

1. The ability to receive, interpret, analyze, and respond to messages is regulated by one's:
 - A. Technical competency
 - B. Emotional intelligence
 - C. Physical ability
 - D. Personal interest
2. Patterson and his colleagues refer to the two parts of our brain as the "know" and "go." The "know" system:
 - A. Is emotionally neutral.
 - B. Triggers reflexive responses, including fight and flight.
 - C. Develops very early.
 - D. Turns on when you're about to fall under attack.
3. Which of the following is used to describe self-managing groups?
 - A. More traditional task groups
 - B. More structure
 - C. Less discussion-oriented
 - D. Question and answer interactions
4. The gap between what we intend to communicate and what is actually received is called the:
 - A. community gap
 - B. semantic differential
 - C. directing comment
 - D. arc of distortion
5. Shaking hands with someone as a greeting is:
 - A. unintentional verbal communication
 - B. intentional verbal communication
 - C. unintentional nonverbal communication
 - D. intentional nonverbal communication
6. If I said, "God guess you," instead of "God bless you," after you sneezed, that would be an example of a:
 - A. verbal intentional message
 - B. nonverbal intentional message
 - C. verbal unintentional message
 - D. nonverbal unintentional message
7. An example of unintentional communication in a group setting is:
 - A. Having a history of collaboration, but not talking about it.
 - B. Being open to new ideas.
 - C. Focusing on improving the group's success, without having set that as a goal.
 - D. Having a strong concern about achieving individual performance goals at the expense of group goals.
8. Effective feedback should be **ALL BUT WHICH** of the following?
 - A. subjective
 - B. from a trusted person
 - C. clear and understandable
 - D. as immediate as possible

9. Which of the following statements is false?
- A. Speakers rated as "sincere" make eye contact three times more often than "insincere" speakers.
 - B. For 90 percent of Americans, the left eye is used only for depth perception.
 - C. When Richard Nixon attended his first Watergate press conference, he blinked up to 40 times a minute.
 - D. Sincere speakers blink between 5 and 10 times per minute.
10. Which of the following statements is false?
- A. We are able to assert dominance over others almost exclusively with eye contact in a matter of seconds when we first encounter one another
 - B. We tend to direct our comments toward those from whom we expect or would like feedback
 - C. Males consistently give more eye contact than females
 - D. There is more mutual eye contact between friends than others
11. According to Barnlund, next to the **face**, the _____ is(are) probably the most expressive part of the human body.
- A. arms
 - B. torso
 - C. legs
 - D. hands
12. The round, soft, fat body shape is called the:
- A. endomorph
 - B. mesomorph
 - C. ectomorph
 - D. isomorph
13. The average speaking rate is between _____ and _____ words per minute.
- A. 75; 100
 - B. 125; 175
 - C. 100; 125
 - D. 150; 200
14. Vocal quality refers to:
- A. relative emphasis, pitch changes, and duration in uttering different word parts in a sentence.
 - B. resonance of the voice
 - C. frequency in cycles per second
 - D. rate and fluency
15. Which of the following is one of Gibbs' defensive climates?
- A. equality
 - B. problem orientation
 - C. neutrality
 - D. provisionalism
16. _____ in contrast to that which is _____, tends to arouse a minimum of uneasiness, according to Gibbs' theory.
- A. Evaluative; descriptive
 - B. Spontaneous; strategic
 - C. Strategic; spontaneous
 - D. Descriptive; evaluative
17. _____ in speech indicates a lack of concern for the listener's welfare.
- A. Strategy
 - B. Certainty
 - C. Neutrality
 - D. Spontaneity

18. A person who acts as a "know-it-all" is engaging in which of the following defensive behaviors?
- A. strategy
 - B. neutrality
 - C. certainty
 - D. control
19. Which of the following is a supportive behavior, according to Gibbs?
- A. Provisionalism
 - B. Strategy
 - C. Certainty
 - D. Superiority
20. When a speaker ignores what you say as if you had never said it, it is a type of implicit rejection known as:
- A. interruption
 - B. irrelevant response
 - C. imperviousness
 - D. tangential response
21. Which of the following could be considered a **PROCESS** comment in a group discussion concerning the topic "Will Peru recover from its current economic crisis within the next five years?"
- A. "It's disgusting to see people throw garbage in the ocean in Peru."
 - B. "I think the terrorists in Peru will cause its downfall."
 - C. "One can tell how bad the cholera epidemic is in Peru by noting how many people are admitted to the hospital."
 - D. "What we need to do now is to decide whether or not we have listed sufficient criteria for solving this problem."
22. Tubbs provides several practical tips on how to improve listening skills. Which of the following **is not** one of the tips?
- A. Pay attention to positive nonverbal behavior.
 - B. Interrupt when necessary in order to ask for clarification.
 - C. Avoid side conversations.
 - D. Try not to argue mentally.
23. Which of the following **is not** true about General Semantics?
- A. It focuses on the speaker.
 - B. It is the study of how we perceive, construct, and communicate our life experiences.
 - C. It sees the world as a system.
 - D. It is used to understand how people adapt to their environment.
24. Misunderstanding that occurs due to a language problem is called:
- A. bypassing
 - B. polarization
 - C. inference making
 - D. signal reactions
25. The process that "causes people who had been staying neutral to take sides in a conflict" is:
- A. bypassing
 - B. polarization
 - C. inference-making
 - D. signal reactions
26. In the section on language behavior, Tubbs provides four practical tips. Which of the following **is not** a tip identified by Tubbs?
- A. Be word-minded, not person-minded.
 - B. Question and paraphrase
 - C. Be receptive to feedback
 - D. Be sensitive to contexts

27. Which of the following statements is an **INFERENCE**:
- A. I saw Andy mowing the lawn.
 - B. Andy told me he left the lawn mower outside.
 - C. Andy is taking a test.
 - D. Andy will do well on the test.
28. Polarization has three distinct characteristics. Which of the following was **NOT** listed as one of those characteristics?
- A. statements get more emotionally intense
 - B. statements go from being specific to being more general
 - C. statements become more personalized
 - D. statements tend to move away from the topic at hand to other issues
29. The comment "There's no way it can be done" illustrates:
- A. symbol reactions
 - B. igniter phrase
 - C. abstract reactions
 - D. bypassing
30. In German culture, which type of profanity is the most offensive?
- A. religious
 - B. sexual
 - C. excretory
 - D. they are all equally offensive
31. When Steve habitually says "you know" without being aware of his habit, he is exhibiting a part of the _____ quadrant.
- A. open
 - B. hidden
 - C. unknown
 - D. blind
32. In reference to the Johari Window, what is known to self and not known to others is the _____ quadrant.
- A. open
 - B. hidden
 - C. unknown
 - D. blind
33. Luft proposes several guidelines for self-disclosure. Which of the following is one of his guidelines
- A. Self disclosure is appropriate when the information shared has a low-level of risk.
 - B. Self disclosure **is not** appropriate in times of crisis.
 - C. It is generally appropriate for only one person in the relationship to self-disclose.
 - D. Self disclosure is appropriate when the context is mutually shared.
34. Which of the following is a maintenance role?
- A. elaborating
 - B. evaluating
 - C. encouraging
 - D. analyzing
35. _____ is a misunderstanding that occurs when the speaker and the receiver miss each other with their meaning.
- A. Bypassing
 - B. harmonizer
 - C. observing
 - D. encouraging

36. _____ of a group includes comments about the topic of the discussion.
- A. Analysis
 - B. Content
 - C. Reorganizing
 - D. Process
37. Which of the following is an individual role?
- A. evaluating
 - B. coordinating
 - C. compromising
 - D. help seeking
38. Which of the following was not identified as a challenge of the virtual meeting?
- A. Users really can't see expressions on the faces of their peers.
 - B. People tend to make shorter statements.
 - C. Vocal tone may be distorted.
 - D. People write things they would not say.
39. A definition of _____ provided by Tubbs is "the study of the general nature of morals and of the specific moral choices made by a person."
- A. Philosophy
 - B. Ethics
 - C. Rhetoric
 - D. Persuasion
40. The philosopher who argued that there is one ethical principle, namely the respect and dignity of each human being was:
- A. John Rawls
 - B. Aristotle
 - C. Immanuel Kant
 - D. John Stuart Mills
41. The philosopher who encouraged moderation in all things was:
- A. John Rawls
 - B. Aristotle
 - C. Immanuel Kant
 - D. John Stuart Mills
42. Which of the following is not one of the six dimensions of team talk?
- A. Identification
 - B. Social distance
 - C. Interdependence
 - D. Leadership
43. Using inclusive pronouns such as "we," "our," and "us" are examples of which of the following dimensions of team talk?
- A. Identification
 - B. Social distance
 - C. Interdependence
 - D. Leadership
44. Phrases such as "Would you be so kind as to...?" and addressing a person by his/her formal title, such as "Mrs. Kincade" are examples of which of the following dimensions of team talk?
- A. Identification
 - B. Social distance
 - C. Interdependence
 - D. Power differentiation

45. According to Harvard research Daniel Goleman, emotional intelligence is a combination of intrapersonal communication (personal competence) and interpersonal communication (social competence).
True False
46. Interpersonal communication is defined as the process of creating meanings in the minds of others.
True False
47. The ability to receive, interpret, analyze, and respond to messages is regulated by a person's emotional intelligence.
True False
48. When a person sends an Unintentional messages, they are transmitted through verbal communication only.
True False
49. The gap between what we intend to communicate and what is actually received is called the semantic differential.
True False
50. Research shows that a group's interaction patterns clearly affects the group's success.
True False
51. Sincere speakers blink between 10 and 20 times per minute.
True False
52. Females consistently give more eye contact than males.
True False
53. In a study of physically attractive people, it was found that they are considered to have less credibility than their less attractive counterparts.
True False
54. An endomorph is a person who is tall, thin, and fragile.
True False
55. You should void using technical jargon to impress others. This can confuse rather than clarify.
True False
56. An average speaking rate is 150-200 words per minute.
True False
57. Inflection refers to the resonance of the voice.
True False
58. According to research, the more uncomfortable a speaker is, the more *disfluencies* she/he uses when talking.
True False
59. Interestingly, the filler words "um" and "uh" are also used in several other languages, including French and Turkish.
True False
60. Recent research in zero-history groups shows that factors such as agreeableness and openness correlated positively with the rate at which they generated supportive communication.
True False
61. When someone acts like a "know-it-all" he/she is displaying characteristics of the defensive climate called superiority.
True False

62. Gibb found that groups with defensive climates tend to accomplish less than those with more supportive climates.
True False
63. An explicit rejection is seen as a disconfirming communication pattern whereas an implicit rejection is seen as confirming.
True False
64. Comments such as, "Joe dominated the group while the others couldn't get a word in edgewise" are called process comments.
True False
65. Inferences are the miscommunication patterns which occur when the sender and receiver miss each other with their meanings.
True False
66. Signal reactions are learned responses to certain stimuli.
True False
67. An example of an "igniter phrase" is, "That's a great idea!"
True False
68. The same swear words we find offensive in the United States are equally offensive in other cultures.
True False
69. According to Tubbs and Baird's definition of self-disclosure, individuals must share information voluntarily in order for it to be considered self-disclosure.
True False
70. Your classmates are aware that you tend to say, "It's like, I mean" frequently, but you don't realize this. This information is found in your hidden quadrant.
True False
71. Self-disclosure is appropriate when it is speeded up in a crisis.
True False
72. Individual or self-centered roles are beneficial to a group because they encourage self actualization.
True False
73. The philosopher who believed that those who have more should protect those who are less fortunate by "accidents of birth," was John Stuart Mill.
True False
74. According to Donnellon, team dynamics shape the organization.
True False
75. "The process of creating meaning in the minds of others" is the definition of _____.

76. The gap between what we intend to communicate and what is actually received is the _____.

77. The frequency in cycles per second of the vocal tones is called "vocal _____. "

78. When someone threatens you psychologically, you react by throwing up a barrier against that threat. That barrier is known as a _____.

79. The communicative pattern involving a negative evaluation or an overt dismissal of the person or the person's messages is called _____.
80. According to Donnellon's (1996) book, the defining characteristic of teams is _____.
81. Statements that go beyond what we know through observations are called _____.
82. Related to self-disclosure, those of us who "wear our hearts on our sleeves" are called _____.
83. Roles that help the interpersonal functioning in the group are called _____ roles.
84. _____ behavior is defined as that behavior which occurs when an individual perceives threat or anticipates threat in the group.
85. The philosopher _____ encouraged people to take moderation in all things.
86. O'Hair, Friedrich, and Shaver (1995) identify six components of effective communication skills. List the six components and discuss why they are important to small group communication.
87. In addition to regional dialects and methods of pronunciation, list the five major factors of vocal cues.
88. Consider the following situation: You are the parent of four-year-old Sarah, who is riding her bicycle in your gravel driveway. Your daughter tries to turn the bike around, slips and falls on the gravel and starts to cry.
- A. Describe Gibbs' six defensive and supportive communication climates.
- B. Using the above situation, provide a communication example that accurately reflects each of the communication climates. Evaluation, for example, might be characterized by: "What a dumb move that was, Sarah!"

89. Tubbs offers practical tips on how to improve listening skills. List and discuss four tips.
90. Your small group communication instructor wants you to teach the class some practical tips for communicating effectively by developing an acronym. Identify four rules that form an acronym. Explain what each letter stands for.
91. Communication can be implicitly and explicitly disconfirming or confirming. Define the four patterns and provide an example that illustrates each one.
92. What is the difference between a fact and an inference? In addition to explaining the difference, write four facts and four accompanying inferences.
93. Using examples, distinguish between "idea killers" and "igniter phrases."
94. The text provides ten guidelines for determining the appropriateness of self-disclosure. List and describe six of the ten.

95. List and define four group task roles, four group building and maintenance roles, and four individual roles.
96. The following questions relate to a 1/2 hour "Friends" shown in class. The program will be played again.
- A. Identify examples of how the characters use the following to communicate effectively: (1) use of space, (2) vocal cues, (3) eye contact, (4) physical appearance
 - B. Think about the relationship between Monica and Phoebe. Diagram their relationship via the Johari Window. Provide a rationale for your answer.
 - C. Would you say that the communication between Monica and Phoebe is primarily defensive or supportive? What supportive and defensive climates are apparent? Support your answer.
 - D. The text discusses four specific language-related problems that frequently plague groups. What examples can you find in this program that relate to one or more of these problems?
 - E. Group participants enact a variety of roles. The text refers to task, maintenance, and individual or self-serving roles. Take three characters and identify one or more roles you see him/her enact. Define the role. Use sample dialogue to support your choice.
- To the Instructor:** The above is an example--just about any half-hour sitcom will work for this question. Clearly, this question will take some time for students to answer.
97. In the section of Chapter 2 on ethical considerations, Tubbs identifies several philosophers and their guiding principles. Which one of these principles appeals to you most? Why? Which one of these principles appeals to you least? Why?
98. At the end of Chapter 2 Senator John McCain describes his experience as a POW. One of his statements is, "Nothing crushes your spirit more effectively than solitary confinement."
- A. What is the role of communication in Senator McCain's account of solitary confinement?
 - B. How does his statement above relate to the concepts presented in Chapter 2?

ch02 Key

1. B
2. A
3. D
4. D
5. D
6. C
7. D
8. A
9. D
10. C
11. D
12. A
13. B
14. B
15. B
16. D
17. B
18. C
19. A
20. C
21. D
22. B
23. A
24. A
25. B
26. A
27. D
28. C
29. B
30. C
31. D
32. B
33. D
34. C
35. A
36. B

37. D
38. B
39. B
40. C
41. B
42. D
43. A
44. B
45. TRUE
46. FALSE
47. TRUE
48. FALSE
49. FALSE
50. TRUE
51. TRUE
52. TRUE
53. FALSE
54. FALSE
55. TRUE
56. FALSE
57. FALSE
58. TRUE
59. FALSE
60. TRUE
61. FALSE
62. TRUE
63. FALSE
64. TRUE
65. FALSE
66. TRUE
67. TRUE
68. FALSE
69. TRUE
70. FALSE
71. TRUE
72. FALSE
73. FALSE
74. TRUE

- 75. group communication
- 76. arc of distortion
- 77. pitch
- 78. defense mechanism
- 79. explicit rejection
- 80. verbal interaction
- 81. inferences
- 82. revealers
- 83. maintenance
- 84. Defensive
- 85. Aristotle
- 86. Answers will vary
- 87. Answers will vary
- 88. Answers will vary
- 89. Answers will vary
- 90. Answers will vary
- 91. Answers will vary
- 92. Answers will vary
- 93. Answers will vary
- 94. Answers will vary
- 95. Answers will vary
- 96. Answers will vary
- 97. Answers will vary
- 98. Answers will vary

ch02 Summary

<u>Category</u>	<u># of Questions</u>
Tubbs - Chapter 02	98