

## Chapter 1: Connecting Process and Principles in the 21<sup>st</sup> Century

### Multiple Choice

1. Individuals who are high in communication competence will most likely have \_\_\_\_\_ of communication behaviors.
- a wide range
  - a narrow range
  - an innate set
  - a universal set

Answer: a

Learning Objective: 1.1 Explain how communication competence allows you to make connections with the outside world.

Topic: Communication: Making Connections

Difficulty Level: Moderate

Skill Level: Understand the Concepts

2. In our daily lives, the most essential aspect of communication is its ability to \_\_\_\_\_.
- inform
  - display emotion
  - make connections
  - persuade

Answer: c

Learning Objective: 1.1 Explain how communication competence allows you to make connections with the outside world.

Topic: Communication: Making Connections

Difficulty Level: Easy

Skill Level: Remember the Facts

3. The greatest communication competence is demonstrated by which individual?
- Janie, who likes to send her mom funny Snapchat videos every day
  - Ramone, who prefers talking to his friends face-to-face
  - Lana, who subscribes to multiple celebrity Twitter feeds
  - Drew, who successfully exchanges a variety of messages with a diverse group of coworkers

Answer: d

Learning Objective: 1.1 Explain how communication competence allows you to make connections with the outside world.

Topic: Communication: Making Connections

Difficulty Level: Moderate

Skill Level: Apply What You Know

4. The principles of persuasive speaking were first studied by \_\_\_\_\_.
- social scientists after the conclusion of WWII
  - religious leaders during the European Middle Ages
  - the rhetoricians of ancient Greece and Rome
  - followers of Buddha, who advised his disciples to avoid “harsh speech”

Answer: c

Learning Objective: 1.2 Define communication.

Topic: What Is Communication?

Difficulty Level: Easy

Skill Level: Remember the Facts

5. Communication is a diverse discipline involving a range of behaviors and situations. The common thread connecting all of these behaviors and situations is \_\_\_\_\_.
- a. classical rhetoric
  - b. public speaking
  - c. human symbolic interaction
  - d. organizational behavior

Answer: c

Learning Objective: 1.2 Define communication.

Topic: What Is Communication?

Difficulty Level: Easy

Skill Level: Remember the Facts

6. What term refers to the delivery systems, such as the Internet and telephone lines, used for mass and mediated communication?
- a. methods
  - b. modes
  - c. processes
  - d. communications

Answer: d

Learning Objective: 1.2 Define communication.

Topic: What Is Communication?

Difficulty Level: Easy

Skill Level: Remember the Facts

7. Ivy is taking a communications class because she wants to improve her public speaking ability as well as her listening skills. Which component of communication is Ivy interested in?
- a. principles
  - b. process
  - c. channels
  - d. delivery system

Answer: b

Learning Objective: 1.2 Define communication.

Topic: What Is Communication?

Difficulty Level: Moderate

Skill Level: Apply What You Know

8. Which statement accurately reflects the process of becoming a competent communicator?
- a. It is a lifelong endeavor.
  - b. It is inherited from our parents.
  - c. It is a natural ability.
  - d. It can be easily accomplished.

Answer: a

Learning Objective: 1.3 Identify four reasons for studying communication.

Topic: Why Should We Study Communication?

Difficulty Level: Easy

Skill Level: Remember the Facts

9. A likely benefit of enhancing your communication competence is the ability to \_\_\_\_\_.  
a. reduce the number of connections in your life  
b. avoid all interpersonal conflict  
c. communicate meaningfully with a culturally diverse group  
d. eliminate nonverbal content from your messages

Answer: c

Learning Objective: 1.3 Identify four reasons for studying communication.

Topic: Why Should We Study Communication?

Difficulty Level: Easy

Skill Level: Remember the Facts

10. What advantage does using social media offer to competent communicators?  
a. simplifies our social networks  
b. allows anonymity  
c. reduces communication costs  
d. facilitates interaction and connection

Answer: d

Learning Objective: 1.3 Identify four reasons for studying communication.

Topic: Why Should We Study Communication?

Difficulty Level: Moderate

Skill Level: Understand the Concepts

11. Kylie keeps in touch with many different people on Facebook and Instagram. This includes some family members, most of her friends, a few coworkers, and the members of a group dedicated to modern dance. Collectively, these groups are known as \_\_\_\_\_.  
a. an interest group  
b. a social network  
c. a society  
d. a social platform

Answer: b

Learning Objective: 1.3 Identify four reasons for studying communication.

Topic: Why Should We Study Communication?

Difficulty Level: Moderate

Skill Level: Apply What You Know

12. In his job interview, Dave was surprised to be asked if he could explain ideas clearly and give direction to others. In other words, Dave is being asked about his \_\_\_\_\_ skills.  
a. persuasive  
b. communication  
c. analytical  
d. social

Answer: b

Learning Objective: 1.3 Identify four reasons for studying communication.

Topic: Why Should We Study Communication?

Difficulty Level: Moderate

Skill Level: Apply What You Know

13. In a business setting, using someone else's words or ideas without attribution is considered

- \_\_\_\_\_.
- a. standard practice
  - b. ethical
  - c. plagiarism
  - d. libel

Answer: c

Learning Objective: 1.3 Identify four reasons for studying communication.

Topic: Why Should We Study Communication?

Difficulty Level: Moderate

Skill Level: Understand the Concepts

14. Aristotle, a Greek rhetorician, argued that communication was most powerful when a speaker's character, or \_\_\_\_\_, was engaged in presenting truth.

- a. ethos
- b. pathos
- c. logos
- d. kairos

Answer: a

Learning Objective: 1.3 Identify four reasons for studying communication.

Topic: Why Should We Study Communication?

Difficulty Level: Easy

Skill Level: Remember the Facts

15. What demographic information supports the idea that multicultural communication has become increasingly important?

- a. The U.S. population was once characterized by a white majority with European roots.
- b. Less than 1 percent of the current population is American Indian.
- c. Census projections show an increase in Hispanic/Latino and Asian numbers in the near future.
- d. The total U.S. population has increased from 303 million in 2010 to 316 million in 2016.

Answer: c

Learning Objective: 1.3 Identify four reasons for studying communication.

Topic: Why Should We Study Communication?

Difficulty Level: Moderate

Skill Level: Understand the Concepts

16. Understanding that communication is ever-changing and capable of effecting change demonstrates which fundamental principle of communication?

- a. Communication can be intentional or unintentional.
- b. Communication is transactional.
- c. Communication is a system.
- d. Communication is a process.

Answer: d

Learning Objective: 1.4 Explain the fundamental principles of communication.

Topic: Principles of Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

17. Bailey notices that her typically soft-spoken supervisor has been yelling at her and several of her coworkers. She speculates that problems at home may be impacting her supervisor's work relationships. This speculation best illustrates the principle that communication is \_\_\_\_\_.
- a. transactional
  - b. intentional
  - c. a process
  - d. a system

Answer: d

Learning Objective: 1.4 Explain the fundamental principles of communication.

Topic: Principles of Communication

Difficulty Level: Difficult

Skill Level: Apply What You Know

18. How can the communication system be compared to the human body system?
- a. All of its elements are independent.
  - b. The components seldom interact with each other.
  - c. Together, its elements form one complex system.
  - d. A malfunction in one area does not affect the output.

Answer: c

Learning Objective: 1.4 Explain the fundamental principles of communication.

Topic: Principles of Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

19. What element of communication demonstrates that it is transactional?
- a. changes constantly
  - b. sometimes unintentional messages are sent
  - c. parts act interdependently to form a whole
  - d. encoding and decoding happen simultaneously

Answer: d

Learning Objective: 1.4 Explain the fundamental principles of communication.

Topic: Principles of Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

20. When the professor looks around the room, she sees that many students look puzzled and decides to rephrase the concept she just presented. This scenario demonstrates which fundamental principle of communication?
- a. Communication can be intentional or unintentional.
  - b. Communication is transactional.
  - c. Communication is a system.
  - d. Communication is a process.

Answer: b

Learning Objective: 1.4 Explain the fundamental principles of communication.

Topic: Principles of Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

21. When a message is received by someone other than the specific targeted receiver(s), we say that this communication is \_\_\_\_\_.
- a. unintentional
  - b. transactional
  - c. intentional
  - d. linear

Answer: a

Learning Objective: 1.4 Explain the fundamental principles of communication.

Topic: Principles of Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

22. The statement, "Communication is a process" implies that \_\_\_\_\_.
- a. communication can be intentional or unintentional
  - b. communication is ever-changing
  - c. the elements of communication work together to form a whole
  - d. communication is linear

Answer: b

Learning Objective: 1.4 Explain the fundamental principles of communication.

Topic: Principles of Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

23. Which component of communication encodes the meaning into a message?
- a. channel
  - b. receiver
  - c. source
  - d. context

Answer: c

Learning Objective: 1.5 Define the essential components in the communication process.

Topic: Essential Components of Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

24. When Sebastian tells his boss that he won't be in tomorrow because he has jury duty, he fidgets and can't look her in the eye. Sebastian's nonverbal behaviors are part of \_\_\_\_\_.
- a. the channel
  - b. the receiver
  - c. the noise
  - d. the message

Answer: d

Learning Objective: 1.5 Define the essential components in the communication process.

Topic: Essential Components of Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

25. Dr. Halliday is presenting a lecture to an audience of over 100 students. She asks, “Can you hear me?” and Courtney, who is sitting in the back row, nods. What component of the communication process does Courtney’s response illustrate?

- a. message
- b. noise
- c. channel
- d. feedback

Answer: d

Learning Objective: 1.5 Define the essential components in the communication process.

Topic: Essential Components of Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

26. After her friend texted her and said, “We need to talk,” Erin began analyzing and interpreting what the message meant. This process is known as \_\_\_\_\_.

- a. encoding
- b. internalizing
- c. decoding
- d. listening

Answer: c

Learning Objective: 1.5 Define the essential components in the communication process.

Topic: Essential Components of Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

27. Although the topic was the same, the presentation that Jon gave during the staff meeting was much more technical than the presentation he gave later that day to a client. The difference between these two presentations was likely due to which communication factor?

- a. the context
- b. the noise
- c. the channel
- d. the source

Answer: a

Learning Objective: 1.5 Define the essential components in the communication process.

Topic: Essential Components of Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

28. Parul just had a lengthy argument with her brother. In this communication transaction, Parul is \_\_\_\_\_.

- a. a receiver
- b. a receiver and a source

- c. a channel
- d. a channel and a source

Answer: b

Learning Objective: 1.5 Define the essential components in the communication process.

Topic: Essential Components of Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

29. What type of communication takes place any time we evaluate or attempt to understand the interaction occurring within us?
- a. mass communication
  - b. intrapersonal communication
  - c. interpersonal communication
  - d. public communication

Answer: b

Learning Objective: 1.6 Differentiate the various types of communication: intrapersonal, interpersonal (including group), public, mass, and communication via social media.

Topic: Types of Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

30. Before school, Max reminds his son to take his lunch money off the counter and put it in his backpack. This is an example of what type of communication?
- a. an interview
  - b. dyadic communication
  - c. small-group communication
  - d. public communication

Answer: b

Learning Objective: 1.6 Differentiate the various types of communication: intrapersonal, interpersonal (including group), public, mass, and communication via social media.

Topic: Types of Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

31. News reporters, anchors, or book authors communicate with or to a very large number of people via newspaper, television, or books. This example best illustrates \_\_\_\_\_.
- a. mass communication
  - b. intrapersonal communication
  - c. public communication
  - d. dyadic communication

Answer: a

Learning Objective: 1.6 Differentiate the various types of communication: intrapersonal, interpersonal (including group), public, mass, and communication via social media.

Topic: Types of Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts



32. The communication occurring in a political rally or religious service is a type of \_\_\_\_\_.
- a. intrapersonal communication
  - b. public communication
  - c. small group communication
  - d. dyadic communication

Answer: b

Learning Objective: 1.6 Differentiate the various types of communication: intrapersonal, interpersonal (including group), public, mass, and communication via social media.

Topic: Types of Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

33. What element is always present during mass communication?
- a. about 5 to 7 people are receivers
  - b. meaning is shared between people in a relationship
  - c. a professional communicates via a traditional media outlet
  - d. feedback is continuous

Answer: c

Learning Objective: 1.6 Differentiate the various types of communication: intrapersonal, interpersonal (including group), public, mass, and communication via social media.

Topic: Types of Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

34. What is a hallmark of communication via social media?
- a. meaning is shared between people in a relationship
  - b. communication occurs on a digital platform
  - c. a large audience is always present
  - d. communication is formal and highly structured

Answer: b

Learning Objective: 1.6 Differentiate the various types of communication: intrapersonal, interpersonal (including group), public, mass, and communication via social media.

Topic: Types of Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

35. Tamara and her husband disagree about having children: he wants them and she doesn't. But Tamara is sure that if they just talk about it, the conflict can be easily resolved. In this situation, Tamara seems to believe which myth about communication?
- a. Communication is reversible.
  - b. Quantity means quality.
  - c. Meaning is in the words we use.
  - d. Communication is a cure-all.

Answer: d

Learning Objective: 1.7 Summarize five common myths about communication.

Topic: Misconceptions about Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

36. April sees the same political commercial so many times that she tunes out its message. This refutes which communication misconception?
- a. Quantity means quality.
  - b. Communication is a cure-all.
  - c. We have a natural ability to communicate.
  - d. Communication is reversible.

Answer: a

Learning Objective: 1.7 Summarize five common myths about communication.

Topic: Misconceptions about Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

37. As competent communicators, we must keep in mind that meanings are in \_\_\_\_\_.
- a. grammar
  - b. syntax
  - c. people
  - d. words

Answer: c

Learning Objective: 1.7 Summarize five common myths about communication.

Topic: Misconceptions about Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

38. The ability to communicate well is \_\_\_\_\_.
- a. universal
  - b. inherited
  - c. natural
  - d. learned

Answer: d

Learning Objective: 1.7 Summarize five common myths about communication.

Topic: Misconceptions about Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

39. The text cautions that when sending an email, you must verify that all the recipients are supposed to receive your message. This is because all communication is \_\_\_\_\_.
- a. unintended
  - b. irreversible
  - c. intended
  - d. reversible

Answer: b

Learning Objective: 1.7 Summarize five common myths about communication.

Topic: Misconceptions about Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

40. The range of behaviors we choose from when connecting with others is referred to as our communication \_\_\_\_\_.  
a. repertoire  
b. environment  
c. competence  
d. context

Answer: a

Learning Objective: 1.7 Summarize five common myths about communication.

Topic: Misconceptions about Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

### Essay Questions

1. Define communication competence. Provide at least one personal example showing how you have benefitted from it.

Answer:

- Communication competence is the ability to communicate effectively and is characterized by skills and understandings that enable communicators to exchange messages accurately and successfully. Communication helps us make connections with each other and with our world. Whatever your cultural background, learning style, or geographical location, you will find that your communication proficiency can mean greater academic success, improved relationships, a better job, and greater satisfaction in your life.
- Student examples will vary.

Learning Objective: 1.1 Explain how communication competence allows you to make connections with the outside world.

Topic: Communication: Making Connections

Difficulty Level: Moderate

Skill Level: Understand the Concepts

2. Communication allows us to share and create meaning through human symbolic interaction. Discuss human symbolic interaction and why it is central to the study of communication.

Answer:

- Human symbolic interaction is the use of a symbol system (language) including words and nonverbal communication, to express thoughts, feelings, beliefs, attitudes, customs, and ideas. All human communication occurs in and through symbolic interaction.
- Symbolic interaction is the common thread that unifies the practice of communication in all facets of our lives, including (but not limited to) interpersonal communication, communication within groups, organizations, and cultures, and communication observed in the media. Symbolic interaction is central to communication because symbols allow us to express meaning. Without a shared system of symbols to interact with, communication would be impossible.

Learning Objective: 1.2 Define communication.

Topic: What Is Communication?

Difficulty Level: Moderate

Skill Level: Understand the Concepts

3. Briefly define ethics. Relate the study of ethics to communication.

Answer:

- Ethics refers to an individual's system of moral principles.
- People have been removed from political office, lost their jobs, or been publicly chastised for violating ethical standards and codes. Such behaviors often involve unethical acts related to communication. Financiers have received prison terms for participating in insider trading—using illegally obtained information to make money on the stock market. Sharing such information constitutes an illegal act of communication. Another unethical behavior is telling lies, whether done to hurt someone else or to protect or enhance one's own position. Though politicians spring to mind as typical offenders in this category, the problem is more widespread: for instance, enhancing one's résumé to increase the chances of being hired or "borrowing" a friend's old term paper or speech to pass a course. Finally, plagiarism is the use of another person's information, language, or ideas without citing the originator and making it appear the user is the originator.
- Ethical communicators speak responsibly and give credit to any sources contributing to their messages. An ethical communicator does not plagiarize and does not deceive. An important distinction to make is that unethical communication may constitute effective communication, but it is not virtuous.

Learning Objective: 1.3 Identify four reasons for studying communication.

Topic: Why Should We Study Communication?

Difficulty Level: Moderate

Skill Level: Understand the Concepts

4. Universally, the study of changes in population trends and characteristics is called demography. Recent demographic trends indicate that the world in general, and the United States in particular, is experiencing rapid demographic changes. What are some of these demographic trends and how will they affect communication in the future?

Answer:

- The United States is becoming more culturally diverse. This translates to roughly the following 2016 percentages: 74 percent of the population is white, 17 percent is Hispanic or Latino or Latina, 13 percent is black or African American, 5 percent is Asian, and less than 1 percent is American Indian. Projections from the Census Bureau suggest a significant increase in Hispanic/Latino/a, black, and Asian numbers in the near future, with a decline or stable percentage for whites.
- The changes in "how we look" are already occurring in elementary schools and high schools, as well as college and university classrooms. Moreover, many individuals enrolled in American schools will speak English as a second language. Language differences complicate communication within many schools. Some kindergarten through-twelfth-grade (K–12) schools on the East and West Coasts, as well as in other populous areas such as Chicago, Cincinnati, Dallas, and St. Louis, have students who speak 50 to 100 or more different native languages.
- College and university classrooms, too, have increasing numbers of students whose first language is not English, and each one's cultural and ethnic background affects the way these students communicate in the classroom, the residence hall, the supermarket, and the workplace.

Learning Objective: 1.3 Identify four reasons for studying communication.

Topic: Why Should We Study Communication?

Difficulty Level: Moderate  
Skill Level: Understand the Concepts

5. Explain why communication is a process.

Answer:

- Communication is a process involving a series of actions having no beginning or end and is constantly changing. Communication involves variables that cannot be duplicated in exactly the same way. The interrelationships among people, environments, skills, attitudes, status, experiences, and feelings all determine communication at any given moment. Communication and the changes it produces might not have a clearly identifiable beginning or end. This enables us to see how events and relationships constantly change yet also have continuity.

Learning Objective: 1.4 Explain the fundamental principles of communication.

Topic: Principles of Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

6. Discuss communication as a transaction, and provide a specific example that demonstrates this concept.

Answer:

- Communication is often viewed as a highly complex and transactional process—the simultaneous sending (encoding) and receiving (decoding) of messages. Most face-to-face communication does not occur as a series of distinctly separate actions. The transactional perspective considers the listener's reaction to our message, but it goes further and explains how people simultaneously act as speaker and listener in communication situations. In any given interaction, people talk, offer feedback, and respond as each person contributes through constant participation.
- Consider an interaction between a professor and the student she suspects has committed plagiarism. If the exchange is viewed as a transaction, we would look simultaneously at the professor and the student. The professor may vary the content or tone of the conversation based on the student's nonverbal behaviors. Simultaneously, the student may respond to the professor's communication cues by changing his behavior.
- Student examples will vary.

Learning Objective: 1.4 Explain the fundamental principles of communication.

Topic: Principles of Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

7. Describe a scenario in which the communication that occurs is both intentional and unintentional. Explain the difference between these types of messages.

Answer:

- Intentional communication is a message purposely sent to a specific receiver. Unintentional communication is a message not intended or not intended for the individual who received it.
- This situation occurs every time someone reads more into a communication act than was intended by the source. For example, when a work supervisor frowns at everyone and generally speaks abruptly whenever anyone addresses her, the employees immediately begin to attribute meanings to her behavior. One worker may believe that the business has financial problems and his position

is at risk. Another might believe that she has done something wrong and is going to face discipline for her behavior. A third person decides that the supervisor had an argument with her husband and is taking it out on everyone at work. In reality, the supervisor actually had a headache and did not intend to communicate anything negative about the job, but others read meaning into her behavior, whether intended or not.

- Student examples will vary.

Learning Objective: 1.4 Explain the fundamental principles of communication.

Topic: Principles of Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

8. List and briefly define the eight basic components of communication identified in the text.

Answer:

- Source/sender: the creator of the message
- Message: the communication created by the source
- Interference/noise: anything that changes the meaning of an intended message
- Channel: the means by which messages flow between sources and receivers
- Receiver: the individual who analyzes and interprets the message
- Feedback: the response to a message that a receiver sends back to a source
- Environment: the psychological and physical surroundings in which communication occurs
- Context: the psychological and physical surroundings in which communication occurs

Learning Objective: 1.5 Define the essential components in the communication process.

Topic: Essential Components of Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

9. Compare public communication and mass communication. Discuss their differences, and provide an example of each type that you have experienced.

Answer:

- In public communication, a message is transmitted from a person who speaks to a number of individuals who listen. The most widely used form of public communication is a public speech. Public speaking usually is more highly structured than the other types. It demands much detailed planning and preparation by the speaker. Unlike participants in other forms of communication, listeners do not regularly interrupt the speaker with questions or comments.
- Public speaking usually requires a more formal use of language and a more formal delivery style than the other types. The use of jargon, poor grammar, or slang is usually not accepted or tolerated in public speeches. The speaker must use language precisely and must speak clearly to ensure the message is heard and understood by the audience. This may require the speaker to eliminate distracting vocal and physical mannerisms usually tolerated in other types of communication. Public speeches usually have three purposes: to inform, to persuade, and to entertain. There are also speeches presented to introduce, to pay tribute, to accept, and to welcome.
- Mass communication generally signifies that professionals are communicating with or to a very large number of people via traditional media outlets such as radio, television, newspapers, and magazines. These channels constitute the means by which messages are directed to a large group (mass) of people.

- In mass communication, the professional communicator—news reporter, anchor, or book author—acts as the source. The large audience functions as receivers. Opportunities for feedback are often minimal, given the one-way nature of communication.
- Student examples will vary.

Learning Objective: 1.6 Differentiate the various types of communication: intrapersonal, interpersonal (including group), public, mass, and communication via social media.

Topic: Types of Communication

Difficulty Level: Difficult

Skill Level: Analyze It

10. Discuss how social media use has supported the communication myth that quantity means quality.

Answer:

- We often assume that the more we communicate, the better. People who communicate effectively a great deal are often perceived as more friendly, competent, and powerful and as having greater leadership potential than those who do not. However, quantity of communication is not the same as quality.
- The convenience of social media allows us to send email messages, tweets, and text messages in rapid succession. Have you ever received multiple texts from a friend within seconds? Perhaps the initial text autocorrected to a word your friend did not intend to send and, as a result, your friend fired off a text to correct the error and then a series of others to apologize and add on to the conversation. One carefully composed text message would have been much more effective than a series of short texts with typographical errors.

Learning Objective: 1.7 Summarize five common myths about communication.

Topic: Misconceptions about Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts