

Name: _____ Date: _____

1. Auditory, visual, and tactile are all examples of
 - A) media.
 - B) communication.
 - C) channels.
 - D) noise.
 - E) context.

2. Which model of human communication is the most simplistic as well as the oldest?
 - A) interactive communication model
 - B) transactional communication model
 - C) field of experience model
 - D) linear communication model
 - E) feedback communication model

3. Which model of communication recognizes the multidirectional, complex nature of communication?
 - A) transactional communication model
 - B) action communication model
 - C) linear communication model
 - D) interactive communication model
 - E) field of experience model

4. The interactive communication model adds what variables to the linear communication model?
 - A) feedback and noise
 - B) fields of experience and channel
 - C) noise and sender
 - D) feedback and fields of experience
 - E) feedback and receiver

5. Which of the following is not an element found in the linear communication model?
 - A) sender
 - B) noise
 - C) feedback
 - D) receiver
 - E) channel

6. The similarity between the linear and interactive communication models can be described as
- A) conceptualizing communication as multidirectional.
 - B) showing that both senders and receivers equally influence communication.
 - C) suggesting that all parties communicate as collaborators.
 - D) describing senders as active and receivers as passive, not active.
 - E) None of the options are correct.
7. If you want to be perceived as trustworthy, caring, and credible with your girlfriend's parents, which interpersonal goal are you trying to achieve?
- A) self-presentation goals
 - B) relationship goals
 - C) instrumental goals
 - D) personal goals
 - E) achievement goals
8. You are trying to persuade your communication professor to let you take a makeup exam. What interpersonal goal are you trying to meet?
- A) self-presentation goals
 - B) relationship goals
 - C) instrumental goals
 - D) personal goals
 - E) achievement goals
9. Chris is trying to arrange a meeting with his partner of five years to discuss how he can terminate their relationship. What relationship goal is he seeking?
- A) self-presentation goals
 - B) relationship goals
 - C) instrumental goals
 - D) personal goals
 - E) achievement goals
10. Text messaging and e-mail exemplify which type of communication model?
- A) transactional
 - B) interactive
 - C) multidimensional
 - D) linear
 - E) none of the options are correct

11. The text's example of the teacher calling roll and asking, "Now, where is . . ." and a student replying "Ernesto?" because he knew just who the teacher was looking for illustrates what component of communication?
- A) fields of experience
 - B) communication noise
 - C) communication is collaborative
 - D) instrumental goals
 - E) self-presentation goals
12. While lecturing to your class, Professor Smith inquires of his students, "Are you all understanding me?" What component of communication is your professor seeking?
- A) sender
 - B) noise
 - C) feedback
 - D) receiver
 - E) channel
13. According to Cicero, which of the following is not one of the three goals of public speaking?
- A) to instruct
 - B) to persuade
 - C) to honor
 - D) to make peace
 - E) None of the options are correct
14. Which of the following is a type of communication?
- A) interpersonal
 - B) small group
 - C) public
 - D) mediated
 - E) All options are correct
15. Cicero defined five requirements of speech crafting. Which of the following was not one of his requirements?
- A) invention
 - B) competency
 - C) memory
 - D) delivery
 - E) arrangement

16. A communication major can pursue careers in
- A) marketing.
 - B) sales.
 - C) public relations.
 - D) political consulting.
 - E) All options are correct.
17. Communication using e-mail, text messaging, Skype, or Twitter is referred to as
- A) rhetoric.
 - B) mediated communication.
 - C) public communication.
 - D) intrapersonal communication.
 - E) interpersonal communication.
18. Interpersonal communication involves which of the following characteristics?
- A) is static
 - B) is passive
 - C) involves three or more people
 - D) impacts participants' thoughts, emotions, behavior, and relationships
 - E) delivers a message to an audience
19. Interpersonal communication involves
- A) one person.
 - B) two people.
 - C) three people.
 - D) a large group.
 - E) None of the options are correct.
20. If you and your roommate are discussing who will get the master bedroom in your newly found apartment, what type of communication are you most likely using?
- A) impersonal communication
 - B) public communication
 - C) small group communication
 - D) intrapersonal communication
 - E) interpersonal communication

21. Small group communication involves all of the following EXCEPT
- A) communicating to achieve common goals.
 - B) communication between two people.
 - C) sharing a common identity.
 - D) building group unity.
 - E) clarifying expectations.
22. Mediated communication can include all of the following EXCEPT
- A) Tweeting
 - B) Skyping
 - C) instant messaging
 - D) face-to-face meeting
 - E) e-mail
23. The principles and practice of communication were first studied by
- A) social scientists after the conclusion of WWII.
 - B) religious leaders during the European “Middle Ages.”
 - C) the rhetoricians of ancient Greece and Rome.
 - D) media theorists after the advent of mediated communication.
 - E) members of the NCA, who advised members to be ethical.
24. According to the text, the essential components of communication are
- A) symbols, understanding, purpose, ideas, opinions, and nonverbal.
 - B) radio, television, Internet, symbols, and gender.
 - C) sender, message, noise, channel, receiver, feedback, and context.
 - D) source, destination, interaction, and competence.
 - E) symbols, understanding, communication, and ethics.
25. Which communication scholar first recognized the value of a speaker's credibility?
- A) Caesar
 - B) Aristotle
 - C) Hotep
 - D) Socrates
 - E) Plato

26. Communication competence is composed of all of the following EXCEPT
- A) ethics.
 - B) effectiveness.
 - C) appropriateness.
 - D) ability to translate knowledge into communication skills.
 - E) contexts.
27. According to the National Communication Association, all of the following behaviors are considered to be examples of ethical behavior EXCEPT
- A) withholding feelings and information in a significant interpersonal relationship.
 - B) communicating in an honest, accurate, and thoughtful way.
 - C) trying to both understand and respect others before evaluating or responding to their messages.
 - D) condemning communication that degrades people through intolerance, distortion, or intimidation.
 - E) sharing information, opinions, and feelings when dealing with significant relationship choices.
28. What is an important tool to remember when trying to achieve communication competence?
- A) you can never be too appropriate
 - B) you can never be too effective
 - C) learn to communicate with people from different cultural backgrounds
 - D) ethical communication is the most important element of competence
 - E) don't try to balance appropriateness and effectiveness
29. If your group leader focuses on accomplishing the task while simultaneously disregarding how and where information is obtained, she is ignoring what component of competent communication?
- A) ethics
 - B) effectiveness
 - C) appropriateness
 - D) ability to translate knowledge into communication skills
 - E) all options are correct
30. Competent communicators report all of the following EXCEPT
- A) higher levels of education.
 - B) higher divorce rates.
 - C) more satisfying relationships.
 - D) better psychological health.
 - E) better physical health.

31. According to communication competence, which of the following statements is true?
- A) you can never be too appropriate
 - B) you can never be too effective
 - C) ethical communication is the most important element of competence
 - D) you must strike a balance between effectiveness and appropriateness
 - E) none of the options are correct
32. Communication is your primary vehicle for all of the following EXCEPT
- A) exchanging meaning.
 - B) achieving goals.
 - C) connecting with others emotionally.
 - D) choosing a major.
 - E) building personal and professional relationships with others.
33. "Communication is irreversible" means
- A) communication can be intentional.
 - B) communication can be unintentional.
 - C) people can read into or give meaning to anything you say.
 - D) people can attach meaning to anything you do or don't do.
 - E) communication has outcomes.
34. Kat had a disagreement with Paul and told him that he was an idiot. Later, while apologizing, Kat asked Paul to "forget my comment." Kat does not realize that
- A) communication is irreversible.
 - B) communication is a process.
 - C) ethical communication is imperative.
 - D) choices have consequences.
 - E) self-disclosure is needed.
35. The authors suggest
- A) communication must only be ethical.
 - B) communication must only be appropriate.
 - C) communication choices and skills connect us to others.
 - D) you can't control other people's choices or your responses.
 - E) communication must only be effective.

36. Brian prefers encounters in which he can act like himself by expressing his values and beliefs. Brian is a
- A) a high self-monitor
 - B) a low self-monitor
 - C) a competent communicator
 - D) an incompetent communicator
 - E) an intentional communicator
37. A ballgame, work, or classroom are all examples of context.
- A) True
 - B) False
38. Auditory, visual, and tactile are all examples of context.
- A) True
 - B) False
39. A transactional communication model views communication as a simplistic one-way form of communication.
- A) True
 - B) False
40. Feedback and noise are the two additional components that make up the interactive communication model.
- A) True
 - B) False
41. The transactional model of communication is the most sophisticated, suggesting that communication is fundamentally multidirectional as senders and receivers collaboratively create meaning.
- A) True
 - B) False
42. Interpersonal communication can help you meet self-presentation, instrumental, and relationship goals.
- A) True
 - B) False

43. If you are chairing a meeting and remind members to stay focused on finishing your agenda, you are meeting relationship goals.
- A) True
 - B) False
44. Texting, Skyping, or Tweeting are all examples of mediated communication.
- A) True
 - B) False
45. While the four types of communication differ in their purpose and nature, they are all connected to one another in history and practice.
- A) True
 - B) False
46. Rhetoric involves the use of theory and practice of persuasion.
- A) True
 - B) False
47. Communication scholars have only recently begun to explore the challenges and promise of human communication.
- A) True
 - B) False
48. The communication discipline can be an appropriate major for those pursuing careers in public relations, sales, or political consulting.
- A) True
 - B) False
49. Communication competence consists of appropriateness, effectiveness, and ethical ways of communicating.
- A) True
 - B) False
50. If you consider how to communicate, asking what you should or should not say is considering the effectiveness component of communication competence.
- A) True
 - B) False

51. The effectiveness component focuses on achieving self-presentation, instrumental, and relationship goals.
A) True
B) False
52. One guideline to remember when considering the ethics element of communication competence is to avoid intentionally hurting others with your communication.
A) True
B) False
53. Competent communication suggests that one is able to apply his or her knowledge to repeatable goal-directed behaviors.
A) True
B) False
54. Communication is reversible.
A) True
B) False
55. High self-monitors prefer situations in which clear expectations exist regarding how they're supposed to communicate.
A) True
B) False
56. Define communication.
57. Identify three types of goals that communication can meet.
58. How does the interactive communication model build upon the linear communication model?
59. What are three examples of media?
60. Identify four types of communication.

61. Define rhetoric.
62. What are the three primary objectives of public speaking?
63. Define interpersonal communication.
64. What are the three components of communication competence?
65. How do ethics impact communication competence?
66. How do communication skills relate to communication competence?
67. What is the implication of “communication is irreversible”?
68. What are two important communication skills?
69. Why do high self-monitors closely monitor their own communication?
70. Identify five features of communication.
71. Explain three goals that can be met through communication.
72. Identify and explain the four types of communication.
73. What is communication competence?
74. What is the relationship between choices, outcomes, and connections?
75. Process through which people use messages to generate meanings within and across contexts, cultures, channels, and media. _____

76. Package of information. _____
77. An exchange or series of messages. _____
78. A variety of situations. _____
79. The sensory dimension along which communicators transmit information. _____
80. Demonstrates communication as a one-way process from start to finish. _____
81. Factors that impact how a message is received. _____
82. Individual who generates information to be communicated. _____
83. People for whom a message is intended. _____
84. A view of communication that considers feedback and fields of experience. _____
85. Verbal and nonverbal messages used by receivers to indicate reactions to communication.

86. Your set of attitudes, values, and beliefs that are brought to a communication event. _____
87. Views communication as multidirectional.
88. Communication goals that are designed to make a communicator be perceived in a particular way. _____
89. Practical goals you want to achieve through communication. _____
90. Communication used to build, maintain, or terminate bonds with others. _____

91. Practical goals you want to achieve through communication. _____
92. Communication using a technological device. _____
93. Communication between two people in which messages exchanged significantly influence their relationship. _____
94. Communication involving three or more interdependent persons who share a common identity. _____
95. Process of preparing and delivering a message to an audience to achieve a specific purpose. _____
96. The range of tools communicators use to transmit information. _____
97. Communication that is closely matched to expectations of how people should communicate. _____
98. Communication that achieves your goals. _____
99. Communication that is appropriate, effective, and ethical. _____
100. Moral principles that guide your behavior. _____
101. The translation of communication knowledge into repeatable behaviors. _____
102. The process of observing our own communication and the norms of the situation in order to make appropriate communication choices.

Answer Key

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

- 45. A
- 46. A
- 47. B
- 48. A
- 49. A
- 50. B
- 51. A
- 52. A
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- 75. Communication
- 76. Message
- 77. Interaction
- 78. Contexts
- 79. Channel
- 80. Linear communication model
- 81. Sender
- 82. Noise
- 83. Receiver
- 84. Interactive communication model
- 85. Feedback
- 86. Fields of experience
- 87. Small group communication
- 88. Self-presentation goals
- 89. Instrumental goals
- 90. Relationship goals

- 91. Rhetoric
- 92. Mediated communication
- 93. Interpersonal communication
- 94. Small group communication
- 95. Public communication
- 96. Media
- 97. Appropriateness
- 98. Effectiveness
- 99. Communication competence
- 100. Ethics
- 101. Communication skills
- 102. Communication competence