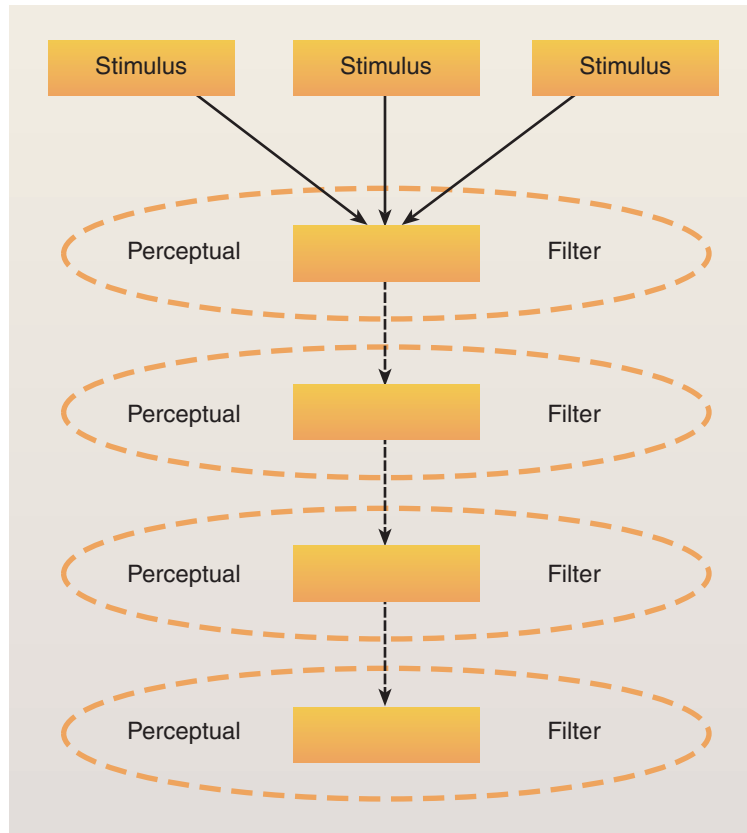


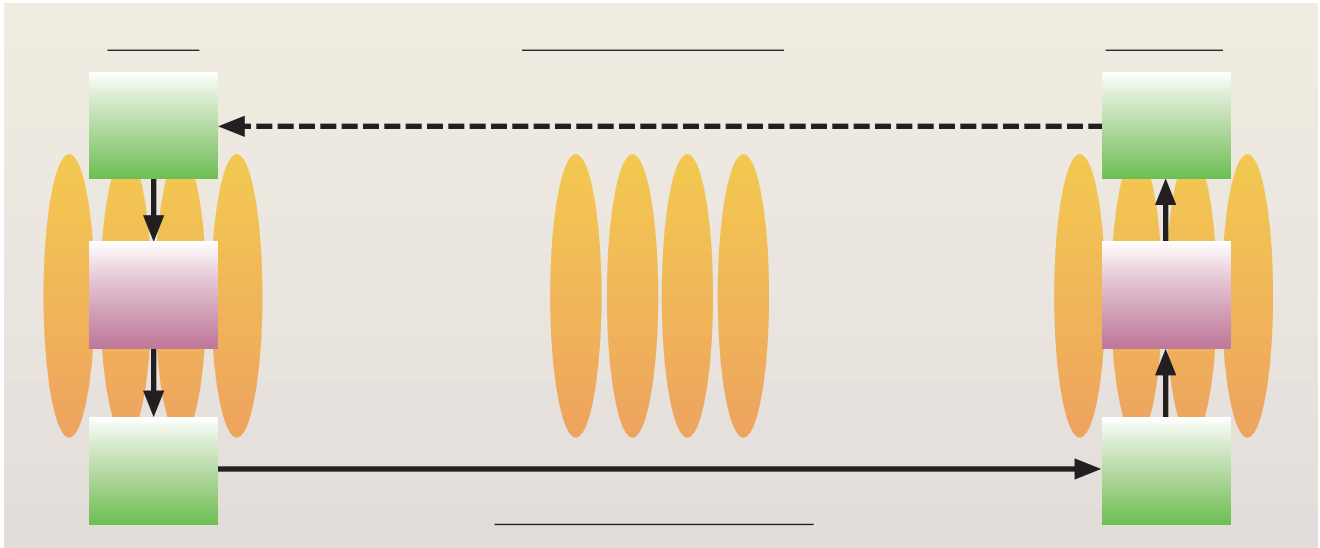
BASIC PERCEPTION PROCESS



**INSTRUCTIONS**

Identify four perceptual filters that affect the perception process.

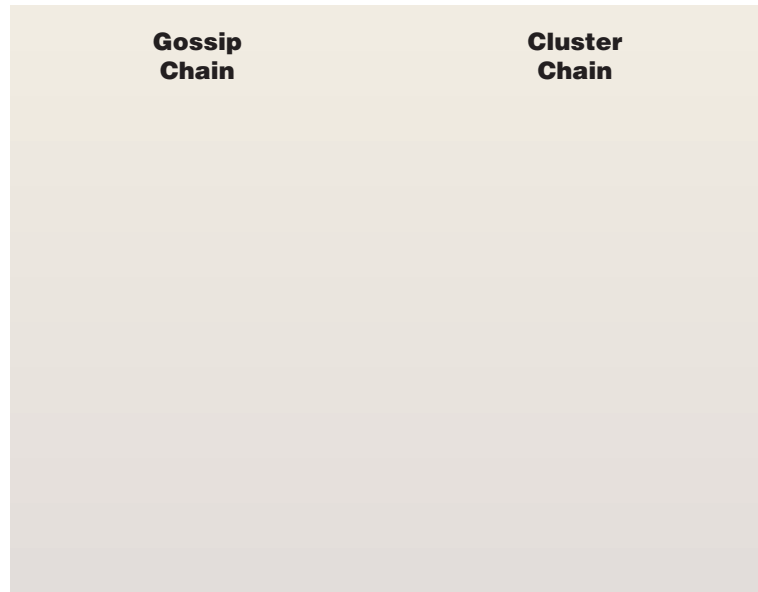
THE INTERPERSONAL COMMUNICATION PROCESS



**INSTRUCTIONS**

Label the diagram with the elements of the communication process.

GRAPEVINE COMMUNICATION NETWORKS



**Source:** K. Davis & J.W. Newstrom, *Human Behavior at Work: Organizational Behavior*, 8th ed. (New York: McGraw-Hill, 1989).

**INSTRUCTIONS**

Draw a diagram of a cluster chain and of a gossip chain.

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CLARIFYING, PARAPHRASING, AND SUMMARIZING RESPONSES FOR ACTIVE LISTENERS

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**CLARIFYING RESPONSES**

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**PARAPHRASING RESPONSES**

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**SUMMARIZING RESPONSES**

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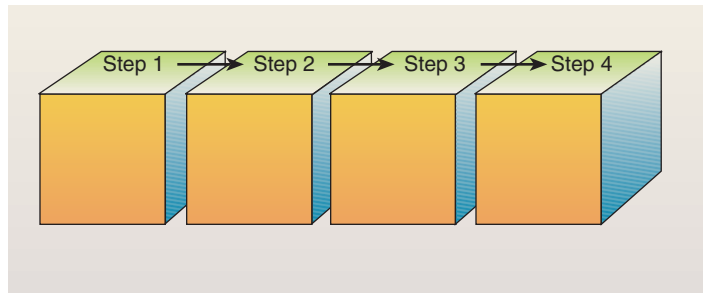
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**Source:** E. Atwater, *I Hear You*, revised ed. (New York: Walker, 1992).

**INSTRUCTIONS**

Give some examples of clarifying, paraphrasing, and summarizing responses.

ESTABLISHING ONLINE DISCUSSION FORUMS



**Source:** Based on G. McWilliams & M. Stepanek, "Knowledge Management: Taming the Info Monster," *Business Week*, 22 June 1998, 170.

**INSTRUCTIONS**

List the four steps in establishing online discussion forums.