

## Welcome to Success Communication Study Guide

Write your answers on a different piece of paper in complete sentences.

- 1) What is an appendix?
- 2) What is a punch list?
- 3) What is a bulleted list?
- 4) What is verbal communication?
- 5) Real listening is a process of what?
- 6) What is the best way to improve speaking skills?
- 7) What are the first steps when making an effective phone call?
- 8) Effective speaking is even more important in a phone call because?
- 9) What is something you can do to help remember instructions?
- 10) When is your writing more or less clear and direct?