

Chapter 01: Foundations of Communication

1. Our communication competence affects our ability to make and keep friends, to be a good family member, to successfully lead groups, and to prepare and effectively deliver a presentation.

- a. True
- b. False

ANSWER: True

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

- a. True
- b. False

ANSWER: True

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

- a. True
- b. False

ANSWER: True

4. Relationships never benefit from dark side responses.

- a. True
- b. False

ANSWER: False

5. Ethical communicators demonstrate respect by regarding viewpoints that may differ from their own.

- a. True
- b. False

ANSWER: True

6. What is the process of interpreting words and nonverbal cues called?

- a. encoding
- b. decoding
- c. feedback
- d. semantics

ANSWER: b

7. 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.

ANSWER: b

8. Thinking “a person who is very careful about spending money” when someone describes a person as “thrifty” represents what process?

- a. encoding
- b. decoding

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- c. feedback
- d. semantics
- e. communicating

ANSWER:

b

9. 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. I can tell you've thought about what we discussed." Which of the following does his response indicate that he is considering?

- a. the cultural situation
- b. the historical situation
- c. the psychological situation
- d. the social situation
- e. none of these choices

ANSWER:

b

10. 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.

ANSWER:

b

11. 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

ANSWER:

d

12. Which is not an aspect of ethical communication?

- a. credibility
- b. integrity
- c. respect
- d. fairness

ANSWER:

a

13. 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. Which of the following is this conversation most strongly influenced by?

- a. physical context
- b. physical noise

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- c. psychological noise
- d. semantic noise

ANSWER:

c

14. 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. Which of the following is the communication being affected by?

- a. historical context
- b. semantic noise
- c. psychological noise
- d. physical noise

ANSWER:

d

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

- a. physiological noise
- b. semantic noise
- c. psychological noise
- d. message filtering

ANSWER:

c

16. Four students on a college campus decided to start a club that focuses on volunteering. They established the organization, promoted it, and planned events together. All of these activities involve communication. Which kind of communication best describes what these four students have done?

- a. group communication
- b. public communication
- c. interpersonal communication
- d. formal communication

ANSWER:

a

17. A mother tells her child to go clean their room. They do this, although they mumble something under their breath and make a face to let her know that they're not happy about it. Which of the following is this an example of?

- a. context
- b. feedback
- c. decoding
- d. noise

ANSWER:

b

18. What is communication that is appropriate, but unethical an example of?

- a. bright side
- b. hard dark side
- c. easy dark side
- d. evil dark side

ANSWER:

c

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19. What does the fact that many people will talk openly with perfect strangers while on an airplane or a bus suggest?

- 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

ANSWER: d

20. Which of these is an example of nonverbal messages?

- a. a facial expression
- b. a hand gesture
- c. silence
- d. all of these are examples of nonverbal messages

ANSWER: d

21. Which of the following best illustrates the purpose of communicating in order to exchange information?

- 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

ANSWER: d

22. Which indexical aspect of communication determines our level of emotional disclosure?

- a. control
- b. intimacy
- c. symmetrical feedback
- d. trust

ANSWER: b

23. 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 during office hours. What is this kind of message called?

- a. constructed message
- b. spontaneous expression
- c. scripted message
- d. halo effect

ANSWER: a

24. What does the fact that silence is a form of communication demonstrate?

- a. communication is irreversible
- b. communication is situated
- c. communication has purpose
- d. communication is continuous

ANSWER: d

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25. 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.” Which of the following is your response an example of?

- a. spontaneous expression
- b. constructed message
- c. scripted message
- d. semantic message

ANSWER:

c

26. If a friend declares that she will plan your upcoming vacation and you agree that she should take this responsibility, which of the following does the relationship most likely have an understood degree of?

- a. intimacy
- b. control
- c. trust
- d. conflict

ANSWER:

b

27. Which of the following statements is 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.

ANSWER:

c

28. Competent communication depends on which of the following?

- a. having a friendly personality
- b. learning how to give strong feedback
- c. being both effective and appropriate
- d. avoiding noise

ANSWER:

c

29. According to scholar Brian Spitzberg, why is motivation an important aspect of communication competence?

- a. because we must know what is involved in communication
- b. because we will only improve our communication if we want to
- c. because it is always effective and appropriate
- d. because along with incentives, it guarantees success

ANSWER:

b

30. 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

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- d. social context

ANSWER:

a

31. When we read or listen to someone's words, observe their nonverbal behavior, and take note of other visual and auditory messages, we are engaging in which of the following?

- a. interaction coordination
- b. message production
- c. message interpretation
- d. feedback

ANSWER:

c

32. Which of the following refers to how much and what kinds of information can be transmitted via a particular channel?

- a. media richness
- b. context clues
- c. mass media
- d. all of these choices

ANSWER:

a

33. Which of the following represent the three basic channels through which we communicate?

- a. mass media, gestures, auditory processing
- b. verbal symbols, feedback loops, channels
- c. verbal symbols, nonverbal cues, visual images
- d. none of these choices

ANSWER:

c

34. When your friend tries to persuade you to study abroad this summer with them, they are engaging in which of the following communication purposes?

- a. to exchange information
- b. to influence others
- c. to develop and maintain relationships
- d. to develop and maintain a sense of self

ANSWER:

b

35. Credibility is the perception of which of the following attributes?

- a. a speaker's knowledge
- b. a speaker's trustworthiness
- c. a speaker's warmth
- d. all of these choices

ANSWER:

d

36. Brielle is very comfortable leading small group interactions and is very outgoing at parties and events. However, Brielle gets very nervous before giving a speech in front of a large group of people. Which type of communication apprehension is Brielle demonstrating?

- a. context based

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- b. social ease
- c. ethical based
- d. multi-channel

ANSWER:

a

37. A person who gathers all of the relevant facts, considers only circumstances relevant to the situation at hand, and is not swayed by prejudice is demonstrating which characteristic of ethical communication?

- a. Ethical communicators are responsible.
- b. Ethical communicators demonstrate respect.
- c. Ethical communicators behave fairly.
- d. Ethical communicators are honest.

ANSWER:

c

38. Explain the difference between bright side messages and dark side messages. Provide an example of each.

ANSWER: Answers will vary.

39. The textbook identifies four steps for a communication improvement plan. Identify an area where you could improve your communication and then write a brief communication improvement plan using these four steps.

ANSWER: Answers will vary.

40. 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. List the five ethical standards that influence our communication and apply them to this moral dilemma.

ANSWER: Answers will vary.