

TEST BANK

Chapter 1

Multiple Choice:

1. From a communication perspective, meaning is defined as:

- A.Reasoning from concrete to abstract
- B.Subjective responses to reality*
- C.Identifying stimuli in our environment
- D.A transactional process

pp. 7-8

2. Any kind of exchange where mutual influence is involved is called:

- A.A transaction*
- B.An interaction
- C.Encoding and decoding
- D.Mindless messaging

p. 11

3. Communication competence involves knowing what's appropriate and having the requisite communication skills to perform. What is the third factor important to defining communication competence?

- A.Interpretation
- B.Perception
- C.Acknowledging feedback
- D.Motivation*

p. 14

4. Some communication exchanges go poorly simply because we lack the resources, like time, to think through them carefully. Such less-than-satisfying interactions are characterized as:

- A.Linear exchanges
- B.Digital naivete
- C.Communication apprehension
- D.Mindless messaging*

p. 14

5. Employees complain of feeling overwhelmed by e-mail and text messages, with some employees checking their e-mail boxes up to 40 times per hour. Such constant connection with others results in:

- A.Information overload*
- B.Stimulus apprehension
- C.Perceptual "blasts"
- D.Mindless messaging

pp. 18-19

6. Perception refers to:

- A.Identifying incoming stimuli as information that must be processed
- B.Seeing, hearing or feeling something with the senses
- C.Subjective responses to interactive phenomena
- D.Identifying and classifying stimuli apprehended by the senses*

p. 9

7. Communication apprehension is defined as a "communication problem" in the workplace. How are those with high communication apprehension often perceived at work?

- A.As uncooperative and unfriendly*
- B.Lonely
- C.Unable to contribute meaningfully
- D.All the above

p. 15

8. Which of the following media communicates the highest degree of personalness?

- A.Pop-up text
- B.Telephone*
- C.Text messaging
- D.E-mail

p. 17

9. Our constant connection by way of our smartphones, Internet, and social media networks can easily put us in a state of:

- A.Delirium
- B.Information distortion
- C.Information overload*
- D.Affinity-seeking

pp. 18-19

True/False:

10. Quiet communicators are often perceived as less competent than their more verbal counterparts. T
p. 4
11. The second stage of a linear model of communication involves encoding the intended message. T
pp. 5-6
12. Print media are NOT forms addressed in this book. F
p. 9
13. Meanings of messages are subject to the interpretations of the people working with them. T
p. 8
14. *Identifying and classifying a stimulus apprehended by the senses* refers to transmission. F
p. 6
15. The linear model of communication is a more realistic description than the interactive model. F
p. 10
16. Communicators may possess skills and an understanding of what's appropriate in a given situation, but still lack competence. T
pp. 13-14
17. *Mindlessness* refers to communicating without careful thought about our goals and audience. T
p. 14
18. New and emerging technologies used in the workplace are helping to alleviate information overload. F
pp. 18-19
19. Intercultural sensitivity can be difficult in the contemporary workplace. T
p. 18

Short-Answer Essay:

20. List and describe the four most common challenges to human communication as explained in this chapter.
pp. 4-5
21. List three of the common goals of business and professional communication. Provide an example of how you have recently used communication to accomplish that goal in a business setting.
p. 7
22. Explain what is meant by the statement “communication is an interactive, rather than a linear, process” and provide an example to support your explanation.
pp. 10-13
23. List and describe the three dimensions of business communication competence.
pp. 13-14
24. Select three of the six typical problems listed in the section “What Goes Wrong in Business and Professional Communication” and describe them.
pp. 14-17
25. What are some of the reasons why information overload is a common problem in contemporary business settings?
pp. 18-19
26. Explain why is face-to-face communication still a “better” option than some other forms? Rely on reasons given in your textbook, as well as your own experiences.
p. 17