

Test Bank

CHAPTER 1: FOUNDATIONS OF INTERPERSONAL COMMUNICATION

Multiple Choice

1. What we now call communication studies had its origins in _____.

- a. Semiotics Theory
- b. ancient Greece and Rome
- c. Shannon and Weaver's linear approach
- d. the social movements of the 1960s

Ans: B

KEY: Learning Objective: 1-1: Identify the evolution and foundation of the communication field

REF: Cognitive Domain: Knowledge

Answer Location: The Evolution and Foundation of the Communication Field

Difficulty Level: Easy

2. Without the benefit of technology, Greek and Roman citizens were expected to be _____.

- a. literate and logical
- b. pragmatic
- c. skilled communicators
- d. bilingual

Ans: C

KEY: Learning Objective: 1-1: Identify the evolution and foundation of the communication field

REF: Cognitive Domain: Knowledge

Answer Location: The Evolution and Foundation of the Communication Field

Difficulty Level: Easy

3. Why was Aristotelian thinking replaced by a more pragmatic approach in Communication Studies?

- a. There was an increased interest in public persuasion.
- b. Aristotle's approach is irrelevant in modern contexts.
- c. Communication scholars wanted to reach a broader audience.
- d. The study of rhetoric moved to focus solely on political speech.

Ans: C

KEY: Learning Objective: 1-1: Identify the evolution and foundation of the communication field

REF: Cognitive Domain: Analysis

Answer Location: The Evolution and Foundation of the Communication Field

Difficulty Level: Hard

4. After the era of Aristotle, a more practical approach to communication came to heavily influence _____.

- a. communication studies
- b. cultural understanding
- c. political theory
- d. contemporary debate

Ans: A

KEY: Learning Objective: 1-1: Identify the evolution and foundation of the communication field

REF: Cognitive Domain: Knowledge

Answer Location: The Evolution and Foundation of the Communication Field

Difficulty Level: Medium

5. What is the name of the national organization devoted to the study of communication?

- a. National Association of Communicators
- b. National Communication Association
- c. Communication Association of America
- d. Association of Communication

Ans: B

KEY: Learning Objective: 1-1: Identify the evolution and foundation of the communication field

REF: Cognitive Domain: Knowledge

Answer Location: The Evolution and Foundation of the Communication Field

Difficulty Level: Easy

6. When you try to make a decision, you engage in _____ communication.

- a. interpersonal
- b. small group
- c. intrapersonal
- d. mass

Ans: C

KEY: Learning Objective: 1-1: Identify the evolution and foundation of the communication field

REF: Cognitive Domain: Knowledge

Answer Location: The Evolution and Foundation of the Communication Field

Difficulty Level: Easy

7. The strategic process of creating shared meaning is called _____.

- a. small group communication
- b. interpersonal communication
- c. organizational communication
- d. intrapersonal communication

Ans: B

KEY: Learning Objective: 1-1: Identify the evolution and foundation of the communication field

REF: Cognitive Domain: Knowledge

Answer Location: The Evolution and Foundation of the Communication Field

Difficulty Level: Easy

8. Lamar and his supervisor, Antonio, decide to meet to discuss tension they have been feeling when they disagree in meetings. In what type of communication are they engaging?

- a. intrapersonal
- b. small group
- c. organizational
- d. mass

Ans: C

KEY: Learning Objective: 1-1: Identify the evolution and foundation of the communication field

REF: Cognitive Domain: Analysis

Answer Location: The Evolution and Foundation of the Communication Field

Difficulty Level: Medium

9. The six communication types are affected by _____.

- a. evidence and emotion
- b. evidence and logic
- c. culture and rhetoric
- d. culture and technology

Ans: D

KEY: Learning Objective: 1-1: Identify the evolution and foundation of the communication field

REF: Cognitive Domain: Knowledge

Answer Location: The Evolution and Foundation of the Communication Field

Difficulty Level: Easy

10. Which scenario illustrates the strategic nature of interpersonal communication?

- a. Dionne is deciding whether to give Carlos her number.
- b. Terrance is contemplating whether to tell Lisa why his last relationship ended.
- c. Marissa is thinking about why she and her roommate argue so much.
- d. Sylvio is considering whether to ask Megan out.

Ans: B

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Analysis

Answer Location: Defining Interpersonal Communication

Difficulty Level: Medium

11. Being deliberative in our interpersonal communication means we are _____.

- a. selective
- b. focused
- c. constant

d. unsure

Ans: A

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Comprehension

Answer Location: Defining Interpersonal Communication

Difficulty Level: Medium

12. What metaphor is used in your textbook to illustrate how we determine whether to engage with another person?

a. gauge

b. thermometer

c. sensor

d. barometer

Ans: D

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Knowledge

Answer Location: Defining Interpersonal Communication

Difficulty Level: Easy

13. Interpersonal communication is _____.

a. common sense

b. a process

c. face to face

d. avoidable

Ans: B

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Knowledge

Answer Location: Defining Interpersonal Communication

Difficulty Level: Easy

14. Interpersonal communication is not stagnant; it is a process. By that we mean _____.

a. it has a defined beginning and ending

b. we are strategic and deliberative when we engage in it

c. individuals and cultures are always changing

d. we are selective in our communication efforts

Ans: C

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Analysis

Answer Location: Defining Interpersonal Communication

Difficulty Level: Medium

15. We share meaning in interpersonal communication, and in the process we achieve _____.

- a. information
- b. messages
- c. words
- d. sense-making

Ans: D

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Comprehension

Answer Location: Defining Interpersonal Communication

Difficulty Level: Medium

16. Which is one of the four critical components of the definition of interpersonal communication in your textbook?

- a. rhetoric
- b. message exchange
- c. culture
- d. pragmatism

Ans: B

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Knowledge

Answer Location: Defining Interpersonal Communication

Difficulty Level: Easy

17. Which statement is accurate about the relationship between messages and meaning?

- a. One person can create a message with meaning.
- b. Messages are extracted from meaning.
- c. We co-create meaning as we form messages.
- d. Without a common language, messages have no meaning.

Ans: C

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Analysis

Answer Location: Defining Interpersonal Communication

Difficulty Level: Medium

18. _____ is what we extract from a message.

- a. Rhetoric
- b. Process
- c. Logic
- d. Meaning

Ans: D

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Knowledge

Answer Location: Defining Interpersonal Communication

Difficulty Level: Easy

19. Chris and Andrew decide that the name "Earl" will refer to their science teacher, whose name is not Earl, but it will only mean that if it is _____.

- a. sustained
- b. shared
- c. extracted
- d. clarified

Ans: A

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Application

Answer Location: Defining Interpersonal Communication

Difficulty Level: Hard

20. Models represent complex relationships in the communication process. What properties do they possess?

- a. literal and colorful
- b. visual and simplified
- c. meaningful and self-explanatory
- d. vibrant and ongoing

Ans: B

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Knowledge

Answer Location: Three Models of Human Communication

Difficulty Level: Easy

21. The _____ portrays communication as a one-way process that transmits a message to a destination.

- a. interactional model
- b. linear approach
- c. transactional model
- d. co-creation of meaning

Ans: B

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Knowledge

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Easy

22. According to the linear model of communication, as the author of a blog, Sam is the _____ of the message.

- a. sender

- b. speaker
- c. gatekeeper
- d. producer

Ans: A

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Application

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Medium

23. Who assigns meaning to the message?

- a. gatekeeper
- b. producer
- c. sender
- d. receiver

Ans: D

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Knowledge

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Easy

24. Which model shows that communication goes in two directions: from sender to receiver and from receiver to sender?

- a. organizational
- b. transactional
- c. interactional
- d. linear

Ans: C

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Comprehension

Answer Location: Feedback and the Interactional Model

Difficulty Level: Medium

25. Sally assesses the appropriateness of the way she expressed her dissatisfaction with the way her boss, Trent, dismissed her idea in a meeting. As Sally considers this, _____ feedback is occurring.

- a. linear
- b. internal
- c. external
- d. process

Ans: B

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Analysis

Answer Location: Feedback and the Interactional Model

Difficulty Level: Medium

26. What is the term for the feedback you receive from other people?

- a. rejoinders
- b. interpersonal
- c. external
- d. dyadic

Ans: C

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Knowledge

Answer Location: Feedback and the Interactional Model

Difficulty Level: Easy

27. In which model are sending and receiving messages simultaneous and mutual?

- a. organizational
- b. linear approach
- c. interactional
- d. transactional

Ans: D

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Comprehension

Answer Location: Shared Meaning and the Transactional Model

Difficulty Level: Medium

28. The _____ refers to a person's culture, experiences, history, and heredity, and how these affect the communication process.

- a. overlap
- b. field of experience
- c. message
- d. channel

Ans: B

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Knowledge

Answer Location: Shared Meaning and the Transactional Model

Difficulty Level: Easy

29. Boundaries are not always clearly delineated; therefore, people's fields of experience _____ at times.

- a. overlap
- b. clash
- c. interact
- d. diminish

Ans: A

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Comprehension

Answer Location: Shared Meaning and the Transactional Model

Difficulty Level: Medium

30. Why has the most recent communication model not yet been named?

- a. Emerging technologies are evolving so quickly that scholars cannot keep up.
- b. The Social Information Processing (SIP) Theory is not yet accepted as a model.
- c. The transactional model is becoming obsolete.
- d. New technologies influence the communication process.

Ans: A

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Analysis

Answer Location: Technology, Social Information Processing, and the _____ Model

Difficulty Level: Hard

31. A group of people chatting together while waiting to know whether they will be selected for jury duty are engaged in _____ communication.

- a. interpersonal
- b. impersonal
- c. intrapersonal
- d. small group

Ans: B

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Analysis

Answer Location: The Interpersonal Communication Continuum

Difficulty Level: Hard

32. One principle of interpersonal communication is that it is _____.

- a. always a good thing
- b. always face to face
- c. unavoidable
- d. common sense

Ans: C

KEY: Learning Objective: 1-4: Paraphrase the principles of interpersonal communication

REF: Cognitive Domain: Knowledge

Answer Location: The Principles of Interpersonal Communication

Difficulty Level: Easy

33. You comb your hair differently, and Jim decides it means you are not happy with your hair. Regardless of whether that is true, you cannot prevent Jim from making meaning out of your behavior, thus making it _____.

- a. deliberative
- b. unavoidable
- c. questionable
- d. unclear

Ans: B

KEY: Learning Objective: 1-4: Paraphrase the principles of interpersonal communication

REF: Cognitive Domain: Application

Answer Location: Interpersonal Communication Is Unavoidable

Difficulty Level: Hard

34. Interpersonal communication cannot occur unless _____ are agreed upon by the participants.

- a. goals
- b. topics
- c. messages
- d. symbols

Ans: D

KEY: Learning Objective: 1-4: Paraphrase the principles of interpersonal communication

REF: Cognitive Domain: Knowledge

Answer Location: Interpersonal Communication Is Symbolic

Difficulty Level: Easy

35. Caitlin and her boyfriend have agreed that when they want to stop talking about a particular subject, they will say "muskrat" and the other will stop. What property of symbols does this illustrate?

- a. arbitrary
- b. abstract
- c. literal
- d. interpretive

Ans: A

KEY: Learning Objective: 1-4: Paraphrase the principles of interpersonal communication

REF: Cognitive Domain: Application

Answer Location: Interpersonal Communication Is Symbolic

Difficulty Level: Medium

36. _____ are symbols.

- a. Abstractions
- b. Messages
- c. Words
- d. Conversations

Ans: C

KEY: Learning Objective: 1-4: Paraphrase the principles of interpersonal communication

REF: Cognitive Domain: Knowledge

Answer Location: Interpersonal Communication Is Symbolic

Difficulty Level: Easy

37. _____ are agreements we establish in our relationships about what behavior is required, preferred, or not allowed.

- a. Words
- b. Rules
- c. Messages
- d. Models

Ans: B

KEY: Learning Objective: 1-4: Paraphrase the principles of interpersonal communication

REF: Cognitive Domain: Comprehension

Answer Location: Interpersonal Communication Is Rule Governed

Difficulty Level: Medium

38. We often don't respond to a message as expected because in interpersonal communication _____.

- a. we can decide to ignore a rule
- b. only one party needs to agree to a rule
- c. some rules cannot be followed
- d. rules are meant to be broken

Ans: A

KEY: Learning Objective: 1-4: Paraphrase the principles of interpersonal communication

REF: Cognitive Domain: Comprehension

Answer Location: Interpersonal Communication Is Rule Governed

Difficulty Level: Medium

39. Why must interpersonal communication skills be refined and cultivated?

- a. We often take our ability to communicate interpersonally for granted.
- b. We have been acquiring these skills throughout our lives.
- c. We must be able to communicate with a wide variety of people.
- d. We learn most of what we know early in life from our families.

Ans: C

KEY: Learning Objective: 1-4: Paraphrase the principles of interpersonal communication

REF: Cognitive Domain: Analysis

Answer Location: Interpersonal Communication Is Learned

Difficulty Level: Medium

40. The _____ level of communication refers to the literal information contained in the message.

- a. content
- b. relational
- c. transactional
- d. interpretive

Ans: A

KEY: Learning Objective: 1-4: Paraphrase the principles of interpersonal communication

REF: Cognitive Domain: Knowledge

Answer Location: Interpersonal Communication Has Both Content and Relational Meaning

Difficulty Level: Easy

41. Flora has been a registered nurse for 23 years. Her supervisor, Gail, asks her why she has never furthered her education, and Flora decides, with Gail's encouragement, to begin classes to become a nurse practitioner. In what process is Flora engaging as she seeks to achieve this goal?

- a. self-actualization
- b. the "bright side"
- c. internal feedback
- d. intrapersonal reflection

Ans: A

KEY: Learning Objective: 1-4: Paraphrase the principles of interpersonal communication

REF: Cognitive Domain: Analysis

Answer Location: Interpersonal Communication Can Lead to Self-Actualization

Difficulty Level: Hard

42. Jorge is taking an interpersonal communication course. He shares what he is learning with his girlfriend, Veronica, yet they continue to fight about her friendship with her ex-boyfriend. Which interpersonal communication myth does this illustrate?

- a. Interpersonal communication is common sense.
- b. More interpersonal communication is better.
- c. Interpersonal communication is always face to face.
- d. Interpersonal communication solves all problems.

Ans: D

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Analysis

Answer Location: Dispelling Myths About Interpersonal Communication

Difficulty Level: Hard

43. You may communicate clearly about a problem, but not necessarily be able to _____ it.

- a. understand
- b. solve
- c. define
- d. discuss

Ans: B

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Application

Answer Location: Interpersonal Communication Solves All Problems

Difficulty Level: Hard

44. What term do we use when referring to difficult communication as “destructive” communication?

- a. the subconscious
- b. the hidden side
- c. the dark side
- d. the shadow

Ans: C

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Comprehension

Answer Location: Interpersonal Communication Is Always a Good Thing

Difficulty Level: Medium

45. _____ interpersonal communication focuses on the supportive, affirming reasons that people communicate with others.

- a. Upbeat
- b. Sunny side
- c. Altruistic
- d. Bright side

Ans: D

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Knowledge

Answer Location: Interpersonal Communication Is Always a Good Thing

Difficulty Level: Easy

46. When is our common sense least likely to help us in interpersonal situations?

- a. when we are highly emotional
- b. when we are in an unfamiliar environment
- c. when we are engaging in face-to-face communication
- d. when we are faced with a difficult ethical decision

Ans: A

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Comprehension

Answer Location: Interpersonal Communication Is Common Sense

Difficulty Level: Medium

47. The myth that interpersonal communication is common sense is easily dispelled by the _____ of the population.

- a. depth
- b. attitudes
- c. size
- d. diversity

Ans: D

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Application

Answer Location: Interpersonal Communication Is Common Sense

Difficulty Level: Hard

48. What is the primary way individuals cultivate interpersonal relationships with one another?

- a. dating applications
- b. face to face
- c. social media
- d. smartphone

Ans: B

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Knowledge

Answer Location: Interpersonal Communication Is Always Face to Face

Difficulty Level: Easy

49. What accounts for the shift away from viewing interpersonal communication as face to face?

- a. international travel
- b. outsourcing
- c. technology
- d. social isolation

Ans: C

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Knowledge

Answer Location: Interpersonal Communication Is Always Face to Face

Difficulty Level: Easy

50. Some doctors and medical teams are beginning to employ _____, a period of silence to respect the death of a patient.

- a. the "bright side"
- b. the "hidden side"
- c. the "shadow"
- d. the "Pause"

Ans: D

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Knowledge

Answer Location: More Interpersonal Communication Is Better

Difficulty Level: Easy

51. _____ we make in our relationships depend on our ability to determine what is right and wrong.

- a. Choices
- b. Commitments
- c. Mistakes
- d. Conversations

Ans: A

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Application

Answer Location: More Interpersonal Communication Is Better

Difficulty Level: Hard

52. _____ issues may occur any time behavior can have significant impact on other people, the behavior involves choice of means and ends, and behavior can be judged by standards of right and wrong.

- a. Value
- b. Interpersonal
- c. Ethical
- d. Respect

Ans: C

KEY: Learning Objective: 1-6: Compare and contrast three ethical systems of communication

REF: Cognitive Domain: Comprehension

Answer Location: Interpersonal Communication Ethics

Difficulty Level: Medium

53. Which aspect of interpersonal communication is concerned with treating people with dignity?

- a. common sense
- b. ethics
- c. SIP Theory
- d. Semiotics Theory

Ans: B

KEY: Learning Objective: 1-6: Compare and contrast three ethical systems of communication

REF: Cognitive Domain: Knowledge

Answer Location: Interpersonal Communication Ethics

Difficulty Level: Easy

54. What is the name of the ethical system devised by Immanuel Kant?

- a. the golden mean
- b. the categorical imperative
- c. moral virtue
- d. an ethic of care

Ans: B

KEY: Learning Objective: 1-6: Compare and contrast three ethical systems of communication

REF: Cognitive Domain: Knowledge

Answer Location: Categorical Imperative

Difficulty Level: Easy

55. According to Kant, the key question when making a moral decision is _____?

- a. what would happen if everyone did this
- b. which decision will make for the best outcome for the most people
- c. which decision is the least extreme
- d. what would my religious tradition tell me is right

Ans: A

KEY: Learning Objective: 1-6: Compare and contrast three ethical systems of communication

REF: Cognitive Domain: Knowledge

Answer Location: Categorical Imperative

Difficulty Level: Easy

56. What ethical system proposes that we should seek harmony and balance in our lives?

- a. ethic of care
- b. categorical imperative
- c. the golden mean
- d. interpersonal ethics

Ans: C

KEY: Learning Objective: 1-6: Compare and contrast three ethical systems of communication

REF: Cognitive Domain: Comprehension

Answer Location: The Golden Mean

Difficulty Level: Medium

57. The golden mean, when applied to communication, is rooted in the ability to find a _____.

- a. bright side
- b. noble vice
- c. dark side
- d. middle ground

Ans: D

KEY: Learning Objective: 1-6: Compare and contrast three ethical systems of communication

REF: Cognitive Domain: Knowledge

Answer Location: The Golden Mean

Difficulty Level: Easy

58. The ethic of care first looked at _____ ways of moral decision making.

- a. children's
- b. women's
- c. mothers'
- d. fathers'

Ans: B

KEY: Learning Objective: 1-6: Compare and contrast three ethical systems of communication

REF: Cognitive Domain: Knowledge

Answer Location: Ethic of Care

Difficulty Level: Easy

59. Anil's mother is angry because he didn't come home over his holiday break. She asks him to think of what the world would be like if no one came to visit his mother over the holidays. Anil's mother is appealing to _____.

- a. an ad hominem fallacy
- b. the categorical imperative
- c. the golden mean
- d. an ethic of care

Ans: B

KEY: Learning Objective: 1-6: Compare and contrast three ethical systems of communication

REF: Cognitive Domain: Analysis

Answer Location: Categorical Imperative

Difficulty Level: Hard

60. If we are to make sense of our world and our relationships, we must understand our own _____.

- a. worldview
- b. traditions
- c. values
- d. culture

Ans: C

KEY: Learning Objective: 1-6: Compare and contrast three ethical systems of communication

REF: Cognitive Domain: Knowledge

Answer Location: Understanding Ethics and Our Own Values

Difficulty Level: Easy

True/False

1. Most of our interpersonal communication is spontaneous and unplanned.

Ans: F

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Comprehension

Answer Location: Defining Interpersonal Communication

Difficulty Level: Medium

2. Interpersonal communication exchanges have a definable beginning, middle, and ending.

Ans: F

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Comprehension

Answer Location: Defining Interpersonal Communication

Difficulty Level: Medium

3. Interpersonal communication is a process--one short period in a conversation.

Ans: F

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Comprehension

Answer Location: Defining Interpersonal Communication

Difficulty Level: Medium

4. The linear model of communication views information transmission as a one-way process.

Ans: T

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Comprehension

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Medium

5. The message in the linear model of communication can be unspoken.

Ans: T

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Comprehension

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Medium

6. Physical noise is also called internal noise.

Ans: F

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Knowledge

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Easy

7. Semantic noise occurs when a sender and a receiver apply different meanings to the same message.

Ans: T

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Knowledge

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Easy

8. The physical context is the tangible environment in which communication occurs.

Ans: T

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Knowledge

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Easy

9. The linear model introduces feedback as a component of the communication process.

Ans: F

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Knowledge

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Easy

10. Our assessment of our own communication is a type of feedback.

Ans: T

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication.

REF: Cognitive Domain: Comprehension

Answer Location: Feedback and the Interactional Model

Difficulty Level: Medium

11. The feedback introduced in the interactional model of communication is strictly verbal.

Ans: F

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication.

REF: Cognitive Domain: Comprehension

Answer Location: Feedback and the Interactional Model

Difficulty Level: Medium

12. The transactional model of communication introduces the concept of shared meaning.

Ans: T

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Knowledge

Answer Location: Shared Meaning and the Transactional Model

Difficulty Level: Easy

13. Neither the linear nor the interactional model sees sending and receiving as occurring simultaneously.

Ans: T

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Comprehension

Answer Location: Shared Meaning and the Transactional Model

Difficulty Level: Medium

14. People from dramatically different cultures can have overlapping fields of experience.

Ans: T

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Comprehension

Answer Location: Shared Meaning and the Transactional Model

Difficulty Level: Medium

15. Relational history is possible between two strangers.

Ans: F

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Knowledge

Answer Location: Figure 1.4: The Continuum of Interpersonal Communication

Difficulty Level: Easy

16. Most relational rules are constructed by relational partners.

Ans: T

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Comprehension

Answer Location: Figure 1.4: The Continuum of Interpersonal Communication

Difficulty Level: Medium

17. We can prevent someone from making meaning out of our behavior.

Ans: F

KEY: Learning Objective: 1-4: Paraphrase the principles of interpersonal communication

REF: Cognitive Domain: Comprehension

Answer Location: Interpersonal Communication Is Unavoidable

Difficulty Level: Medium

18. A communication rule is not a rule unless both parties agree to it.

Ans: T

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Comprehension

Answer Location: Interpersonal Communication Is Rule Governed

Difficulty Level: Medium

19. The transcript of a trial represents the content component of communication.

Ans: T

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Comprehension

Answer Location: Interpersonal Communication Has Both Content and Relational Meaning

Difficulty Level: Medium

20. Immanuel Kant articulated the ethical system called the golden mean.

Ans: F

KEY: Learning Objective: 1-6: Compare and contrast three ethical systems of communication

REF: Cognitive Domain: Comprehension

Answer Location: Interpersonal Communication Ethics

Difficulty Level: Medium

Short Answer

1. Explain the type of thinking that dominated early approaches to communication for centuries.

Ans: Aristotelian thinking dominated for centuries. It was based on the need for Greek and Roman citizens to be able to persuade others in public situations, as judges, emissaries, and even as their own representatives in court. In the *Rhetoric*, Aristotle encouraged speakers to use logic, evidence, and emotions to persuade others and stressed the need for speakers to establish their credibility with audiences.

KEY: Learning Objective: 1-1: Identify the evolution and foundation of the communication field

REF: Cognitive Domain: Comprehension

Answer Location: The Evolution and Foundation of the Communication Field

Difficulty Level: Medium

2. Give an example of an intersection of mass communication and interpersonal communication.

Ans: Answers may vary but should address that using popular social media apps such as eHarmony or Tinder are examples of mass communication and interpersonal communication. These tools allow an individual to broadcast information about him or herself to a large, unidentifiable audience (mass communication) and then communicate one on one with individual audience members (interpersonal communication).

KEY: Learning Objective: 1-1: Identify the evolution and foundation of the communication field

REF: Cognitive Domain: Application

Answer Location: The Evolution and Foundation of the Communication Field

Difficulty Level: Medium

3. In what way is interpersonal communication strategic?

Ans: Being strategic in our interpersonal communication means we are deliberative. We don't communicate interpersonally with everyone we meet. We are selective, exchanging personal messages only with those with whom we want or need to.

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Comprehension

Answer Location: Defining Interpersonal Communication

Difficulty Level: Medium

4. Which of the three components in the linear model of communication is the pathway? Give an example.

Ans: The channel is the pathway to communication. A channel typically represents our five senses (sight, hearing, smell, taste, and touch).

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Comprehension

Answer Location: Defining Interpersonal Communication

Difficulty Level: Medium

5. Explain the biological influences on message reception.

Ans: Physiological noise is the biological influence on message reception and could cause articulation problems, hearing or visual impairment, and the harm to the physical well-being of the speaker.

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Comprehension

Answer Location: Defining Interpersonal Communication

Difficulty Level: Medium

6. Greeting someone with a handshake as opposed to bowing illustrates what concept?

Ans: Answers may vary but will refer to the rules, roles, norms, and patterns of communication that are unique to a culture or cultural context. In the United States we may greet with a hand shake. In Japan people may bow.

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Analysis

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Hard

7. According to the linear model, you may feel anxious when you speak with someone one day and at ease on another day. To what does this refer?

Ans: The social-emotional context can explain why how the relationship can affect the communication and help you understand the nature of the interaction.

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Comprehension

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Medium

8. The transactional model is characterized by a common field of experience. Give three examples of what may be in that common FOE.

Ans: Answers may vary but should include examples such as a person's culture, past experiences, personal history, and heredity. This may mean speaking the same language, having a similar socio-economic status, coming from the same area of the country, or anything else the participants in the communication transaction have in common.

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Application

Answer Location: Figure 1.4: The Continuum of Interpersonal Communication

Difficulty Level: Hard

9. Words alone have no meaning. Explain why this is true.

Ans: Answers may vary but address the idea that words are symbols, and symbols are arbitrary representations for feelings, concepts, objects, or events. People (co)create

the meaning of these symbols. We can call anything whatever we like as long as at least one other person agrees on that meaning.

KEY: Learning Objective: 1-4: Paraphrase the principles of interpersonal communication

REF: Cognitive Domain: Analysis

Answer Location: Interpersonal Communication Can Lead to Self-Actualization

Difficulty Level: Medium

10. Immanuel Kant's categorical imperative is based on a moral absolute. Explain this moral code.

Ans: Answers may vary but should address Kant's system which suggests that we should act as if we are an example to others and that the ethical principle behind actions were important.

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Comprehension

Answer Location: More Interpersonal Communication Is Better

Difficulty Level: Medium

Essay

1. Explain the origins of Communication Studies and Aristotle's influence on it.

Ans: Answers may vary. The origins of communication began in ancient times in Greece and Rome. Aristotle, with his book, *Rhetoric* helped to begin communication studies. He said that people should be able to persuade others. He also felt that people should use logic, evidence, and emotion and think about the audience they were speaking to. The government thought that all people should have communication skills. They could use those skills in travel, and court.

KEY: Learning Objective: 1-1: Identify the evolution and foundation of the communication field

REF: Cognitive Domain: Comprehension

Answer Location: The Evolution and Foundation of the Communication Field

Difficulty Level: Medium

2. List and give one hypothetical example of each of the six communication types in the context of your college/university.

Ans: Examples will vary. The six communication types are intrapersonal (when you try to decide what classes to take, think about how to handle a situation in your life), interpersonal (communication between you and your friends, you and your roommate), small group (working on a group project or participating on a team or committee), organizational (communicating at your part-time job, the staff and faculty of your college/university communicating with one another), mass communication (your college radio or TV station), and public communication (your professors' lectures, your presentations in class).

KEY: Learning Objective: 1-1: Identify the evolution and foundation of the communication field

REF: Cognitive Domain: Application

Answer Location: The Evolution and Foundation of the Communication Field

Difficulty Level: Hard

3. What does it mean to say communication is a process?

Ans: The communication process is ongoing, unending, and is always changing. Not only do people change but also do the cultures that they are a part of. And culture influences the way that we communicate and understand that communication.

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Analysis

Answer Location: Defining Interpersonal Communication

Difficulty Level: Hard

4. What is meaning, and how is it related to interpersonal communication?

Ans: Answers may vary. Meaning is what we extract from a spoken or unspoken message. It relates to interpersonal communication because meaning is co-created and interpreted by communication participants based on their history, their culture, the language they are speaking, and other variables.

KEY: Learning Objective: 1-2: Define and describe the interpersonal communication process

REF: Cognitive Domain: Analysis

Answer Location: Defining Interpersonal Communication

Difficulty Level: Hard

5. Communication models evolved past the first model, the linear model, because it did not fully represent most communication situations, and especially face-to-face communication. What situations are still accurately represented by the linear model?

Ans: The linear model represents one-way communication with simple components like a sender, receiver, channel, and noise. Examples may vary, but one-way communication such as radio, TV, and print media are all accurately represented by the linear model.

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Analysis

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Hard

6. Define and give an example of psychological noise.

Ans: Answers may vary. Psychological noise is a person's biases or prejudices, or other feelings about the person talking or the message they are sending. For example, if you don't like the way a person looks or sounds or what they are saying it may be hard for you to hear the true meaning of their message.

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Application

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Hard

7. How might texting create semantic noise? Give an example.

Ans: Answers may vary, but students should show understanding of the meaning of semantic noise, which occurs when senders and receivers apply different meanings to the same message. In texting, various abbreviations are used to form brief messages (and sometimes to obscure the meaning from those the sender doesn't want to understand the message). Examples are LOL (laughing out loud), JK (just kidding), IMO (in my opinion), and FWIW (for what it's worth).

KEY: Learning Objective: 1-3: Explain three prevailing models of human communication

REF: Cognitive Domain: Analysis

Answer Location: Mechanistic Thinking and the Action (Linear) Model

Difficulty Level: Medium

8. Interpersonal rules indicate what behavior is obligated, preferred, or prohibited. Explain what this means, and give an example of each in the context of a dating relationship.

Ans: Answers may vary, but students should explain that society and our cultures have made certain rules to govern what is considered civilized. In this same way, groups of people (families, friends) establish rules about their communication. In the context of a dating relationship, the partners may agree that they will always let the other know if they need to cancel (obligated), they should let the other know if they are running late (preferred), and they will not text with their exes (prohibited).

KEY: Learning Objective: 1-4: Paraphrase the principles of interpersonal communication

REF: Cognitive Domain: Analysis

Answer Location: Interpersonal Communication Is Rule Governed

Difficulty Level: Hard

9. It is a myth that interpersonal communication is common sense. Why is this? Give one specific example of a situation in which it may not be common sense.

Ans: Answers may vary, but students should note that if interpersonal communication were actually common sense we would not have so many problems communicating with others. Possible examples that prove this is a myth would be situations in which we are highly emotional (in which case our common sense may fail to "kick in"), or situations in which we're dealing with people who are different from ourselves, whether it be because of cultural or gender diversity. (Examples should be specific rather than simply descriptive.)

KEY: Learning Objective: 1-5: Describe the myths related to interpersonal communication

REF: Cognitive Domain: Analysis

Answer Location: Interpersonal Communication Ethics

Difficulty Level: Hard

10. Describe an example of an ethical communication dilemma, and explain how you could use the categorical imperative to resolve it.

Ans: Answers may vary, but students should (1) show understanding of the meaning of both an ethical dilemma and the categorical imperative and (2) apply the categorical imperative as a criterion. A dilemma is a challenging ethical decision. The categorical imperative asks us to behave in a way that we could prescribe for everyone all the time.

An example might be deciding whether to tell a friend his girlfriend is cheating on him. If you could say that sharing this information could be considered a universal guideline, it would be the ethical thing to do, according to the categorical imperative. Although this may seem like a good rule, it may not be so simple. For example, should you take into account that your friend has a bad, sometimes uncontrollable temper or that your friend has had problems with depression and has confided in you about his suicidal thoughts?

KEY: Learning Objective: 1-6: Compare and contrast three ethical systems of communication

REF: Cognitive Domain: Application

Answer Location: Categorical Imperative

Difficulty Level: Hard