I meet someone for the first time,  
   a. I expect them to introduce themselves.  
   b. I take charge, and make the first introduction.   
   c. I smile or hug the other person.
2. When I meet someone for the first time,  
   a.  I usually remember their name.  
   b.  I usually don’t remember their name.  
   c.  I only remember their name if I think they are important.
3. When speaking with someone else,  
   a.  I attempt to keep the conversation on equal footing.  
   b.  I usually talk more.  
   c.  I usually talk less.
4. When having a discussion,  
   a.  I pay attention to being polite  
   b.  I am polite occasionally   
   c.  I rarely pay attention to etiquette
5. When beginning a discussion, I   
   a. start with small talk and personal chit-chat.  
   b. usually jump right into discussing the important issues.  
   c.  usually expect the other person to do most of the talking.
6. When discussing an issue, I  
   a.  try to focus on the positive parts.  
   b.  usually end up discussing the negative aspects.  
   c.  usually let the other person do the talking.
7. When the other person talks,  
   a.  I am easily distracted.  
   b.  I stay focused, and ask additional questions  
   c.  I mostly listen and do not interrupt the other person while they talk.
8. When I talk, I  
   a.  often interrupt the other person and finish their sentences.   
   b.  I speak only after the other person has finished their sentence.   
   c.  try to be succinct and speak as little as possible.
9. When I disagree with a person,  
   a.  I just say it.  
   b.  I lead in with a positive comment first.  
   c.  I say nothing.
10. When finishing a discussion.  
    a.  I usually just up and leave.  
    b.  I attempt to let the other person know that we should be finishing, by acting or looking disinterested.  
    c.  I try to finish the conversation with a carefully thought out closing remark.

**Social Communication Exercise (Questions 11-20)**

1. During discussions,  
   a.  I am usually serious and do not smile much.  
   b.  I try to smile all the time.  
   c.  I attempt to smile only during points in the discussion that I deem are appropriate.
2. During discussions,  
   a.  I try to keep eye contact as much as possible.  
   b.  I make eye contact at the appropriate times.  
   c.  I make very little eye contact.
3. During discussions,  
   a.  I usually remain static.  
   b.  I nod in approval at the appropriate times.  
   c.  I nod in approval often.
4. When another person is speaking,  
   a. I usually cross my arms when listening.  
   b. I usually lay back when listening.  
   c. I usually lean towards the speaker when listening
5. When I’m in a group,  
   a. I let my emotions be known, whether good or bad.  
   b. I usually smile a lot.  
   c. I am usually serious.
6. When another person gives me negative feedback,  
   a.  I usually inquire about how I need to improve.  
   b.  I usually stand my ground and argue my point of view.  
   c.  I usually ignore their comment.
7. When I disagree with another person’s opinion,  
   a.  I confront them.  
   b.  I keep to myself.  
   c.  I ask questions to understand why we do not think alike.
8. When I give feedback to another person,  
   a. I try to focus on their positive and negative traits.  
   b. I try to focus on the positives.  
   c. I usually only give feedback, as that if they need to improve something.
9. When I give negative feedback,  
   a.  I try to offer suggestions for improvement.  
   b.  I try to avoid small talk and address the negatives directly.  
   c.  I try to tell the other person what it is they are doing wrong.
10. When I give feedback to another person,  
    a.  I try to make sure that other people are made aware of it.  
    b.  I try to have at least one other person witnessing.  
    c.  I try to do it privately in a secluded area.

**Exercise Answers Key:**

Interpersonal Communication Exercise: 1. b  2. a  3. a  4. b 5. a  6. a  7. b  8. b  9. b  10. c  
Social Communication Exercise: 11. c  12. b  13. b  14. c  15. b 16. a  17. c  18. a  19. a  20. c