

## CHAPTER 1 – INTRODUCTION

### TEST BANK

Most students will probably only need to write papers and give presentations in English and Oral Communication courses.

- a) True
- b) False

Twenty-first century employers consistently cite communication skills as one of the top qualities they look for when hiring.

- a) True
- b) False

When perceived as credible, a person is seen to possess both competence and integrity, and so people trust them more.

- a) True
- b) False

When people trust and have confidence in criminal justice professionals, they are more likely to be cooperative and compliant.

- a) True
- b) False

Ineffective communications by criminal justice professionals can hurt all **but which** of the following?

- a) His/her job performance
- b) The reputation of his/her agency
- c) The effectiveness and efficiency of the criminal justice system
- d) The colleges that will admit you as a student

Communication skills have nothing to do with the real world.

- a) True
- b) False

Effective writing leads to a more effective and efficient criminal justice system

- a) True
- b) False

A(n) \_\_\_\_ communication is powerful, fostering credibility and generating positive outcomes.

- a) creative
- b) compelling
- c) credulous

- d) constructive

\_\_\_\_\_ refers to believability.

- a) Determination
- b) Faith
- c) Agency
- d) Credibility

Encoding is the process whereby the receiver of a communication interprets the message.

- a) True
- b) False

\_\_\_\_\_ is the process whereby the sender of a communication figures out how best to transmit the message.

- a) Encoding
- b) Decoding
- c) Induction
- d) Deduction

As a communication's sender, we should strive to...

- a) encode the message in such a way as to maximize the likelihood of proper decoding
- b) decode the message in such a way as to maximize the likelihood of proper encoding
- c) interpret the message critically to detect the receiver's underlying beliefs and motives
- d) phrase the message creatively to deliver a distinctive, personalized communication

Which of the following factors can affect the likelihood that a message will be decoded properly? **Select all that apply.**

- a) the complexity of the message
- b) the length of the message
- c) the receiver's willingness to pay attention
- d) the sender and receiver's shared understanding of the words used

The communication process is judged a success by whether the sender efficiently discharges the message.

- a) True
- b) False

In the communication process, the burden is on the sender.

- a) True
- b) False

When we have a conflict of interest, we have competing concerns that we must balance.

- a) True
- b) False

Urgency is about time limitations; it does not refer to the pressure or seriousness of the situation.

- a) True
- b) False

Which of the following is **not** one of the special challenges involved in criminal justice communications?

- a) consequential
- b) disinterest
- c) sensitivity
- d) complexity

Saying that a criminal justice communication is \_\_\_\_ means that it has significant potential repercussions.

- a) sensitive
- b) urgent
- c) consequential
- d) complex

As a criminal justice professional, a person should expect to experience the special challenges on a daily basis.

- a) True
- b) False

The special challenges in criminal justice communications are understandable and therefore constitute legitimate reasons for producing inferior communications.

- a) True
- b) False

\_\_\_\_ is the process of finding and using information and sharing meaning (Markel, 2012, p. 4).

- a) Introspective dialogue
- b) Critical thinking
- c) Academic learning
- d) Technical communication

Which of the following does **not** constitute technical communications? **Select all that apply.**

- a) Opinionated communications, such as opinion papers and reflective essays
- b) Policy communications, such as policy analyses and policy proposals
- c) Intelligence communications, such as briefings on a crime problem or plan of action
- d) Dramatic communications, such as poetry and novels

Criminal justice communicators either aim to inform in a nonjudgmental, purely descriptive manner, or they....

- a) strive to trick others via selective information sharing
- b) seek to persuade via logic and evidence
- c) endeavor to motivate compliance via fear and confusion
- d) attempt to rile the public via sensationalism and drama

Many criminal justice communications have entertainment purposes.

- a) True
- b) False

Good criminal justice communications do not try to sway the audience using emotional appeals, such as fear, anger, or pity.

- a) True
- b) False

Responsiveness refers to a communication that is free from error in terms of both the truth/accuracy of the information itself and the proper presentation of the information.

- a) True
- b) False

\_\_\_\_\_ refers to consistent exhibiting of certain personal characteristics in addition to technical competence that inspires trust (Wiersma, 2010/2011).

- a) Organization
- b) Responsiveness
- c) Professionalism
- d) Morale

\_\_\_\_\_ is the quality of a communication that is thorough, containing all pertinent parts and information.

- a) Conceptual
- b) Critical
- c) Completeness
- d) Conciseness

\_\_\_\_\_ concerns the arrangement of information in a manner that will best help the communication achieve its purpose.

- a) Organization
- b) Clarity
- c) Conciseness
- d) Correctness

When a communication directly addresses its objective, adheres to all parameters, and is tailored to the audience, it is considered to exhibit \_\_\_\_\_.

- a) organization
- b) responsiveness
- c) completeness
- d) logic

When we talk about \_\_\_\_\_, we are discussing the reasoning process used to justify claims and reach a conclusion.

- a) professionalism
- b) evidence
- c) correctness
- d) logic

\_\_\_\_\_ means using as few simple words as possible to make a point.

- a) Abrupt
- b) Tact
- c) Eloquent
- d) Concise

Logical means straightforward, unambiguous, and therefore able to be understood.

- a) True
- b) False

Evidence is proof, or that which is used to justify a claim.

- a) True
- b) False

If a communication is responsive, then the reasoning used to reach the conclusion is sound.

- a) True
- b) False
- c) professionalism

The planning stage of developing compelling criminal justice communications starts with determining, and as needed clarifying, the communication's objective, parameters, and audience(s).

- a) True
- b) False

Part of planning a group project is deciding how and when the group will communicate, who the leader and secretary/recorder will be, and what the expectations are for the group.

- a) True
- b) False

One recommendation or group projects to make all decisions orally, whether in person, over the phone, or in a group chat session.

- a) True
- b) False

An outline is a References list that contains a brief summary of the source directly under the source's bibliographic information.

- a) True

b) False

When we finalize a communication, we produce the first full iteration of the communication.

a) True

b) False

Which of the following is **not** a reason for drafting before writing the final version of a communication?

a) Drafting eliminates any errors in writing mechanics

b) Drafting pushes us write ethically

c) Drafting helps us get started

d) Drafting paces us and keeps us on schedule

Phase Two, collecting information, begins with deciding what information is needed and where.

a) True

b) False

One recommendation for synthesizing information when working with a group is to make sure each group member sees, agrees to, and has a copy of the outline.

a) True

b) False

\_\_\_\_\_ involves studying and making sense of all the information you've collected, and then figuring out how to put all the pieces together to form a coherent whole.

a) Planning

b) Synthesizing information

c) Collecting information

d) Improving and finalizing

If a communication will be delivered orally, then you can skip writing up the communication.

a) True

b) False

Drafting is about getting ideas down quickly—not about writing well.

a) True

b) False

When we work in a group, the improving and finalizing stage of developing compelling criminal justice communications has the added concern of achieving uniformity across the different parts of the communication created by different people.

a) True

b) False

Synthesizing information is the stage that involves critically evaluating your own work and then reworking it in order to make it as good as it can be.

- a) True
- b) False

Which of the following shows the correct ordering of the six stages for developing compelling criminal justice communications?

- a) topic selection, research, writing, printing, binding, submitting
- b) topic selection, collecting information, outlining information, writing, printing, submitting
- c) planning, topic selection, research, outlining, writing, revising and editing, printing
- d) planning, collecting information, synthesizing information, drafting, improving and finalizing, delivering

Drafting can reveal if a paper is too short or too long.

- a) True
- b) False

Which of the following is **not** a recommendation for the delivery of a paper?

- a) If a hard copy is required, leave yourself time to troubleshoot printing
- b) If a hard copy is required, be prepared to bind (e.g., staple) your paper after printing
- c) If a soft copy is required, submit a hard copy as well

If a soft copy is required, be sure to save and submit your document in the required document format (e.g., Word)