

Test Bank

Chapter 1: Identifying Foundations of Human Communication

Multiple Choice

1.1. As the text relates, leaders of major corporations believe that _____ is the most important skill for workers to have.

- a. computer literacy
- b. creativity
- c. verbalizing
- d. listening

Answer: d

Chapter: 01

Module: 1.1

Learning Objective: LO 1.1 Explain why it is important to study communication.

Topic: Why Study Communication?

Difficulty: Easy

Skill: Remember the Facts

1.2. Marietta shook her head in agreement and smiled when Jordan suggested they go out for dinner. Marietta is using _____ to communicate her message.

- a. transitions
- b. language
- c. symbols
- d. signposts

Answer: c

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define communication and describe five characteristics of the communication process.

Topic: The Communication Process

Difficulty: Moderate

Skill: Apply What You Know

1.3. The words on the pages of a textbook and the wave of a hand your friend makes when she sees you on the street are both examples of _____.

- a. nonverbal messages
- b. signposts
- c. symbols
- d. visual images

Answer: c

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define communication and describe five characteristics of the communication process.

Topic: The Communication Process

Difficulty: Moderate

Skill: Apply What You Know

1.4. Even though Connor felt strongly about his position on the matter, he included all opposing views in his presentation because he knew his audience consisted of people who felt differently than he did.

Connor is demonstrating the idea of being _____.

- a. other-oriented
- b. self-oriented
- c. unintentional
- d. intentional

Answer: a

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define communication and describe five characteristics of the communication process.

Topic: The Communication Process

Difficulty: Moderate

Skill: Apply What You Know

1.5. Ginny didn't want to speak to her seatmate on the plane, so when she got into her seat, she purposefully avoided making eye contact. This shows how communication is _____.

- a. inescapable
- b. irreversible
- c. plausible
- d. complicated

Answer: a

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define communication and describe five characteristics of the communication process.

Topic: The Communication Process

Difficulty: Moderate

Skill: Apply What You Know

1.6. Gilberto makes a negative comment about Kristen's new haircut. He quickly recants saying, "I'm sorry, Kristen. You know I didn't mean it." Unfortunately, Kristen still feels hurt. This example demonstrates that communication is _____.

- a. inescapable
- b. intentional
- c. irreversible
- d. complicated

Answer: c

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define communication and describe five characteristics of the communication process.

Topic: The Communication Process

Difficulty: Moderate

Skill: Apply What You Know

1.7. The aspect of communication that focuses on how something is said, and offers cues about the emotions, attitudes, and amount of power the speaker directs toward others, is describing the _____ of a message.

- a. content dimension
- b. context
- c. relationship dimension
- d. process

Answer: d

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define communication and describe five characteristics of the communication process.

Topic: The Communication Process

Difficulty: Moderate

Skill: Understand the Concepts

1.8. Trina knows she needs to select the next number from the display and wait for it to be called before she can place her deli order. This is an example of what aspect of communication?

- a. context
- b. rules
- c. encoding
- d. feedback

Answer: b

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define communication and describe five characteristics of the communication process.

Topic: The Communication Process

Difficulty: Moderate

Skill: Apply What You Know

1.9. Patrick understands that when he wants to get a haircut, he needs to call ahead for an appointment. He knows this even though he has never been told directly. This example illustrates a(n) _____ rule.

- a. explicit
- b. implicit
- c. content
- d. relational

Answer: b

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define communication and describe five characteristics of the communication process.

Topic: The Communication Process

Difficulty: Moderate

Skill: Apply What You Know

1.10. Noah is listening to Leah tell a story about what happened in class yesterday. At this moment, these two are engaging in which communication actions?

- a. Noah is encoding and Leah is decoding.
- b. Noah and Leah are both encoding.
- c. Noah is decoding and Leah is encoding.
- d. Noah and Leah are both decoding.

Answer: c

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain three communication models.

Topic: Communication Models

Difficulty: Moderate

Skill: Apply What You Know

1.11. _____ keeps a message from being understood and achieving its intended effect.

- a. Decoding
- b. Feedback
- c. Noise
- d. Encoding

Answer: c

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain three communication models.

Topic: Communication Models

Difficulty: Easy

Skill: Remember the Facts

1.12. The terms *feedback* and *context* are introduced in the _____ communication model, but without the concept of simultaneous interaction.

- a. communication as action
- b. communication as interaction
- c. communication as reaction
- d. communication as transaction

Answer: b

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain three communication models.

Topic: Communication Models

Difficulty: Moderate

Skill: Understand the Concepts

1.13. On the day Janet was scheduled to give her speech, her class was relocated into an auditorium. Janet couldn't quite overcome the feeling of isolation as she spoke to just twenty classmates in a room that could seat 500. Which of the following elements is most responsible for Janet's reaction?

- a. feedback

- b. context
- c. information source
- d. channel

Answer: b

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain three communication models.

Topic: Communication Models

Difficulty: Moderate

Skill: Apply What You Know

1.14. In the _____ perspective, both the source and the receiver send and receive messages at the same time.

- a. communication as action
- b. communication as feedback
- c. communication as interaction
- d. communication as transaction

Answer: d

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain three communication models.

Topic: Communication Models

Difficulty: Moderate

Skill: Understand the Concepts

1.15. According to the criteria of communication competence, an effective message is one that _____.

- a. is irreversible
- b. is expressed intentionally
- c. is received promptly
- d. is understood

Answer: d

Chapter: 01

Module: 1.4

Learning Objective: LO 1.4 Describe three criteria that can be used to determine whether communication is competent.

Topic: Communication Competence

Difficulty: Easy

Skill: Remember the Facts

1.16. Billie received a series of email messages from an address with which she was not familiar. She tried to track down the sender, but could not determine who he or she was. The sender of these emails to Billie was using which common characteristic of mediated communication?

- a. anonymity
- b. brevity
- c. immediacy
- d. frequency

Answer: a

Chapter: 01

Module: 1.5

Learning Objective: LO 1.5 Describe the nature of communication in the 21st century.

Topic: Communication in the 21st Century

Difficulty: Moderate

Skill: Apply What You Know

1.17. When you use Facebook to send a message to a friend, you are utilizing _____ communication.

- a. mass
- b. nonverbal
- c. presentational
- d. mediated

Answer: d

Chapter: 01

Module: 1.5

Learning Objective: LO 1.5 Describe the nature of communication in the 21st century.

Topic: Communication in the 21st Century

Difficulty: Moderate

Skill: Understand the Concepts

1.18. Which of the following is the best example of impersonal communication?

- a. asking the teller at the bank to cash a check
- b. discussing skydiving with your English professor after class
- c. reviewing your notes for your history exam
- d. talking to your best friend about your job interview

Answer: a

Chapter: 01

Module: 1.6

Learning Objective: LO 1.6 Identify and explain three communication contexts.

Topic: Communication Contexts

Difficulty: Moderate

Skill: Understand the Concepts

1.19. The textbook describes small group communication as a transactional process among three to fifteen people who _____.

- a. meet often
- b. work in the same context
- c. are "in sync" with each other
- d. share a common purpose

Answer: d

Chapter: 01

Module: 1.6

Learning Objective: LO 1.6 Identify and explain three communication contexts.

Topic: Communication Contexts

Difficulty: Easy

Skill: Remember the Facts

1.20. Ted is a communication researcher working at a local hospital. He studies how patients and the medical staff communicate. He also studies how the hospital communicates about its new weight loss campaign, "Drop It!" Ted is directly involved in researching which area of communication?

- a. team communication
- b. small group communication
- c. health communication
- d. mediated communication

Answer: c

Chapter: 01

Module: 1.6

Learning Objective: LO 1.6 Identify and explain three communication contexts.

Topic: Communication Contexts

Difficulty: Moderate

Skill: Apply What You Know

1.21. Which scenario demonstrates intrapersonal communication?

- a. talking to a friend about biology class
- b. telling your roommate about a personal problem
- c. talking to yourself before hitting the tennis ball
- d. ordering a pizza over the phone

Answer: c

Chapter: 01

Module: 1.7

Learning Objective: LO 1.7 List and explain five fundamental principles of communication.

Topic: Communication Principles for a Lifetime

Difficulty: Moderate

Skill: Apply What You Know

1.22. Sondra is conscious of her tendency to be soft-spoken and unassertive in communication situations. Based on this example, what characteristic of a competent communicator does Sondra have?

- a. She effectively uses and interprets verbal messages.
- b. She appropriately adapts her communication.
- c. She is aware of her own communication.
- d. She listens and responds thoughtfully.

Answer: c

Chapter: 01

Module: 1.7

Learning Objective: LO 1.7 List and explain five fundamental principles of communication.

Topic: Communication Principles for a Lifetime

Difficulty: Moderate

Skill: Apply What You Know

1.23. _____ refers to the system of symbols structured by rules which makes it possible for people to understand one another.

- a. Listening
- b. Rhetoric
- c. Phonetics
- d. Language

Answer: d

Chapter: 01

Module: 1.7

Learning Objective: LO 1.7 List and explain five fundamental principles of communication.

Topic: Communication Principles for a Lifetime

Difficulty: Easy

Skill: Remember the Facts

1.24. Nissa was using _____ when she frowned after the teacher announced there would be a test next week.

- a. verbal communication
- b. nonverbal communication
- c. gestures
- d. rhetoric

Answer: b

Chapter: 01

Module: 1.7

Learning Objective: LO 1.7 List and explain five fundamental principles of communication.

Topic: Communication Principles for a Lifetime

Difficulty: Moderate

Skill: Apply What You Know

1.25. When a speaker adjusts what is being communicated in response to the actions of listeners, that speaker is _____ the message.

- a. adapting
- b. symbolizing
- c. following
- d. describing

Answer: a

Chapter: 01

Module: 1.7

Learning Objective: LO 1.7 List and explain five fundamental principles of communication.

Topic: Communication Principles for a Lifetime

Difficulty: Moderate

Skill: Understand the Concepts

True/False

1.26. Personnel managers cite oral communication skills as a top factor in helping graduating college students obtain employment.

Answer: True

Chapter: 01
Module: 1.1
Learning Objective: LO 1.1 Explain why it is important to study communication.
Topic: Why Study Communication?
Difficulty: Easy
Skill: Remember the Facts

1.27. The content dimension of a message reveals the new information, ideas, or suggested actions the speaker wants to express.

Answer: True

Chapter: 01
Module: 1.2
Learning Objective: LO 1.2 Define communication and describe five characteristics of the communication process.
Topic: The Communication Process
Difficulty: Moderate
Skill: Understand the Concepts

1.28. Brad is angry with Angie, so while she tells him why she wants to go out to a specific restaurant for dinner, he sits perfectly still and makes no eye contact with her. Brad is refusing to send any feedback to her.

Answer: False

Chapter: 01
Module: 1.3
Learning Objective: LO 1.3 Explain three models of communication.
Topic: Communication Models
Difficulty: Moderate
Skill: Apply What You Know

1.29. A doorbell that rings continuously or an air conditioning unit that rumbles loudly are examples of psychological noise.

Answer: False

Chapter: 01
Module: 1.3
Learning Objective: LO 1.3 Explain three models of communication.
Topic: Communication Models
Difficulty: Moderate
Skill: Understand the Concepts

1.30. All communication takes place in some type of context.

Answer: True

Chapter: 01
Module: 1.3

Learning Objective: LO 1.3 Explain three models of communication.

Topic: Communication Models

Difficulty: Easy

Skill: Remember the Facts

1.31. When Filiberto returns home from his classes, he finds that there are three emails from his friend that were sent at various times. These emails illustrate that mediated communication is synchronous.

Answer: False

Chapter: 01

Module: 1.5

Learning Objective: LO 1.5 Describe the nature of communication in the 21st century.

Topic: Communication in the 21st Century

Difficulty: Moderate

Skill: Apply What You Know

1.32. Rhetoric refers to the process of using symbols to influence or persuade.

Answer: True

Chapter: 01

Module: 1.6

Learning Objective: LO 1.6 Identify and explain three communication contexts.

Topic: Communication Contexts

Difficulty: Easy

Skill: Remember the Facts

1.33. The other-oriented perspective is essential for a message to achieve its desired effect.

Answer: True

Chapter: 01

Module: 1.7

Learning Objective: LO 1.7 List and explain five fundamental principles of communication.

Topic: Communication Principles for a Lifetime

Difficulty: Medium

Skill: Understand the Concepts

1.34. A nonverbal message may contradict a person's verbal message.

Answer: True

Chapter: 01

Module: 1.7

Learning Objective: LO 1.7 List and explain five fundamental principles of communication.

Topic: Communication Principles for a Lifetime

Difficulty: Easy

Skill: Remember the Facts

1.35. When you adapt your message to listeners, you are telling the listeners what they want to hear.

Answer: False

Chapter: 1

Module: 1.7

Learning Objective: LO 1.7 List and explain five fundamental principles of communication.

Topic: Communication Principles for a Lifetime

Difficulty: Easy

Skill: Remember the Facts

Fill-in-the-Blank

1.36. The process of acting on information is known as _____.

Answer: communication

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define communication and describe five characteristics of the communication process.

Topic: The Communication Process

Difficulty: Easy

Skill: Remember the Facts

1.37. Communication is considered _____ because you cannot “take back” something you have already said.

Answer: irreversible

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define communication and describe five characteristics of the communication process.

Topic: The Communication Process

Difficulty: Easy

Skill: Remember the Facts

1.38. A followable prescription that indicates what behavior is obligated, expected, preferred, or prohibited in a specific situation is a(n) _____.

Answer: rule

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define communication and describe five characteristics of the communication process.

Topic: The Communication Process

Difficulty: Easy

Skill: Remember the Facts

1.39. The originator of a thought or emotion who encodes this information for someone is called the _____.

Answer: source

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain three models of communication.

Topic: Communication Models

Difficulty: Easy

Skill: Remember the Facts

1.40. When the receiver of a message interprets the message he or she receives, it is known as _____.

Answer: decoding

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain three models of communication.

Topic: Communication Models

Difficulty: Easy

Skill: Remember the Facts

1.41. Thoughts, worries, and feelings that distract us from the communication process are called _____ noise.

Answer: psychological

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain three models of communication.

Topic: Communication Models

Difficulty: Easy

Skill: Remember the Facts

1.42. _____ refers to the beliefs, values, and moral principles by which people determine what is right and wrong.

Answer: Ethics

Chapter: 01

Module: 1.4

Learning Objective: LO 1.4 Describe three criteria that can be used to determine whether communication is competent.

Topic: Communication Competence

Difficulty: Easy

Skill: Remember the Facts

1.43. Josh used _____ communication when he addressed all company employees about the new health care benefits.

Answer: presentational

Chapter: 01
Module: 1.6
Learning Objective: LO 1.6 Identify and explain three communication contexts.
Topic: Communication Contexts
Difficulty: Moderate
Skill: Apply What You Know

1.44. Communication that occurs within yourself is referred to as _____ communication.

Answer: intrapersonal

Chapter: 01
Module: 1.7
Learning Objective: LO 1.7 List and explain five fundamental principles of communication.
Topic: Communication Principles for a Lifetime
Difficulty: Easy
Skill: Remember the Facts

1.45. To be _____ is to consider the needs, motives, desires, and goals of our communication partners while still maintaining our integrity.

Answer: other-oriented

Chapter: 01
Module: 1.7
Learning Objective: LO 1.7 List and explain five fundamental principles of communication.
Topic: Communication Principles for a Lifetime
Difficulty: Easy
Skill: Remember the Facts

Short Answer/Essay

1.46. Explain why it is useful to study interpersonal communication. Use examples taken from the life of a typical college student to illustrate the points you make.

Answer: (Student examples will vary.) Studying interpersonal communication may help us improve our relationships with family, friends, and colleagues, and improve our own physical and mental health. The communication of our family helps to shape our self-concept and to influence how we interact with others. If our parents have been patient and supportive, we will likely have a positive self-concept and treat others with patience and support. Outside of our family, developing friendships and loving relationships with others is a major source of satisfaction and happiness for the individual. Friends and lovers can help us weather stressful situations and provide guidance in times of decision. Being able to establish supportive and caring relationships with others is vital to our overall well-being. Even though we do not always have a choice in our professional relationships, we can help to improve those relationships to make our jobs easier. Effective interpersonal communication can help us manage conflict, improve problem solving, and generate a less stressful environment. We also know that loneliness can have disastrous effects on a person's health. People who feel alone and alienated are more prone to stress-related diseases, depression, and even death. Strong relationships with caring partners can improve one's physical and mental health. The study of communication can also improve our employability.

Chapter: 01

Module: 1.1

Learning Objective: LO 1.1 Explain why it is important to study communication.

Topic: Why Study Communication?

Difficulty: Moderate

Skill: Apply What You Know

1.47. Compare and contrast the three models of communication presented in the textbook: communication as action, communication as interaction, communication as transaction. Explain the basic components of each model and identify how each model is different and/or more realistic than the other models.

Answer: The communication as action model is composed of a source or the originator of a thought or emotion who encodes a message and sends it to the receiver via a channel. This message may encounter noise or interference that may prevent clear understanding. The receiver decodes the message by trying to make sense out of it. Interpretation of the message may be affected by literal or psychological noise. The communication as action model is flawed because it views communication as a linear input/output process. It does not take into account that the receiver may or may not understand the message the way the source intended. Essentially, the source transfers the message into the receiver without regard for the receiver's level of understanding. The model does not account for the complexity of the communication process.

The communication as interaction model is similar to the communication as action model, but it adds the concepts of feedback and context. Feedback is the response to a message. Context is the physical and psychological environment in which the communication occurs. Unlike the communication as action model, this model allows the receiver to respond to the message to ensure that mutual understanding has occurred. While this model appears to take into account all the factors in communication, it fails to acknowledge the fact that communication is a simultaneous process with both senders and receivers simultaneously encoding and decoding messages rather than in a step-by-step linear process.

The communication as a transaction model again not only takes into account all the concepts of the previous two models, but also acknowledges that we are constantly reacting to what our communication partner is saying. In other words, we send and receive messages simultaneously. Both communication partners work together to clarify and co-create meaning. This is the most accurate description of human communication.

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain three communication models.

Topic: Communication Models

Difficulty: Moderate

Skill: Understand the Concepts

1.48. Discuss and explain the three criteria associated with communication competence.

Answer: There are three criteria assigned to communication competence—the ability to communicate successfully. The first refers to the idea that the message should be understood as the communicator intended it to be understood. There should be a common understanding between the sender and the receiver. Message clarity adds to these criteria. Special note should be given to communication involving cultures that vary from the speaker's own.

The second criterion focuses on the idea that the message should achieve its intended effect. In other words, the message should be intentional. The speaker should communicate for a specific purpose: to achieve a goal or to accomplish something.

Finally, the third criterion is that the message should be ethical. The text defines ethics as the beliefs, values, and moral principles by which we determine what is right or wrong. Philosophers have long-debated the concept of a universal moral and ethical code. Most ethical codes are based on the various religions. From these, humans must develop an ethical code to guide their interactions with others.

Chapter: 01

Module: 1.4

Learning Objective: LO 1.4 Describe three criteria that can be used to determine whether communication is competent.

Topic: Communication Competence

Difficulty: Moderate

Skill: Understand the Concepts

1.49. Compare and contrast the differences between impersonal and interpersonal communication.

Answer: Interpersonal communication is a particular type of human communication that focuses on simultaneous interaction between people in relationships in which they attempt to mutually influence one another, usually for the purpose of managing their relationship. For example, a discussion between best friends about the state of their friendship would be an interpersonal exchange. Impersonal communication is the type of communication that occurs when we treat others as objects or that responds only to the role the person is playing. When you order pizza over the phone, you are communicating on an impersonal level.

Chapter: 01

Module: 1.6

Learning Objective: LO 1.6 Identify and explain three communication contexts.

Topic: Communication Contexts

Difficulty: Moderate

Skill: Understand the Concepts

1.50. Explain the five fundamental principles of communication.

Answer: (1) Be aware of your communication with yourself and others. This principle refers to the idea that effective communicators are “present” when communicating. They are conscious not only of the current moment, but also of themselves and others. (2) Effectively use and interpret verbal messages. An effective communicator will both encode and decode accurately. The words we use have power and must be used accurately and ethically. (3) Effectively use and interpret nonverbal messages. Nonverbal communication is the means of communication that take place along with written or spoken language. These nonverbal messages can be clues as to how the receiver is interpreting your message and allow you to respond. (4) Listen and respond thoughtfully to others. A person who is other-oriented focuses on the needs and concerns of others while also maintaining his or her own integrity. (5) Appropriately adapt messages to others. Whenever you send a message, you make a choice as to what you are going to say and how you are going to say it. Adapting involves appropriately editing and shaping your responses so that others accurately understand your messages and so that you achieve your goal without coercing or using false information or other unethical methods.

Chapter: 01

Module: 1.7

Learning Objective: LO 1.7 List and explain five fundamental principles of communication.

Topic: Communication Principles for a Lifetime

Difficulty: Moderate

Skill: Understand the Concepts