

Name _____

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Class _____

Date _____

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Indicate whether the statement is true or false.

1. Whenever we discuss our mutual relationship with the other person, we are meta-communicating.

- a. True
- b. False

2. Social media promotes greater self-disclosure.

- a. True
- b. False

3. Active strategies include reading, watching films, and asking experts or members of the other culture how to behave, as well as taking intercultural communication courses.

- a. True
- b. False

4. We learn who we are through communicating.

- a. True
- b. False

5. According to a study by a University of British Columbia Ph.D. candidate on the effects of isolation, it is hard to escape spiritual and emotional darkness.

- a. True
- b. False

6. An international study found that when some university students went 24 hours without using their cellphone, going on Facebook, texting, emailing, etc. they experienced symptoms similar to drug addiction withdrawal.

- a. True
- b. False

7. Communication competence is a trait that people either possess or lack.

- a. True
- b. False

8. If you want to gain intercultural competence, you'll want to engage in cognitive complexity—the ability to construct a variety of frameworks for viewing an issue.

- a. True
- b. False

9. Relational dimensions of messages make statements about how the parties feel toward one another.

- a. True
- b. False

10. There is no such thing as the “same” message: words and behaviours are different each time they are spoken or performed.

- a. True

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b. False

11. Susan is four-year old and is upset with her mother so she states, "I am never communicating again." However, it would be impossible for her or anyone to stop communicating.

a. True

b. False

12. According to one study, some media tools offer "low-friction" opportunities to create, enhance, and rediscover social ties." These benefits outweigh the costs.

a. True

b. False

13. According to your text, awareness of new ways of communicating is sufficient to enable people to communicate more effectively.

a. True

b. False

14. Socially isolated people compensate effectively for their lack of communication so that their longevity rates are about the same as those of people with strong social ties.

a. True

b. False

15. Almost all verbal messages have a content dimension as well as a relational dimension.

a. True

b. False

16. A telephone conversation is an example of linear communication.

a. True

b. False

17. Just as judges instruct juries to disregard some statements made in court, we can reverse or erase the effects of communication interactions in everyday life.

a. True

b. False

18. Betty appears to be upset. Justin wonders if Betty is upset because he knows she is working on a difficult project at work. He also wonders if she might be upset because she didn't sleep well last night or perhaps she's just having an off day. Justin is demonstrating cognitive realism.

a. True

b. False

19. Pleasure is one of the social needs identified by researchers.

a. True

b. False

20. Open-mindedness in intercultural communication means adopting the beliefs of the culture you are visiting.

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- a. True
- b. False

21. Your text states that interpersonal relationships are characterized by unique rules and roles and that every relationship is different.

- a. True
- b. False

22. Poor communicators have limited ways to respond in difficult situations.

- a. True
- b. False

23. All two-person interactions qualify as interpersonal communication when a qualitative definition of interpersonal communication is used.

- a. True
- b. False

24. Cognitive complexity is the ability to construct a variety of frameworks for viewing an issue.

- a. True
- b. False

25. The transactional model of communication suggests that communicators send and receive messages simultaneously.

- a. True
- b. False

26. Your goal should be to become a perfect communicator.

- a. True
- b. False

27. Feeling sorry for someone is empathy.

- a. True
- b. False

28. "Leaner messages" in social media refers to the limitations of verbal messages without nonverbal cues.

- a. True
- b. False

29. Email is an example of transactional communication.

- a. True
- b. False

30. Impersonal communication follows unique social rules for behaviour.

- a. True
- b. False

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31. The absence of communication can affect physical health in extremely negative ways.

- a. True
- b. False

32. Protection is one of the social needs identified by researchers.

- a. True
- b. False

33. According to your text, the axiom “the more communication the better” is true.

- a. True
- b. False

34. Divorced people have about the same life expectancy as married people.

- a. True
- b. False

35. Metacommunication is made up of messages that people exchange, verbally or nonverbally, about their relationship. It is communication about communication.

- a. True
- b. False

36. Communication is so important that its quantity and quality can affect physical health.

- a. True
- b. False

37. One study found that over 60 percent of medical errors were due to inadequate training in procedures.

- a. True
- b. False

38. Social media can increase the quality and quantity of interpersonal communication.

- a. True
- b. False

39. Communication consists only of messages a sender deliberately conveys.

- a. True
- b. False

40. People high in willingness to communicate with people from other cultures report a greater number of “intercultural” friends than those who are less willing to reach out.

- a. True
- b. False

41. Lack of eye contact is a sign of respect in some Indigenous cultures.

- a. True
- b. False

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42. It is impossible to repeat the same communication event.

- a. True
- b. False

43. According to your text, impersonal communication can be defined quantitatively or qualitatively.

- a. True
- b. False

44. Vanessa is very aware of how her communication impacts others. She is a high self-monitor.

- a. True
- b. False

45. Your text promises that if you communicate skillfully enough, you should be able to solve every problem you encounter.

- a. True
- b. False

46. The transactional model represents communication as static—more like a gallery of still photographs than a motion picture film.

- a. True
- b. False

47. Metacommunication is a destructive substitute for real communication.

- a. True
- b. False

48. A cell phone is an example of a channel.

- a. True
- b. False

49. Cognitive complexity is defined as the degree to which two or more people like or appreciate one another.

- a. True
- b. False

50. The major difference between impersonal communication and interpersonal communication is the number of people involved.

- a. True
- b. False

51. Relational dimensions of messages make statements about how the parties feel toward one another.

- a. True
- b. False

52. In healthy relationships, both parties flexibly share decision-making.

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- a. True
- b. False

Indicate the answer choice that best completes the statement or answers the question.

53. What is a person doing when they pay attention to their behaviour in relationships?
- a. controlling
 - b. integrating
 - c. self-monitoring
 - d. ego-centric behaviour
54. Professor Grant will be providing feedback to his social work students regarding their clinical placement working with abused children. Professor Grant is very respectful in how he phrases his feedback so he doesn't offend or discourage his students. What is Professor Grant doing?
- a. communicating intentionally
 - b. communicating nonverbally
 - c. linear communication
 - d. transactional communication
55. A jet flying low overhead interferes with your conversation with a friend. What is this an example of?
- a. noise
 - b. feedback
 - c. external disruption
 - d. transactional disruption
56. What is characteristic of the behaviour of effective communicators?
- a. They have a wide range of behaviours from which to choose.
 - b. They exhibit behaviours that are predictable by their partners.
 - c. They exhibit unique behaviours more often than less effective communicators.
 - d. They have a consistent set of a few best communication behaviours they can draw upon as needed.
57. In a demanding tone of voice, your nursing supervisor says "It's your turn to fill the medical supplies." What should a person do to clarify the relational dimension of her message?
- a. Tell your supervisor how defensive she sounds.
 - b. Ask your colleague to explain the real problem.
 - c. Point out the tone of voice and ask if your supervisor if she is upset with you.
 - d. Negotiate other ways of dealing with the medical supply problem which may lead to a discussion of the real problem.
58. Why is Maslow's hierarchy of needs important to the study of interpersonal communication?
- a. Communication can help people meet each of the needs.
 - b. Communication is one of the needs in the hierarchy.
 - c. People can't understand their needs without communication.
 - d. Maslow considered the need for communication as the sixth "hidden" need.
59. What is a characteristic of integrated communicators?
- a. a greater degree of sociability
 - b. a conscious focus on communicating effectively
 - c. exposure to a wide range of communication styles
 - d. communicating competently without constant self-monitoring

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60. Which term can be described as the ability to construct a variety of different frameworks for viewing an issue?
- cognitive complexity
 - communication competence
 - metacommunicating
 - perceptual pluralism
61. Professor Kumar is having difficulties teaching a statistical research method to his students. He is having trouble concentrating because he is coming down with the flu. What type of noise is this an example of?
- external noise
 - physiological noise
 - psychological noise
 - environmental noise
62. Steve is a police officer in remote northern town close to a First Nations community. He is surprised to discover few First Nations people make eye contact with him when they talk. He recognizes that this is a cultural difference and he decides that in order to be more effective at his job he needs to learn more about the people he will be working with. What is this an example of?
- open mindedness
 - tolerance for ambiguity
 - motivation
 - empathy
63. Which term would you use in your research paper if you were exploring the topic of communication aligned with getting things done?
- affinity
 - instrumental goals
 - immediacy
 - linear communication model
64. According to research, how do competent communicators achieve effectiveness?
- They give lots of feedback.
 - They adjust their behaviours to the person and situation.
 - They use an appropriate balance of seriousness and humour.
 - They consistently use the same types of behaviour in a wide variety of situations.
65. What was the most significant deficit found in the “Wild Boy of Aveyron?”
- social skills
 - instrumental skills
 - physical coordination
 - sense of human identity
66. What are the three types of noise that can hinder communication?
- internal, external, and transactional
 - linear, interactional, and transactional
 - external, physiological, and psychological
 - sociological, physiological, and psychological
67. What is a channel for communication?
- walking
 - gesturing
 - self-talk
 - self-awareness
68. Which of the following describes a relational message?
- a message that communicates information about the subject being discussed.
 - a message that expresses the social relationship between two or more individuals
 - a behavioural message that treats others as objects
 - a written message posted on a workplace Facebook

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69. You lose your temper and say something to a friend that you immediately regret. Your friend's reaction depends on all of the following EXCEPT which one?

- a. their frame of mind
- b. their personality
- c. the relationship history
- d. their age and years of wisdom

70. Barbara sends an email to her Member of Parliament to communicate her concerns regarding the government's student loan repayment schedule. What is Barbara's action an example of?

- a. linear communication
- b. interactive communication
- c. interpersonal communication
- d. transactional communication

71. Why does social media enhance interpersonal communication?

- a. The messages are leaner, allowing people who are busy to communicate effectively.
- b. Technology is becoming more affordable, providing more people with access.
- c. Social media eliminates the distractions of nonverbal responses.
- d. Social media allows people to communicate across widespread time zones.

72. Day after day, Jeff and Simon argue about where they will go for the Christmas holidays. It seems that the more they try to resolve the problem, the more irritable and distant they become. What communication misconception does this scenario illustrate?

- a. Meanings are not in words.
- b. It is impossible not to communicate.
- c. More communication is always better.
- d. Communication can be intentional or unintentional.

73. Why did Steve Jobs, co-founder of Apple, suggest that personal computers be renamed "interpersonal computers"?

- a. Some users have exchanged interpersonal relationships for computer use.
- b. Computers have advanced to the point that they function as a companion or friend to some users.
- c. Using social media forces us to be more precise in our interpersonal messages.
- d. Computers serve as a mediated channel for face-to-face communication.

74. Fran is upset with her neighbour, Ted. Instead of talking through the problems with Ted she talks about him to other people in the neighbourhood. Ted is hurt by this and, although Fran apologizes and their relationship is cordial, Ted does not forget what Fran has done. Which communication principle does this scenario demonstrate?

- a. Communication is irreversible.
- b. It's impossible not to communicate.
- c. Communication can be intentional or unintentional.
- d. Communication is unrepeatable.

75. Many studies have researched happiness. Which factor is linked with happiness?

- a. a satisfying job
- b. health and fitness
- c. positive interactions with others
- d. standard of living and lifestyle

76. What is a person doing when they carefully plan the words they will use, to avoid offending someone?

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- a. communicating nonverbally
- b. communicating intentionally
- c. providing feedback
- d. reducing physiological noise

77. Which social needs do people strive to fulfill by communicating?

- a. identity and physical
- b. control and affection
- c. talking and listening
- d. self-esteem and self-actualization

78. According to Maslow's hierarchy, what is the most fundamental need?

- a. esteem
- b. physical
- c. safety
- d. social

79. What are some of the characteristics that make relationships more interpersonal than impersonal?

- a. intrinsic rewards and proximity
- b. scarcity, disclosure and intimacy
- c. higher levels of self-disclosure and intimacy
- d. uniqueness, irreplaceability, and interdependence

80. According to the text, what is a challenge when using social media?

- a. distraction
- b. leaner messages
- c. technological difficulties
- d. deficient self-disclosure

81. In an international study covering 10 countries, 1000 university students attempted to go 24 hours without using cell phones, texting, or going on Facebook, Instagram, Snapchat, or Twitter. What was the overarching result for most students?

- a. They felt lonely and/or bored.
- b. They rediscovered their enjoyment of childhood activities; for instance, drawing.
- c. They realized that their phones do created a degree of anxiety.
- d. They were motivated to meet friends for a social outing.

82. Shannon is struggling to pay her monthly bills and is worried she may not have enough money to buy groceries at the end of the month. According to Maslow's hierarchy, what type of need is Shannon concerned about?

- a. physical
- b. safety
- c. social
- d. self-esteem

83. James and Dan are in an intimate relationship together. Using a demanding tone of voice, James tells Dan that it is his turn to do the dishes. What type of message is James sending to Dan?

- a. content
- b. relational
- c. impersonal
- d. inappropriate

84. Psychologist Abraham Maslow arranged human needs on a hierarchy. According to Maslow, which statement best describes the most basic need in his hierarchy?

- a. It is the fundamental need of self-actualization.
- b. The nature of this need differs from person to person.
- c. It needs to be satisfied before people are concerned with other needs.
- d. It is generated by other people in interpersonal communication.

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85. Which of the following is an example of physiological noise?
- a. cars driving by your home
 - b. a headache
 - c. fear of this afternoon's test
 - d. feeling happy about tonight's date
86. There are three factors that influence a person's decisions about what communication skills to use in a particular situation in order to be effective. What are these factors?
- a. empathy, knowledge of the other person, and situation
 - b. communication context, the goal, and knowledge of the other person
 - c. communication context, the other person's mood, and self-monitoring.
 - d. empathy, the goal, and cognitive complexity
87. You want to let a close friend know how much she/he means to you in a way that is sincere and doesn't embarrass either of you. Using the characteristics of communication competence, what is the best approach to achieve your goal?
- a. Follow the methods that you saw another friend use successfully.
 - b. Avoid sending any message until you are sure it will be well received.
 - c. Follow the methods you used successfully with others in the past as closely as possible.
 - d. Consider a variety of alternatives, choosing the one that you think will be most successful.
88. Which statement best describes impersonal relationships?
- a. Most relationships are impersonal.
 - b. Impersonal communication plays an important role in our lives.
 - c. It is desirable to communicate impersonally as much of the time as possible.
 - d. It usually involves groups of people engaged in a common interest
89. Which of the following best defines qualitative interpersonal communication?
- a. communication in which the parties consider one another as unique individuals rather than as objects
 - b. impersonal communication, usually face to face, between two individuals
 - c. behaviour that treats others as objects rather than as individuals
 - d. two people interacting
90. According to the textbook, how did college students who frequently use instant messaging find face-to-face communication?
- a. not better in terms of satisfying communication and information needs but better at meeting their social needs
 - b. better "in terms of satisfying individuals' communication, information, and social needs"
 - c. more stressful and less time effective
 - d. enjoyable but disruptive to their time management and information-gathering responsibilities
91. Why is tolerance for ambiguity an important quality for intercultural competence?
- a. Without it one is a passive observer.
 - b. There is more than one right way to do things.
 - c. Many messages in other cultures are equivocal.
 - d. We need to be open-minded to the ways of others.

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92. Which statement best characterizes interpersonal relationships?
- They develop unique qualities.
 - They are generally similar to one another.
 - They have more relational talk than content talk.
 - It is desirable to have more of them than impersonal relationships.
93. Val, a nurse, feels embarrassed when she gets an angry response after asking a doctor she is working with at the hospital a question. She apologizes profusely and believes she has done something wrong. What communication misconception best explains the error in Val's thinking?
- Meanings are in words.
 - A single event causes another's reaction.
 - Communication can solve all problems.
 - Successful communication always involves shared understanding.
94. What needs to occur in order for communication to take place between two people?
- They must be in close proximity to each other.
 - They must experience similar environments.
 - There must be minimal external and psychological noise.
 - They must be sending and receiving some type of message.
95. Kim is travelling to Kenya to volunteer as a nurse for three months. What knowledge and skill strategy should she use to be an effective intercultural communicator?
- | | |
|-------------------------|------------------------|
| a. integration | b. ambiguity |
| c. direct communication | d. passive observation |
96. Which of the following describes "noise" in the communication process?
- more than one communicator talking at a time
 - nonverbal behaviours that hinder communication
 - any force that interferes with effective communication
 - a communication channel that interferes with the clear flow of communication
97. Which statement best describes the relational dimensions of a message?
- They deal with emotional needs.
 - They are expressed verbally.
 - They communicate the nature of the relationship.
 - They communicate how each party feels about himself or herself in the relationship.
98. It is through _____ that we meet our physical, safety, social, and self-esteem needs and rise to self-actualization.
- knowledge
 - a strong work ethic
 - communication
 - our positive attitudes toward others
99. Tom and Kelly meet in their staff lunch room to discuss concerns they have regarding a mutual client. What is NOT

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likely to occur in their discussion?

- a. noise
- b. encoding
- c. linear communication
- d. transactional communication

100. Which statement best describes interpersonal relationships?

- a. Most people are very successful at managing their interpersonal relationships.
- b. Most people are satisfied with their interpersonal relationships
- c. Most people are not very successful at managing their interpersonal relationships.
- d. Most people are not satisfied with their interpersonal relationships.

101. What are two friends likely doing while they are communicating?

- a. primarily sending messages
- b. primarily receiving messages
- c. taking turns sending and receiving messages
- d. sending and receiving messages at the same time

102. How are the relational dimensions of messages usually expressed?

- a. verbally
- b. nonverbally
- c. through metacommunication
- d. within the content dimension of the message

103. Jeremy and Sasha are talking about how they have gotten along in their friendship over the past few weeks. Which term best describes what they are doing?

- a. self-disclosing
- b. metacommunicating
- c. positive confrontation
- d. relational enhancement

104. Which scenario below is an example of disclosure in qualitative interpersonal relationships?

- a. Mary tells Frank that he did a great job on his presentation at work.
- b. Andy informs Ernie that he parked in the wrong spot.
- c. Heather shares details of her honeymoon with her friend Kelly.
- d. Yvonne introduces Tara to her friend Linda.

105. Janie decides not to tell her friend Anne that she hates her new haircut; however, Bill thinks that Janie should be honest with Anne and tell her what she really thinks. Which communication misconception does this illustrate?

- a. A single person or event causes another's reaction.
- b. Communication can solve all problems.
- c. Successful communication always involves shared understanding.
- d. More communication is always better.

106. Which element is included in the transactional communication model?

- a. relational
- b. linear
- c. environment
- d. context

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107. What sequence of stages would you expect to move through when learning a new communication behaviour?
- awareness, awkwardness, skillfulness, integration
 - awkwardness, integration, skillfulness, awareness
 - awareness, initiation, skillfulness, competence
 - initiation, skillfulness, competence, awareness
108. What do some theorists claim is the most important reason for fulfillment and emotional well-being?
- career satisfaction
 - physical fitness
 - social popularity
 - positive relationships
109. Why are integrated communicators able to express themselves in skillful ways with little effort?
- They have had more experience.
 - Their communication is a self-conscious act.
 - Effective behaviour has become an unconscious habit.
 - The skills they use are basic elements of interpersonal communication.
110. Jesse tells Joy about a crane that has been visiting his neighbourhood. "I just love the crane's visits!" Jesse exclaims. Joy thinks it's strange that Jesse enjoys a construction crane in his neighbourhood; however, Jesse is actually talking about a bird. Which communication misconception does this illustrate?
- More communication is always better.
 - Meanings are in words.
 - Successful communication always involves shared understanding.
 - A single person or event causes another's reaction.
111. Prof Jordan presented to his online course a lesson that describes the behaviour that takes place when the discussion of personal topics and relational development extends beyond what normally happens in face-to-face interaction. What term was he teaching?
- affinity forming
 - hyperpersonal communication—accelerating
 - hypopersonal communication—hastening
 - disinhibition
112. Which qualitative interpersonal relationship characteristic simply means that the other's experiences affect you as well?
- uniqueness
 - interdependence
 - immediacy
 - irreplaceability
113. Which term describes the tendency to transmit messages without considering their consequences?
- relational
 - disinhibition
 - affinity
 - immediacy
114. What is common in almost all interactions?
- a proximity and temporal dimension
 - a kinetic and geographical dimension
 - a content and relational dimension
 - a semantic and syntactic dimension

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115. As it relates to social media, what does the term “leaner messages” mean?
- a. Mediated messages lack nonverbal cues.
 - b. Mediated messages tend to use a simple vocabulary.
 - c. Mediated messages are generally much briefer than face-to-face messages.
 - d. Mediated messages tend to be more superficial and lacking in detail than face-to-face messages.
116. What is the main source of a sense of identity?
- a. self-reflection
 - b. genetic inheritance
 - c. cultural background
 - d. interaction with others
117. According to research, which statement best describes social media communication?
- a. It enhances both the quantity and quality of interpersonal communication.
 - b. It diminishes both the quantity and quality of interpersonal communication.
 - c. It enhances the quantity but decreases the quality of interpersonal communication.
 - d. It enhances the quality but decreases the quantity of interpersonal communication.
118. One study revealed that ___ percent of the 4000-plus adults surveyed knew more about their neighbours’ dogs than about their neighbours’ backgrounds.
- | | | | |
|----|----|----|----|
| a. | 20 | b. | 30 |
| c. | 25 | d. | 60 |
119. How are identity and communication related?
- a. People control communication with our identity.
 - b. People are drawn to communicators who test and challenge our identity.
 - c. People take aspects of others’ identities as our own through communication.
 - d. People gain an idea of who we are from the way others communicate with us.
120. Jane, a cashier at a grocery store, tells a customer to have a nice day. What type of interpersonal communication is this?
- | | | | |
|----|--------|----|----------------|
| a. | dyad | b. | qualitative |
| c. | polite | d. | interdependent |
121. You are attending a conference regarding the importance of communication. One speaker is addressing the issue of the golden hour; what is it?
- a. a term to describe the importance of socializing with peers outside work hours
 - b. a practice to place newborns immediately in skin-to-skin contact with their mothers
 - c. a moment during an interaction with colleagues that you sense a connection
 - d. the field of experiences that lead a person to make sense of another’s behaviour
122. Which of the following best defines the meaning of the “environments” that communicators occupy?
- a. the social systems in which they communicate
 - b. the physical locations in which they communicate
 - c. the space that they require to communicate effectively
 - d. the fields of experience that affect how they understand others’ behaviour

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123. Carter was recently promoted to a supervisor position at the counselling centre he has worked at for the past 10 years. He now supervises his former colleagues and he has found that both his communication with his former colleagues and their communication with him has changed. Which communication characteristic does this demonstrate?

- a. Communication competence is situational.
- b. Communication competence can be learned.
- c. Communication competence is contextual.
- d. There is no ideal way to communicate.

124. What are the two dimensions included in the majority of interpersonal messages?

- a. content and relational
- b. defensive and supportive
- c. semantic and syntactic
- d. verbal and contextual

125. Ian is frowning as he does his reading for Interpersonal Communications. Which communication principle is his scowling an example of?

- a. It's impossible not to communicate.
- b. Communication is irreversible.
- c. Communication has a content and relational dimension.
- d. Communication is unrepeatable.

126. Which of the following is an example of a relational dimension?

- a. "I'll have a large coffee."
- b. "I'll have a large coffee," says Jason in a demanding tone.
- c. Jason decides to go through the drive-through for his coffee instead of going in so he won't have to talk to the cashier.
- d. Jason decides to make his coffee at home because he is in a bad mood and doesn't want to interact with people.

127. Hannah is planning to ask her Mom for a big favour. Hannah spends extensive time planning out exactly what she is going to say in the hopes that her Mom will say yes. What communication misconception does this scenario illustrate?

- a. Meanings are in words.
- b. Communication is unrepeatable.
- c. More communication is always better.
- d. Communication can be intentional or unintentional.

128. Jane, your best friend, seems angry with you. At first you wonder if you have done something to upset her. Then you think about how stressed she has been with work, and then you consider that perhaps she isn't angry at all, perhaps you have been overly sensitive. What are you displaying?

- a. empathy
- b. self-monitoring
- c. cognitive complexity
- d. commitment

129. Patricia states she loves spending time with her friends because it is so enjoyable and personally rewarding. Which qualitative interpersonal relationship characteristic is she demonstrating?

- a. disclosure
- b. intrinsic rewards
- c. irreplaceability
- d. emotional

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130. Which communication characteristics is Martin demonstrating because he continually attends to his own behaviour and uses his observations to shape the way he acts?

- | | |
|--------------------|------------|
| a. commitment | b. control |
| c. self-monitoring | d. empathy |

131. Jason tells a joke in economics class and his peers laugh wildly. Encouraged by this response, Jason tells the joke later in his sociology class, but no one laughs. What communication principle does this scenario illustrate?

- a. Communication is irreversible.
- b. Communication is unrepeatable.
- c. More communication is not always better.
- d. Communication can be intentional or unintentional.

132. Which term is defined as “the fields of experience that affect how a communicator understands another’s behaviour?”

- | | |
|-------------------------|----------------|
| a. relational dimension | b. empathy |
| c. content dimension | d. environment |

133. What is the best thing to do when you are unsure of the relational dimension of a message?

- a. Accept the verbal statement at face value.
- b. Interpret the nonverbal behaviour.
- c. Describe the behaviour and ask what it means.
- d. Go back to the content dimension of the message to find meaning.

134. Norman believes that he has a great sense of humour. He makes sexist jokes at work regularly, and is unaware that many of his colleagues are uncomfortable. What is Norman demonstrating?

- | | |
|------------------------------|-------------------------|
| a. high cognitive complexity | b. high self-monitoring |
| c. low self-monitoring | d. low empathy |

Match each of the statements below with the element of the communication model it illustrates most clearly.

- a. channel
- b. sender
- c. environment
- d. external noise

135. Ellen is the person who takes flowers from everyone in the office to the boss, who is in the hospital.

136. Your classmate repeatedly clicks his pen during lecture.

137. You write your friend a note instead of calling her.

138. Chris and Bill understand each other easily because they have many experiences in common.

Match each of the statements below with the element of the communication model it illustrates most clearly.

- a. behaviour

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- b. receiver
- c. environment
- d. message
- e. psychological noise

139. Alex listens to a speech.

140. Your friend's religion is different from yours, but you went to the same high school and college.

141. While your boss is giving the quarterly report, you are worrying about how you will get home from work.

142. Alec tells Chan directly: "Your snoring bothers me."

143. Ali raises his voice as he speaks with Lee.

144. Using a recent interaction you had with another person, identify the content dimension and the relational dimension of a message sent and explain the difference between the two.

145. Using the characteristics of an effective communicator discussed in Chapter 1, evaluate your communication competence in the context of one interpersonal relationship in which you are currently involved. Provide specific examples of your behaviour and the behaviour of the other person.

146. Identify and explain the three features of qualitative interpersonal relationships. Provide a personal example for each feature.

147. Describe an interpersonal communication incident from your experience, identifying at least five elements of the transactional model of communication shown in *LOOK*.

148. Explain how social media can have positive and negative impacts on interpersonal communication. Explain your answer using points from the text and examples from your personal experience.

149. Describe each of the communication principles and provide an example for each one.

150. Discuss attributes that are helpful to communicate effectively with people from cultures that are different from yours.

151. Describe how you have used communication to meet each of the needs in Maslow's hierarchy.

152. Discuss the importance of effective interpersonal communication for the workplace. Be sure your answer references elements of the transactional model and the characteristics of an effective communicator, as discussed in Chapter 1.

Name _____ Class _____ Date _____
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Answer Key

1. True
2. True
3. True
4. True
5. True
6. True
7. False
8. True
9. True
10. True
11. True
12. True
13. False
14. False
15. True
16. False
17. False
18. False
19. True
20. False
21. False
22. True
23. False
24. True

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: _____ : _____ e: _____

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25. True

26. False

27. False

28. True

29. False

30. True

31. True

32. False

33. False

34. False

35. True

36. True

37. False

38. True

39. False

40. True

41. True

42. True

43. True

44. True

45. False

46. False

47. False

48. True

49. False

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50. False

51. True

52. True

53. c

54. a

55. a

56. a

57. c

58. a

59. d

60. a

61. b

62. c

63. b

64. b

65. d

66. c

67. b

68. b

69. d

70. a

71. d

72. c

73. d

74. a

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75. c

76. b

77. b

78. b

79. d

80. b

81. a

82. a

83. b

84. c

85. b

86. b

87. d

88. b

89. a

90. b

91. c

92. a

93. b

94. d

95. d

96. c

97. c

98. c

99. c

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100. c

101. d

102. b

103. b

104. c

105. c

106. c

107. a

108. d

109. c

110. b

111. d

112. b

113. b

114. c

115. a

116. d

117. a

118. c

119. d

120. a

121. b

122. d

123. a

124. a

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125. a

126. b

127. d

128. c

129. b

130. c

131. b

132. d

133. c

134. c

135. b

136. d

137. a

138. c

139. b

140. c

141. e

142. d

143. a

144. Answers will vary.

145. Answers will vary.

146. Answers will vary.

147. Answers will vary.

148. Answers will vary.

149. Answers will vary.

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150. Answers will vary.

151. Answers will vary.

152. Answers will vary.