

Student name: _____

- 1) Which is not a listening preference?
- A) action-oriented listeners
B) people-oriented listeners
C) time-oriented
- D) group-oriented listeners
E) content-oriented listeners
- 2) _____ indicate feelings and moods.
- 3) *Effective Group Discussion* defines human communication as
- A) sharing information and ideas.
B) sending and receiving of messages.
C) exchanging meanings.
D) people simultaneously create, interpret, and negotiate shared meaning through their interaction.
- E) the derivation, encoding, transmitting, and evaluation of shared personal meanings.
- 4) Participants may pay more attention to what is said during
- A) Face-to-face meetings
B) Teleconferences
- 5) The technique of paraphrasing what the listener understands a speaker to mean, then asking for confirmation or correction, is called _____ listening.
- 6) Every spoken message indicates meanings of two types (levels):

- A) signals and sign.
- B) connotative and semantic.
- C) small group and social.

- D) content
(denotative) and relational.
- E) verbal and
reciprocal.

7) How are the content and the relationship dimensions of communication different?

8) Tone of voice and other nonverbal cues that indicate how a speaker considers herself in terms of other group members is

- A) the personal dimension of communication.
- B) the content dimension of communication.
- C) the relationship dimension of communication.
- D) the communicative episode.

- E) the intentional
dimension of
communication.

9) Which of these options is better when group cohesiveness and interpersonal relationships are important

- A) Teleconferences

- B) Face-to-face
meetings

10) In conflict, more opinion change may occur during

- A) Teleconferences

- B) Face-to-face

meetings

11) This group is sensitive to cues that may indicate impatience

- A) People-oriented listeners
- B) Content-oriented listeners
- C) Time-oriented listeners

D) Action-oriented listeners

12) Choose the group consisting of group members who really enjoy analyzing things they hear.

- A) Content-oriented listeners
- B) Action-oriented listeners
- C) People-oriented listeners

D) Time-oriented listeners

13) Group organization is easier to maintain during

- A) Face-to-face meetings

B) Teleconferences

14) Which of the following is one of the four factors that influence the small group context as laid out by your authors?

- A) all of these
- B) number of communicators involved
- C) roles between participants are more formalized and goals defined while managing tension.

D) member pressure to conform to role expectations

E) feedback is psychologically complex

- A) proxemics
- B) haptics

- C) vocal cues
- D) regulators

16) Mesomorphs (muscular types) are more likely to be perceived as leaders.

- ☐ true
- ☐ false

17) What is CMC?

- A) computer-mediated communication
- B) conflict management communication
- C) communication means community

- D) none of these
- E) census mediated communication

18) Group members whose faces are highly expressive of their feelings are likely to be more trusted than members who are "poker" faced.

- ☐ true
- ☐ false

19) Which are nonverbal behaviors?

- A) where a person sits
- B) a person's mannerisms
- C) emphasis a person places on time

- D) all of these
- E) what a person wears

20) Human communications is symbolic, which is:

- A) verbal or

nonverbal communications

- B) transactional or intentional communications
- C) arbitrary where all words are symbols
- D) a sign

E) personal or
impersonal
communications

21) A person who takes up a lot of space at a meeting table is likely to have a low status in the group.

- ☐ true
- ☐ false

22) You cannot stop communicating while meeting with other group members.

- ☐ true
- ☐ false

23) Communication is a transactional process. What does that mean?

- A) All of these answers are correct.
- B) Transactional implies that the sender-receiver roles occur simultaneously.
- C) Communication is an ongoing event with no clear beginning or end.
- D) Transactional implies that participants in a communication must cooperate and negotiate shared meaning

and understanding.

E) Transaction implies that communication is a sender and receiver phenomenon.

24) Every verbal message has nonverbal components.

- ☐ true
- ☐ false

25) To achieve the level of mutual understanding necessary to accomplish an interdependent goal, members of a small group must have _____ meaning for the

- A) concrete
- B) different

verbal messages they create in discussion.

- C) abstract
- D) identical
- E) shared

26) Frankie and Lance are engaged in a discussion where each pays close attention to what the other is saying and how each is saying it. They work together to determine the meanings of the words and phrases in their conversation. This

- A) Human communication is symbolic.
- B) Communication involves content and relationship dimensions.
- C) Communication is personal.

conversation illustrates which principle of human communication?

- D) Communication is not always intentional.
- E) Communication is a transactional process.

27) Nonverbal behaviors which direct the flow of verbal messages among group members are called _____.

28) How does the small group context impact communication in small groups?

29) This principle of communication is sometimes stated as "You cannot NOT communicate"

_____.

30) Before agreeing or disagreeing with what another person has said, an active listener verifies his or her

- Ⓐ true
- Ⓑ false

understanding of the statement.

31) Communication is _____ implies that all interactants mutually and simultaneously define both

- A) symbolic interactionism
- B) encoding principle
- C) relationship dimension

themselves and others during communication.

- D) people orientation
- E) transactional

32) During a discussion Clement says: "Well, I suppose we should do something to try to get people to report crimes they observe..." as his voice trails off into silence. Describe how a really good listener would respond to this statement

(assuming it to be important enough to bother responding overtly).

33) When group members are in tune with each other they tend to imitate each other's posture and movements. This behavior is called _____.

34) Verbal and nonverbal messages operate together to create meaning; they are indivisible.

- Ⓐ true
- Ⓑ false

35) This group is wonders how their listening behavior affects relationships

- A) Action-oriented listeners
- B) Time-oriented listeners
- C) People-oriented listeners

D) Content-oriented listeners

36) All words are _____.

37) The term which implies that group members must cooperate to achieve mutual understanding and that all are simultaneously sending and receiving signals is _____.

38) Symbols are arbitrary, human creations used to represent experiences, objects, or concepts.

- ☐ true
- ☐ false

39) People generally prefer

A) Face-to-face meetings

B) Teleconferences

40) Responsibility for a misunderstanding is usually shared by speaker and listener(s).

- ☐ true
- ☐ false

41) Each symbol has an intrinsic, inherent meaning.

- Ⓐ true
- Ⓑ false

42) This term describes the study of uses of space and territory between and among people.

- Ⓐ regulators
- Ⓑ vocal cues

- Ⓒ proxemics
- Ⓓ haptics

43) List and give an example of each of the types of nonverbal behaviors indicated in your text.

44) *Explain* what is meant by "communication is a transactional process."

45) This term describes the study of the perception of and use of touch.

- Ⓐ proxemics
- Ⓑ regulators

- Ⓒ vocal cues
- Ⓓ haptics

46) A "thumbs up" gesture, as used in America, is a type of symbol.

☐ true

☐ false

47) Typographical symbols used by CMC to help convey relational messages and social presence:

- A) hidden antagonizers
- B) emoticons

- C) abstractions
- D) communicators
- E) emotive words

48) Misunderstanding results from a breakdown in the communication process.

- ☐ true
- ☐ false

49) "Backchannel" refers to

- A) speaking alternately in turn.
- B) visible gestures discussants make in response to each other's comments.
- C) vocalizations uttered in response that show interest and active listening.

- D) vocal intonations.
- E) any and all responses of group members to messages from each other.

50) Regulating who speaks, and when, during a small group discussion is done primarily with words, such as a

- ☐ true
- ☐ false

leader calling on persons by name.

51) _____ listeners focus on the task, remember details, and prefers an

- A) Action-oriented
- B) People-oriented
- C) Content-oriented
- D) Self-oriented
- E) Time-oriented

52) Discussion flows more often among persons sitting side by side in a circle than among persons sitting across from each other.

- ☐ true
- ☐ false

53) This group is focused on the task at hand

- A) People-oriented listeners
- B) Content-oriented listeners
- C) Action-oriented listeners

D) Time-oriented listeners

54) "Listening" is a synonym for "hearing."

- ☐ true
- ☐ false

55) The term that refers to how much group members perceive the communication medium to be like face-to-face

interaction socially and emotionally is

- A) simultaneous presence.
- B) social presence.
- C) synchronous communication.

D) asynchronous communication.
E) likeability.

56) Listeners who are concerned about how their listening behavior affects relationships are called

- A) none of these.
- B) content-oriented listeners.
- C) time-oriented listeners.

D) action-oriented

listeners.

E) people-oriented listeners.

57) Strokes are more appropriate than pats as signs of affecting and unity among members of American secondary groups.

- ☐ true
- ☐ false

58) During small group communication, only one person in a group sends signals while other members act as receivers.

- ☐ true
- ☐ false

59) What might be the correct interpretation for silence?

A) Silence is holding back information for all kinds of reasons.

B) Silence may mean that people don't agree with what is said.

C) All of these answers are correct.

D) Silence may mean that people don't understand what is said.

E) Silence may mean that people are apathetic.

60) How well a person communicates depends more on attitudes toward other people and knowledge about how communication occurs than on specific communication skills and techniques.

- ☐ true
- ☐ false

61) Asynchronous communication is communication where there is a delay between messages.

☐ true

☐ false

62) Paralanguage is nonverbal characteristics of voice and utterance.

☐ true

☐ false

63) As used in *Effective Group Discussion*, "meaning" indicates something that occurs in

A) communication.

B) signals.

C) messages.

D) people.

E) symbols.

64) Good listeners do which of the following?

A) don't interrupt

B) help to clarify confusing messages by asking questions in a nonthreatening way

C) all of these

D) are attentive

E) paraphrase and provides feedback

65) In American business culture, people who come late to meetings without a very good reason are considered to be

A) powerful and of high status.

B) very busy.

C) poorly organized.

D) ineffective and of low status.

E) inconsiderate, undisciplined and selfish.

66) Vocalizations such

as "right on," "umm-hmm," and "amen" while another group member is speaking are called _____.

67) This term describes nonverbal behavior used to control who speaks during a discussion.

- A) vocal cues
- B) haptics

- C) regulators
- D) proxemics

68) What does it mean to say that communications involves relationship dimensions?

- A) None of these answers are correct.
- B) All of these answers are correct.
- C) The relationship dimension of a message refers to what the message reveals about how the speaker views his or her relationship to the other participants.
- D) The relationship dimension of a message refers to

the subject of the message.

- E) The relationship dimension of a message refers to the idea or topic of the message.

69) People from a culture in which the backchannel is rarely used are likely to perceive people who use it often as being

- A) courteous and attentive.
- B) argumentative and dogmatic.
- C) active listeners.

- D) rude interrupters.
- E) stupid and emotional.

70) The symbolic and personal nature of communication makes for perfect understanding amongst communicators.

- Ⓐ true
- Ⓑ false

71) Gestures, facial expressions, body postures, and other movements are studied as communicative signals in the field of _____.

72) "Kinesics" refers to the study of movements, such as emphatic or descriptive gestures.

- ☐ true
- ☐ false

73) "Communication" involves only *intentional* signals/messages.

- ☐ true
- ☐ false

74) A conference electronically mediated by networked computers is called a _____.

Answer Key

Theory and Practice
,Galanes 15th ch2

Test name: Effective Group Discussion:

- 1) D
- 2) Facial expressions
- 3) D
- 4) B
- 5) active
- 6) D
- 8) C
- 9) B
- 10) A
- 11) C
- 12) A
- 13) A
- 14) A
- 15) C
- 16) TRUE
- 17) A
- 18) TRUE
- 19) D

- 20) C
- 21) FALSE
- 22) TRUE
- 23) A
- 24) TRUE
- 25) E
- 26) E
- 27) regulators
- 29) unintentional/communication is not
always intentional
- 30) TRUE
- 31) E
- 33) body synchrony
- 34) TRUE
- 35) C
- 36) symbols
- 37) [transaction, transactional]
- 38) TRUE
- 39) A
- 40) TRUE
- 41) FALSE

- 42) C
- 45) D
- 46) TRUE
- 47) B
- 48) FALSE
- 49) C
- 50) FALSE
- 51) A
- 52) FALSE
- 53) C
- 54) FALSE
- 55) B
- 56) E
- 57) FALSE
- 58) FALSE
- 59) C
- 60) TRUE
- 61) TRUE
- 62) TRUE
- 63) D
- 64) C

65) E

66) backchannels

67) C

68) C

69) D

70) FALSE

71) kinesics

72) TRUE

73) FALSE

74) net conference