**CHAPTER 1 Speaking with Confidence**

**Multiple Choice Questions**

1. \_\_\_\_\_\_\_\_\_\_ is the process of presenting a spoken message to an audience.

1. Conversation
2. Argumentation
3. Audience engagement
4. Public speaking

Answer: D

Learning Objective: 1.1 Compare and contrast public speaking and conversation.

Topic: What Is Public Speaking?

Difficulty Level: Easy

Skill Level: Remember the Facts

2. One way public speaking and conversation are similar is that both \_\_\_\_\_\_\_\_\_\_.

1. are formal and rehearsed
2. are planned in advance
3. require focusing and verbalizing your thoughts
4. involve very clearly defined roles

Answer: C

Learning Objective: 1.1 Compare and contrast public speaking and conversation.

Topic: What Is Public Speaking?

Difficulty Level: Moderate

Skill Level: Understand the Concepts

3. One way public speaking and conversation are different from one another is that public speaking \_\_\_\_\_\_\_\_\_\_.

1. requires more preparation
2. appears less formal
3. includes no listener interaction
4. involves less clearly defined roles for speaker and audience

Answer: A

Learning Objective: 1.1 Compare and contrast public speaking and conversation.

Topic: What Is Public Speaking?

Difficulty Level: Moderate

Skill Level: Understand the Concepts

4. In his speech to business leaders about volunteering for the American Red Cross, Ali used a lot of slang, sat and leaned on the table in front of the room, and was dressed very casually. Which statement best describes this speaking situation?

1. Ali adapted to his audience by making his speech more informal.
2. Ali violated the audience’s space by leaning on the table in front of the room.
3. Ali ignored the rule that public speaking is more formal than conversation.
4. Ali delivered his speech in the best possible manner.

Answer: C

Learning Objective: 1.1 Compare and contrast public speaking and conversation.

Topic: What Is Public Speaking?

Difficulty Level: Moderate

Skill Level: Apply What You Know

5. During the middle of Logan’s presentation to the city council, an audience member stood up and asked a question, to everyone’s surprise. According to your text, in this case the audience member \_\_\_\_\_\_\_\_\_\_.

1. behaved very acceptably and in a common role
2. took over the role of the speaker
3. violated the listener’s role, as U.S. audience members rarely interrupt the speaker
4. acted very informally, which is what speakers appreciate

Answer: C

Learning Objective: 1.1 Compare and contrast public speaking and conversation.

Topic: What Is Public Speaking?

Difficulty Level: Moderate

Skill Level: Apply What You Know

6. Having the resources, information, and attitudes that allow you to take action to achieve a desired goal is called \_\_\_\_\_\_\_\_\_\_.

1. an action plan
2. empowerment
3. self-confidence
4. organization

Answer: B

Learning Objective: 1.2 Explain why it is important to study public speaking.

Topic: Empowerment

Difficulty Level: Easy

Skill Level: Remember the Facts

7. When you study public speaking, you develop the empowering resource of \_\_\_\_\_\_\_\_\_\_, which involves analyzing information to judge its accuracy and relevance.

1. competence
2. critical thinking
3. self-confidence
4. organization

Answer: B

Learning Objective: 1.2 Explain why it is important to study public speaking.

Topic: Empowerment

Difficulty Level: Easy

Skill Level: Remember the Facts

8. In a nationwide survey, potential employers of college graduates said they looked for candidates with \_\_\_\_\_\_\_\_\_\_.

1. enthusiasm and work experience
2. good speaking and presentation skills
3. technical competence in the work area
4. attractive appearance and poise

Answer: B

Learning Objective: 1.2 Explain why it is important to study public speaking.

Topic: Employment

Difficulty Level: Easy

Skill Level: Remember the Facts

9. \_\_\_\_\_\_\_\_\_\_ refers to the strategic use of words and symbols to achieve a goal.

1. Transaction
2. Declamation
3. Interaction
4. Rhetoric

Answer: D

Learning Objective: 1.3 Discuss in brief the history of public speaking.

Topic: The Rich Heritage of Public Speaking

Difficulty Level: Easy

Skill Level: Remember the Facts

10. The ancient Romans identified five classical elements of preparing and presenting a speech including the element of \_\_\_\_\_\_\_\_\_\_, which relates to how the speech is organized.

a. arrangement

b. invention

c. delivery

d. research

Answer: A

Learning Objective: 1.3 Discuss in brief the history of public speaking.

Topic: The Golden Age of Public Speaking

Skill Level: Understand the Concepts

Difficulty Level: Moderate

11. If you delivered a well-known speech by the British orator Edmund Burke, you would be practicing the art of \_\_\_\_\_\_\_\_\_\_.

1. declamation
2. interpretation
3. oration
4. elocution

Answer: A

Learning Objective: 1.3 Discuss in brief the history of public speaking.

Topic: Nineteenth- and Twentieth-Century Age of Political Oratory

Difficulty Level: Moderate

Skill Level: Apply What You Know

12. \_\_\_\_\_\_\_\_\_\_ is the expression of emotion through posture, movement, gestures, facial expression, and voice.

1. Declamation
2. Elocution
3. Rhetoric
4. Diction

Answer: B

Learning Objective: 1.3 Discuss in brief the history of public speaking.

Topic: Nineteenth- and Twentieth-Century Age of Political Oratory

Difficulty Level: Easy

Skill Level: Remember the Facts

13. The twenty-first century has seen changes in the way speeches are disseminated through media. This is referred to as the \_\_\_\_\_\_\_\_\_\_ Age of public speaking.

a. Contemporary

b. New

c. Technological

d. Internet

Answer: C

Learning Objective: 1.3 Discuss in brief the history of public speaking.

Topic: The Technological Age of Public Speaking

Difficulty Level: Easy

Skill Level: Remember the Facts

14. Mary asks John to hand her a pencil, and John hands her a pencil. Simply put, this is an example of the process of \_\_\_\_\_\_\_\_\_\_.

a. rhetoric

b. nonverbal communication

c. public speaking

d. communication

Answer: D

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty Level: Moderate

Skill Level: Apply What You Know

15. \_\_\_\_\_\_\_\_\_\_ is the process of making sense out of the world and sharing that sense with others by creating meaning through the use of verbal and nonverbal messages.

a. Public speaking

b. Transactional speaking

c. Human communication

d. Communication

Answer: C

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty Level: Easy

Skill Level: Remember the Facts

16. Public speakers themselves are the \_\_\_\_\_\_\_\_\_\_ of the message.

1. context
2. channel
3. receiver
4. source

Answer: D

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Action

Difficulty Level: Easy

Skill Level: Remember the Facts

17. Translating ideas and images in the speaker’s mind into verbal or nonverbal messages that an audience can understand is called \_\_\_\_\_\_\_\_\_\_.

1. feedback
2. decoding
3. encoding
4. listening

Answer: C

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Action

Difficulty Level: Easy

Skill Level: Remember the Facts

18. The \_\_\_\_\_\_\_\_\_\_ in public speaking is the speech itself—both what is said and how it is said.

a. message

b. channel

c. receiver

d. source

Answer: A

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Action

Difficulty Level: Easy

Skill Level: Remember the Facts

19. Marjene is having trouble with her speech, She didn't prepare well, and she is struggling to find the words to convey her ideas. She is also smiling at times when the message is meant to be serious. Marjene's listeners may not be able to \_\_\_\_\_\_\_\_\_\_ her verbal and nonverbal symbols to understand the message.

1. encrypt
2. channel
3. encode
4. decode

Answer: D

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Action

Difficulty Level: Moderate

Skill Level: Apply What You Know

20. A speaker transmits a message through two channels: \_\_\_\_\_\_\_\_\_\_.

1. visual and nonverbal
2. voice and inflection
3. visual and auditory
4. auditory and source

Answer: C

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Action

Difficulty Level: Easy

Skill Level: Remember the Facts

21. Eloise is a student in Professor Murphy's public speaking class. She takes notes and forms opinions during lecture. Eloise is the \_\_\_\_\_\_\_\_\_\_ of the message.

a. receiver

b. channel

c. source

d. context

Answer: A

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Action

Difficulty Level: Moderate

Skill Level: Apply What You Know

22. In a public speaking context, what is an example of external noise?

1. a stomachache
2. someone coughing in the back row
3. a panic attack
4. excitement over an upcoming date

Answer: B

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Action

Difficulty Level: Moderate

Skill Level: Apply What You Know

23. An audience member is worried about an upcoming exam and is unlikely to remember much of what the speaker says. This is a type of \_\_\_\_\_\_\_\_\_\_ noise.

1. external
2. internal
3. physical
4. educational

Answer: B

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Action

Difficulty Level: Moderate

Skill Level: Apply What You Know

24. During the first day of class speech presentations, Dwayne had a bad sinus infection and his ears were plugged so he couldn’t hear the speakers. He was experiencing \_\_\_\_\_\_\_\_\_\_ noise.

1. anatomical
2. physiological
3. psychological
4. external

Answer: B

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Action

Difficulty Level: Moderate

Skill Level: Apply What You Know

25. Sally carefully chose the room in which to give her speech, and scheduled it after classes were done for the day to maximize the number of students available to attend. Sally chose the \_\_\_\_\_\_\_\_\_\_ of her speech.

a. channel

b. audience

c. context

d. source

Answer: C

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Interaction

Difficulty Level: Moderate

Skill Level: Apply What You Know

26. Maisie was late to her speech because there was an accident on her route, so when she arrived, she had no time to mentally prepare. Maisie had trouble focusing on her speech at first because of the \_\_\_\_\_\_\_\_\_\_.

1. feedback
2. channel
3. audience
4. context

Answer: D

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Interaction

Difficulty Level: Moderate

Skill Level: Apply What You Know

27. Transactive communication models focus on communication as \_\_\_\_\_\_\_\_\_\_.

1. an isolated process
2. a simultaneous process
3. a cultural exchange
4. a one-way interaction

Answer: B

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Transaction

Difficulty Level: Moderate

Skill Level: Understand the Concepts

28. An effective public speaker should \_\_\_\_\_\_\_\_\_\_.

a. focus on the message and not worry about the audience while speaking

b. wait until the speech is over to gauge its effectiveness

c. watch for nonverbal cues from the audience during the speech

d. discourage audience feedback during the speech

Answer: C

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Transaction

Difficulty Level: Moderate

Skill Level: Understand the Concepts

29. Which statement about communication anxiety is true?

a. Most people are apprehensive about giving a speech.

b. Most college students are *overwhelmingly* apprehensive about speaking publicly.

c. There is little you can do to reduce your speaking anxiety.

d. It is not normal to be apprehensive about public speaking.

Answer: A

Learning Objective: 1.5 Use several techniques to become a more confident speaker.

Topic: Improving Your Confidence as a Speaker

Difficulty Level: Easy

Skill Level: Remember the Facts

30. Researchers have found that public-speaking anxiety is \_\_\_\_\_\_\_\_\_\_.

1. neither a trait nor a state
2. both a trait and a state
3. a trait but not a state
4. a state but not a trait

Answer: B

Learning Objective: 1.5 Use several techniques to become a more confident speaker.

Topic: Understand Your Nervousness

Difficulty Level: Easy

Skill Level: Remember the Facts

31. Rashid has always had a fear of public speaking and he believes there is nothing he can do about it because he inherited that trait from his mother. What would be best to tell Rashid to help him manage his anxiety?

a. Focus on the behaviors you can change rather than things you cannot.

b. Avoid public speaking whenever possible.

c. It is not possible to inherit communication apprehension.

d. It is all in your head, get over it.

Answer: A

Learning Objective: 1.5 Use several techniques to become a more confident speaker.

Topic: Understand Your Nervousness

Difficulty Level: Difficult

Skill Level: Apply What You Know

32. Most speakers who procrastinate in preparing their speeches will \_\_\_\_\_\_\_\_\_\_.

1. sound much more spontaneous and relaxed
2. feel like their speech content is current and fresh
3. feel more speaker apprehension
4. appear less interested in the topic

Answer: C

Learning Objective: 1.5 Use several techniques to become a more confident speaker.

Topic: How to Build Your Confidence

Difficulty Level: Moderate

Skill Level: Understand the Concepts

33. When speakers are tense and try to relax their muscles while waiting for their turn to speak, without calling attention to what they are doing, their actions reflect a strategy of coping with nervousness referred to as \_\_\_\_\_\_\_\_\_\_.

1. speech visualization
2. adapting to the speaking environment
3. channeling your nervous energy
4. making practice real

Answer: C

Learning Objective: 1.5 Use several techniques to become a more confident speaker.

Topic: How to Build Your Confidence

Difficulty Level: Moderate

Skill Level: Understand the Concepts

34. Before presenting her speech, Ursula was feeling very nervous, so she sat down and said to herself, “I know this stuff better than anyone else. I’ve practiced it. My message is well organized. I know I can do it. I’ll do a good job.” What guideline for building confidence is Ursula following in this example?

1. Channel your nervous energy.
2. Make practice real.
3. Visualize your success.
4. Give yourself a mental pep talk.

Answer: D

Learning Objective: 1.5 Use several techniques to become a more confident speaker.

Topic: How to Build Your Confidence

Difficulty Level: Moderate

Skill Level: Apply What You Know

35. Jiang was nervous about his first speech in front of his department, particularly because he wasn't confident of his English skills as it was his second language. He enlisted several colleagues to listen to him practice and give him feedback, and then he asked them to sit in the front row to give him courage. Which guideline for building confidence is Jiang using in this example?

a. Look for positive support.

b. Seek speaking opportunities.

c. Focus on your message, not on your fear.

d. Channel your nervous energy.

Answer: A

Learning Objective: 1.5 Use several techniques to become a more confident speaker.

Topic: How to Build Your Confidence

Difficulty Level: Moderate

Skill Level: Apply What You Know

**True/False Questions**

36. Public speaking is more formal than conversation.

Answer: True

Learning Objective: 1.1 Compare and contrast public speaking and conversation.

Topic: What Is Public Speaking?

Difficulty Level: Easy

Skill Level: Remember the Facts

37. People in conversation may alternately talk and listen, and don’t interrupt one another, but in public speaking the roles of speaker and audience aren’t as clearly defined.

Answer: False

Learning Objective: 1.1 Compare and contrast public speaking and conversation.

Topic: What Is Public Speaking?

Difficulty Level: Easy

Skill Level: Remember the Facts

38. Public speaking gives you an edge that less skilled communicators lack, even those who have superior ideas, education or experience.

Answer: True

Learning Objective: 1.2 Explain why it is important to study public speaking.

Topic: Empowerment

Difficulty Level: Easy

Skill Level: Remember the Facts

39. Elocution is the correct pronunciation of words.

Answer: False

Learning Objective: 1.3 Discuss in brief the history of public speaking.

Topic: Nineteenth- and Twentieth-Century Age of Political Oratory

Difficulty Level: Easy

Skill Level: Remember the Facts

40. The delivery of an already famous speech is always considered plagiarism.

Answer: False

Learning Objective: 1.3 Discuss in brief the history of public speaking.

Topic: Nineteenth- and Twentieth-Century Age of Political Oratory

Difficulty Level: Easy

Skill Level: Remember the Facts

41. The auditory channel of a message includes vocal cues such as inflection, rate, and voice quality.

Answer: True

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Action

Difficulty Level: Easy

Skill Level: Remember the Facts

42. When you experience nervousness about speaking in public, you should realize that your audience can see evidence of everything you feel.

Answer: False

Learning Objective: 1.5 Use several techniques to become a more confident speaker.

Topic: Understand Your Nervousness

Difficulty Level: Easy

Skill Level: Remember the Facts

43. Anxiety can be useful to a public speaker.

Answer: True

Learning Objective: 1.5 Use several techniques to become a more confident speaker.

Topic: Understand Your Nervousness

Difficulty Level: Easy

Skill Level: Remember the Facts

44. The more you anticipate the kind of reaction your listeners will have to your speech, the more anxiety you will acquire about delivering your speech.

Answer: False

Learning Objective: 1.5 Use several techniques to become a more confident speaker.

Topic: How to Build Your Confidence

Difficulty Level: Easy

Skill Level: Remember the Facts

45. You will feel less nervous if you talk about something with which you are familiar or have some personal experience.

Answer: True

Learning Objective: 1.5 Use several techniques to become a more confident speaker.

Topic: How to Build Your Confidence

Difficulty Level: Easy

Skill Level: Remember the Facts

**Essay Questions**

46. Discuss three ways in which public speaking differs from conversation.

Answer:

* Public speaking requires more preparation than conversation; a public speaker might spend hours or even days planning and practicing his or her speech before delivering it
* Public speaking is more formal than conversation; the slang or casual language we often use in conversation is usually not appropriate for most public speaking.
* Public speaking involves more clearly defined roles for speaker and audience than conversation; during a conversation, there is typically interaction between speaker and listener but this is not the case in public speaking.

Learning Objective: 1.1 Compare and contrast public speaking and conversation.

Topic: What Is Public Speaking?

Difficulty Level: Difficult

Skill Level: Understand the Concepts

47. What does it mean to be “empowered” in public speaking?

Answer:

* You will undoubtedly be called on to speak in public at various times in your life. Your ability to speak with competence and confidence will provide empowerment.
* To be empowered is to have the resources, information, and attitudes that allow you to take action to achieve a desired goal.

Learning Objective: 1.2 Explain why it is important to study public speaking.

Topic: Empowerment

Difficulty Level: Difficult

Skill Level: Understand the Concepts

48. Explain why public speaking traditions have become even more important now in the technological age of public speaking.

Answer:

* With the twenty-first century dawned a new era of speechmaking. This new era draws on age-old public speaking traditions and also embraces rapidly evolving technology and media.
* Speakers of the future will continue to draw on a long and rich heritage, in addition to forging new frontiers in public speaking, whether in person or online.

Learning Objective: 1.3 Discuss in brief the history of public speaking.

Topic: The Technological Age of Public Speaking

Difficulty Level: Difficult

Skill Level: Analyze It

49. List and briefly define the five factors in the “communication as action” process.

Answer:

(1) Source: the public speaker

(2) Message: the speech itself, both what is said and how it is said

(3) Channels: visual and auditory, which are words, vocal cues, nonverbal symbols, and visual aids

(4) Receiver: the individual audience member

(5) Noise: anything that interferes with the communication transaction

Learning Objective: 1.4 Sketch and explain a model that illustrates the components and the process of communication.

Topic: Communication as Action

Difficulty Level: Difficult

Skill Level: Understand the Concepts

50. Describe three strategies you can use to reduce your anxiety before giving a speech.

Answer:

Effective strategies for reducing public-speaking anxiety include:

(1) Know your audience: Always learn as much as you can about an audience and prepare your message with their needs in mind.

(2) Don’t procrastinate: Recognize that your anxiety may lead you to put off your preparation so tackle it early.

(3) Select an appropriate topic. Speaking about something familiar about which you have experience will be more comfortable.

(4) Prepare: Research shows that rehearsing your speech reduces anxiety.

(5) Be organized: Listen carefully to the specific assignment, ask questions, and use a clear outline to develop your message.

(6) Know your introduction and conclusion: Have a clear plan to start your speech when you will be the most nervous, and know your conclusion in case you get lost.

(7) Make practice real: When rehearsing, pretend you are presenting to the real audience, considering attire, movements, the room, and as many details as you can.

(8) Breathe: Taking a few slow, deep breaths just before beginning your speech can help you relax.

(9) Channel your nervous energy: Go for a leisurely walk before a speech, wiggle your toes, or squeeze a chair to eliminate feelings of apprehension.

(10) Visualize your success: Picture yourself providing a confident, clear, and effective speech.

(11) Give yourself a mental pep talk: This can boost your confidence and take your mind off nervousness.

Answers will vary.

Learning Objective: 1.5 Use several techniques to become a more confident speaker.

Topic: How to Build Your Confidence

Difficulty Level: Difficult

Skill Level: Understand the Concepts