

Chapter 1: Communication Perspectives

MULTIPLE CHOICE

1. The process of putting our thoughts and feelings into words and nonverbal cues is called _____.
A. encoding
B. decoding
C. feedback
D. semantics

ANS: A PTS: 1

2. How does culture affect interpersonal communication?
A. Interpersonal communication is not really affected by culture.
B. Culture affects how we perceive symbols.
C. Culture affects how competent we are at interpersonal communication.
D. Culture affects whether or not we engage in encoding and decoding.

ANS: B PTS: 1

3. Thinking “a person who is very careful about spending money” when someone describes a person as “thrifty” represents a process called _____.
A. encoding
B. decoding
C. feedback
D. semantics
E. communicating

ANS: B PTS: 1

4. At dinner you get your father’s advice on whether you should take an economic or political science class to meet a requirement. The next day when you see your father, you say “I decided on economics.” Your dad says, “Good choice son. I can tell you’ve thought about what we discussed.” His response indicates that he is considering _____.
A. cultural context
B. historical context
C. psychological context
D. social context
E. none of the above

ANS: B PTS: 1

5. Which of these is an example of communication apprehension?
A. Matthew does not fully receive his teacher’s instructions because he is distracted by the students playing frisbee outside his classroom’s window.
B. Ashley gets very nervous before her presentation at her job interview.
C. Jerome does not remember his conversation with a friend the day before, and he does not respond appropriately when the friend brings up the topic again.
D. Toya mistakenly swears in front of her grandmother and then regrets it.

ANS: B PTS: 1

6. What three things can help improve your communication competence?
A. motivation, desire, and expertise

- B. skills, context, and semantics
- C. encoding, decoding, and feedback
- D. motivation, knowledge, and skills

ANS: D PTS: 1

7. Which is not an aspect of ethical communication?

- A. credibility
- B. integrity
- C. respect
- D. fairness

ANS: A PTS: 1

8. Sarah and Stephen are meeting to talk about their class project, but Stephen is distracted because he is worried about an exam in another class. He asks Sarah to repeat herself several times. This conversation is most strongly influenced by _____.

- A. physical context
- B. physical noise
- C. internal noise
- D. semantic noise

ANS: C PTS: 1

9. You approach your friend Tom to ask him about how he feels about his classes this fall. Tom is busy watching a squirrel outside the window and doesn't hear anything you've just said. The communication is being affected by _____.

- A. historical context
- B. semantic noise
- C. psychological noise
- D. physical noise

ANS: D PTS: 1

10. If you can't pay attention because a song lyric is stuck in your head, you are experiencing _____.

- A. physiological noise
- B. semantic noise
- C. internal noise
- D. message filtering

ANS: C PTS: 1

11. Four students on a college campus decide to start a club that focuses on volunteering. They establish the organization, promote it, and plan events together. All of these activities involve communication. What kind of communication best describes what these four students are doing?

- A. small group communication
- B. public communication
- C. interpersonal communication
- D. formal communication

ANS: A PTS: 1

12. A mother tells her child to go clean his room. He does this, although he mumbles something under his breath and makes a face to let her know that he's not happy about it. This is an example of _____.

- A. context
- B. feedback channel

- C. decoding
- D. noise

ANS: B PTS: 1

13. Communication that is appropriate, but unethical is _____.
- A. bright side
 - B. hard dark side
 - C. easy dark side
 - D. evil dark side

ANS: C PTS: 1

14. The fact that many people will talk openly with perfect strangers while on an airplane or a bus suggests that _____.
- A. we communicate to maintain our sense of self
 - B. we communicate to exchange information
 - C. we communicate to develop relationships
 - D. we communicate to meet social needs

ANS: D PTS: 1

15. Which of these is an example of a symbol used in communication?
- A. a word
 - B. a hand gesture
 - C. silence
 - D. all of these are examples of symbols

ANS: D PTS: 1

16. The exchange of information function of communication is best illustrated by _____.
- A. saying "Do you want to study together?" to a new acquaintance
 - B. explaining why you feel as you do about marriage
 - C. giving reasons for buying a product
 - D. providing directions to the doctor's office

ANS: D PTS: 1

17. Which indexical aspect of communication determines our level of emotional disclosure?
- A. control
 - B. intimacy
 - C. symmetrical feedback
 - D. trust

ANS: B PTS: 1

18. You completely forgot about a paper you were supposed to write for class. You've never been in that situation before, but you want to explain the situation to your instructor, so you think about what you want to say before going to her office hours. This kind of message is called a _____.
- A. constructed message
 - B. spontaneous expression
 - C. scripted message
 - D. halo effect

ANS: A PTS: 1

19. The fact that silence is a form of communication demonstrates that _____.
A. communication is irreversible
B. communication is situated
C. communication has purpose
D. communication is continuous

ANS: D PTS: 1

20. The cashier at the store greets you by saying, "How are you doing today?" Even though you're having a bad day, you say, "I'm fine, thank you." Your response is an example of a _____.
A. spontaneous expression
B. constructed message
C. scripted message
D. semantic message

ANS: C PTS: 1

21. If a friend declares that she will plan your upcoming vacation and you agree that she should take this responsibility, the relationship most likely has an understood degree of _____.
A. immediacy
B. control
C. cultural tension
D. conflict

ANS: B PTS: 1

22. Which of the following statements are true about communication?
A. Communication is an innate quality that does not need to be taught.
B. It's easy to stop communicating.
C. Communication is influenced by ethical implications.
D. Communication is only used to exchange information and to meet needs.

ANS: C PTS: 1

23. Competent communication depends on _____.
A. having a friendly personality
B. learning how to give strong feedback
C. being both effective and appropriate
D. avoiding noise

ANS: C PTS: 1

24. According to scholar Brian Spitzberg, motivation is an important aspect of communication competence because _____.
A. we must know what is involved in communication
B. we will only improve our communication if we want to
C. it is always effective and appropriate
D. along with incentives, it guarantees success

ANS: B PTS: 1

25. Diana takes a work phone call while she's in the car. She tries to pay attention to the call, but she also has to focus on traffic and driving. What kind of context is affecting Diana's communication?
A. physical context
B. cultural context
C. historical context

D. social context

ANS: A PTS: 1

TRUE/FALSE

1. Using multiple channels to transmit messages leads to confusion and less accurate interpretation of your message.

A. True
B. False

ANS: F PTS: 1

2. The process of transforming feelings and concepts into symbols and organizing them into a message is called encoding.

A. True
B. False

ANS: T PTS: 1

3. What is competent communication in one culture may not be competent in another culture.

A. True
B. False

ANS: T PTS: 1

4. Relationships never benefit from dark side responses.

A. True
B. False

ANS: F PTS: 1

5. A moral dilemma is when we are faced with violating the truthfulness and honesty principle of communication ethics.

A. True
B. False

ANS: T PTS: 1

ESSAY

1. Your textbook notes that culture affects communication and notes that (1) perception, (2) patterns of cognition, (3) verbal behaviors, and (4) nonverbal behaviors and context are affected by culture. Choose two of these four and for each, give a specific example of how culture can affect this aspect of communication.

ANS:
No answer provided

PTS: 1

2. Describe how increasing your communication competence will help you in your home or work life. Write a short dialogue that includes a spontaneous expression, a scripted message, and a constructed message. Label each.

ANS:

No answer provided.

PTS: 1

3. You're at the mall shopping for clothes. In one of the fitting rooms, you find a wallet with an ID and \$100 cash. You have the option of taking the money and leaving the wallet, or bringing everything to the service desk. Define the five ethical standards that influence our communication and apply them to this moral dilemma.

ANS:

No answer provided.

PTS: 1