

TEST BANK - CHAPTER 2

25 Multiple Questions
5 True/False Questions
5 Essay Questions

Type: Multiple Choice		
Title: Chapter 2 Question 1		
1)	_____ refers to a bound unit of interacting individuals who uphold a set of shared traditions and way of life.	
Feedback:		
Page reference:		
Incorrect	a.#	Cultural tradition
Correct	b.#	Cultural community
Incorrect	c.#	Cultural norm
Incorrect	d.#	Cultural bump
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 2		
2)	Dr. Grey realizes she has inappropriately criticized Binh Phuoc's family remedy for sprained ankles. However, because intercultural communication is a(n) _____ process, she cannot take back her remark.	
Feedback:		
Page reference:		
Incorrect	a.#	embedded system
Incorrect	b.#	symbolic
Incorrect	c.#	encoding
Correct	d.#	irreversible
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 3		
3)	_____ meaning refers to the factual or digital information conveyed to the receiver.	
Feedback:		
Page reference:		
Correct	a.#	Content
Incorrect	b.#	Relational
Incorrect	c.#	Shared
Incorrect	d.#	Identity
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 4		
4)	_____ intercultural communication emphasizes the importance of integrating knowledge and an open-minded attitude and putting them into adaptive and creative practice in everyday communication.	
Feedback:		
Page reference:		
Incorrect	a.#	Conscious incompetent
Incorrect	b.#	Inflexible
Incorrect	c.#	Ethnocentric
Correct	d.#	Flexible
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 5		
5)	An _____ mindset means understanding a communication behavior from the other person's cultural frame of reference.	
Feedback:		
Page reference:		
Incorrect	a.#	ethnocentric
Correct	b.#	ethnorelative
Incorrect	c.#	individualistic
Incorrect	d.#	intercultural
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 6		
6)	Caleb returns from a vacation in Greece and announces that Greeks are unfriendly and cold because they won't strike up conversations with him on the subways as is often done in the United States. What mindset is Caleb using to evaluate Greek behavior?	
Feedback:		
Page reference:		
Incorrect	a.#	Divergent thinking mindset
Incorrect	b.#	Convergent thinking mindset
Correct	c.#	Ethnocentric mindset
Incorrect	d.#	Ethnorelative mindset
END OF QUESTION		

The following questions are derived from See section “Three Content Components: Knowledge, Attitude, and Skills”

Type: Multiple Choice		
Title: Chapter 2 Question 7		
7)	Visiting ethnic neighborhoods, temples, or stores is an example of which kind of knowledge?	
Feedback:		
Page reference: See section “Three Content Components: Knowledge, Attitude, and Skills”		
Incorrect	a.#	Formal studying
Correct	b.#	Informal studying
Incorrect	c.#	Affective knowledge
Incorrect	d.#	Ethnocentric knowledge
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 8		
8)	The _____ attitude layer refers to the willingness to suspend ethnocentrism and the readiness to be open-minded in learning about cross-cultural difference issues.	
Feedback:		
Page reference: See section “Three Content Components: Knowledge, Attitude, and Skills”		
Correct	a.#	cognitive
Incorrect	b.#	affective
Incorrect	c.#	unconscious incompetence
Incorrect	d.#	conscious incompetence
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 9		
9)	The _____ attitude layer refers to the emotional commitment to engage in cultural perspective taking and the cultivation of an empathetic heart in reaching out to culturally diverse groups.	
Feedback:		
Page reference: See section “Three Content Components: Knowledge, Attitude, and Skills”		
Incorrect	a.#	cognitive
Correct	b.#	affective
Incorrect	c.#	unconscious incompetence
Incorrect	d.#	conscious incompetence
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 10		
10)	_____ refers to our operational abilities to integrate knowledge and a responsive attitude with adaptive intercultural practice.	
Feedback:		
Page reference: See section “Three Content Components: Knowledge, Attitude, and Skills”		
Correct	a.#	Skills
Incorrect	b.#	Ethnocentrism
Incorrect	c.#	Divergent thinking
Incorrect	d.#	Informal learning
END OF QUESTION		

The following questions are derived from the section titled “Three Criteria: Appropriateness, Effectiveness, and Adaptability”

Type: Multiple Choice		
Title: Chapter 2 Question 11		
11)	Cliff notices that a study-abroad student bows instead of shaking hands when introduced. Cliff thinks to himself, “This is not what I expected, and it’s not even the correct thing to do when introduced.” Cliff is evaluating the study-abroad student based on which criteria of flexible intercultural communication?	
Feedback:		
Page reference: See section “Three Criteria: Appropriateness, Effectiveness, and Adaptability”		
Correct	a.#	Appropriateness
Incorrect	b.#	Effectiveness
Incorrect	c.#	Communication adaptability
Incorrect	d.#	Communication creativity
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 12		
12)	When Abel is introduced to a study-abroad student who bows instead of shaking hands, Abel decides to try bowing as a way to adjust to meet the need of the situation. We should congratulate Abel for doing a good job at which criterion of flexible intercultural communication?	
Feedback:		
Page reference: See section “Three Criteria: Appropriateness, Effectiveness, and Adaptability”		
Incorrect	a.#	Ethics
Incorrect	b.#	Effectiveness
Correct	c.#	Communication adaptability
Incorrect	d.#	Communication creativity
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 13		
13)	Our ability to change our interaction behaviors and goals to meet the specific needs of the situation is which criterion of a flexible intercultural communicator?	
Feedback:		
Page reference: See section “Three Criteria: Appropriateness, Effectiveness, and Adaptability”		
Incorrect	a.#	Appropriateness
Incorrect	b.#	Effectiveness
Correct	c.#	Communication adaptability
Incorrect	d.#	Communication ethnocentrism
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 14		
14)	When you are very concerned about how to engage in a proper and polite Finnish dinner conversation, you are working hard to address the process _____ criterion of competent intercultural communication.	
Feedback:		
Page reference: See section “Three Criteria: Appropriateness, Effectiveness, and Adaptability”		
Incorrect	a.#	effectiveness
Correct	b.#	appropriateness
Incorrect	c.#	ethics
Incorrect	d.#	creativity
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 15		
15)	You're very focused in moving your task goals forward in your overseas assignment, you're working hard on the competence criterion of	
Feedback:		
Page reference: See section "Three Criteria: Appropriateness, Effectiveness, and Adaptability"		
Incorrect	a.#	appropriateness.
Correct	b.#	effectiveness.
Incorrect	c.#	adaptability.
Incorrect	d.#	excellence.
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 16		
16)	The staircase model of intercultural communication depicts various stages of developing intercultural	
Feedback:		
Page reference: See section “A Staircase Model”		
Correct	a.#	communication flexibility.
Incorrect	b.#	language fluency.

Incorrect	c.#	communication ethics.
Incorrect	d.#	nonverbal fluency.
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 17		
17)	In the staircase model of intercultural communication, the “blissfully ignorant” stage at which individuals have no culture-sensitive knowledge to communicate competently with the host members of the new culture is the _____ stage.	
Feedback:		
Page reference: See section “A Staircase Model”		
Incorrect	a.#	conscious competence
Incorrect	b.#	conscious incompetence
Correct	c.#	unconscious incompetence
Incorrect	d.#	unconscious competence
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 18		
18)	In the staircase model of intercultural communication, the stage at which individuals have some notion that they behave incompetently but lack the knowledge or skills to operate adaptively in the new culture is the _____ stage.	
Feedback:		
Page reference: See section “A Staircase Model”		
Incorrect	a.#	conscious competence
Correct	b.#	conscious incompetence
Incorrect	c.#	unconscious incompetence
Incorrect	d.#	unconscious competence
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 19		
19)	Carmen takes her intercultural communication class and realizes that she indeed should change some of her intercultural communication behaviors. So, she has made efforts to increase her knowledge, attitudes, and skills. Carmen is in what stage of the staircase model?	
Feedback:		
Page reference: See section “A Staircase Model”		
Incorrect	a.#	Unconscious incompetence
Incorrect	b.#	Conscious incompetence
Correct	c.#	Conscious competence
Incorrect	d.#	Unconscious competence
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 20		
20)	An individual who actively pursues new intercultural knowledge to improve her communication competencies with individuals from another culture is operating at which stage of the staircase model of intercultural communication?	
Feedback:		
Page reference: See section “A Staircase Model”		
Correct	a.#	Conscious competence stage
Incorrect	b.#	Conscious incompetence stage
Incorrect	c.#	Unconscious incompetence stage
Incorrect	d.#	Unconscious competence stage
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 21		
21)	In the staircase model of intercultural communication, the stage at which an individual is “mindlessly mindful” and can code-switch effortlessly between the two different intercultural communication systems is the _____ stage.	
Feedback:		
Page reference: See section “A Staircase Model”		
Incorrect	a.#	conscious competence
Incorrect	b.#	conscious incompetence
Incorrect	c.#	unconscious incompetence
Correct	d.#	unconscious competence
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 22		
22)	The “mindlessly mindful” stage refers to the _____ stage in the staircase model.	
Feedback:		
Page reference: See section “A Staircase Model”		
Correct	a.#	unconscious competence
Incorrect	b.#	conscious competence
Incorrect	c.#	unconscious incompetence
Incorrect	d.#	conscious incompetence
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 23		
23)	In visiting Bhutan, Andrew starts taking intentional steps to increase his intercultural knowledge and combines his knowledge with culture-sensitive practice. Andrew is at the _____ stage of the staircase model.	
Feedback:		
Page reference: See section “A Staircase Model”		
Incorrect	a.#	unconscious incompetence
Incorrect	b.#	conscious incompetence
Correct	c.#	conscious competence
Incorrect	d.#	unconscious competence
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 24		
24)	According to the process principle of intercultural communication, intercultural communication often involves varying degrees of _____ intergroup perceptions.	
Feedback:		
Page reference: See section “Process Consciousness: Underlying Principles”		
Incorrect	a.#	favorable
Incorrect	b.#	neutral
Correct	c.#	biased
Incorrect	d.#	realistic
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 25		
25)	A(n) _____ is a cultural violation on the behavioral level when our meanings do not overlap with one another in viewing the same behavior, which can create communication awkwardness or embarrassment.	
Feedback:		
Page reference: See section “Process Consciousness: Underlying Principles”		
Incorrect	a.#	interaction goal
Incorrect	b.#	relational goal
Correct	c.#	culture bump
Incorrect	d.#	cultural community
END OF QUESTION		

True and False Questions

Type: Multiple Choice		
Title: Chapter 2 Question 26		
26)	An ethnocentric mindset means understanding a communication behavior from the other person's cultural frame of reference.	
Incorrect	a.#	True
Correct	b.#	False
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 27		
27)	An ethnocentric mindset can include both unconscious and conscious attitudes in favoring the ingroup standard to the exclusion of outgroup standard.	
Correct	a.#	True
Incorrect	b.#	False
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 28		
28)	An "ethnorelative mindset" means the mindful integration of knowledge, open-minded attitude, and systematic practice of culture-sensitive communication skills in dealing with cultural differences.	
Correct	a.#	True
Incorrect	b.#	False
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 29		
29)	The first starting stage of the staircase model of flexible intercultural communication involves becoming aware of behaving incompetently.	
Incorrect	a.#	True
Correct	b.#	False
END OF QUESTION		

Type: Multiple Choice		
Title: Chapter 2 Question 30		
30)	The staircase model of communication competence is a situational-based model—we can be quite competent in dealing with one cultural group but totally incompetent in dealing with other cultural groups.	
Correct	a.#	True
Incorrect	b.#	False
END OF QUESTION		

Essay Questions

Type: Essay	
Title: Chapter 2 Essay Question 31	
31)	Briefly define the term <i>intercultural communication</i> and explain one of its characteristics.
Feedback: The definition of intercultural communication and its characteristics (symbolic exchange, process, different cultural communities, negotiate shared meanings, and interactive situation, and embedded societal system) are described in the section “Intercultural Communication Process: Overall Characteristics.” Page reference: See section “Intercultural Communication Process: Overall Characteristics”	
END OF QUESTION	

Type: Essay	
Title: Chapter 2 Essay Question 32	
32)	Briefly describe the one of the three contexts involved in the “interactive situation” characteristic of intercultural communication.
Feedback: The three contexts (relational, psychological, and physical) are described in the section titled “Intercultural Communication: Meaning Construction Characteristics.” Page reference: See section “Intercultural Communication: Meaning Construction Characteristics”	
END OF QUESTION	

Type: Essay	
Title: Chapter 2 Essay Question 33	
33)	Briefly describe the two kinds of learning that can help increase knowledge about intercultural communication; give an example for each.
Feedback: Formal learning (or formal studying) and informal learning are described and examples are given in the section “Three Content Components: Knowledge, Attitude, and Skills.” The key is that classes like this and other formal events such as diversity-related training are formal learning, and informal ways of learning about a culture can vary (international travel, visiting local ethnic neighborhoods, etc.). Page reference: See section “Three Content Components: Knowledge, Attitude, and Skills”	
END OF QUESTION	

Type: Essay	
Title: Chapter 2 Essay Question 34	
34)	Name and briefly describe one of the four stages in the staircase model of intercultural communication.
Feedback: The four stages in the staircase model of intercultural communication (unconscious incompetence, conscious incompetence, conscious competence, and the final, “Zen-like” stage, unconscious competence) are described in the section “A Staircase Model.” Page reference: See section “A Staircase Model”	
END OF QUESTION	

Type: Essay	
Title: Chapter 2 Essay Question 35	
35)	Briefly define a culture bump (or well-meaning clash), and give an example.
Feedback: A culture bump and well-meaning clash are described in Principle 6 in the section “Process Consciousness: Underlying Principles.” The key is that the behavioral violation or misunderstanding is unintentional. Page reference: See section “Process Consciousness: Underlying Principles”	
END OF QUESTION	