

Chapter 01 - An Introduction to Interpersonal Communication

1. According to Maslow's hierarchy, which need must be satisfied before people can focus on self-esteem needs?

- a. Self-actualization needs
- b. Belonging needs
- c. Cognitive needs
- d. Transcendence needs

ANSWER: b

2. A college student calls their parent five times a day to check in and share daily activities. This behavior primarily demonstrates which type of need being met through communication?

- a. Safety and protection needs
- b. Physical survival needs
- c. Self-actualization needs
- d. Cognitive needs

ANSWER: a

3. When a mentor helps an employee recognize their potential for leadership roles, which level of Maslow's hierarchy is primarily being addressed?

- a. Belonging needs
- b. Safety needs
- c. Self-actualization needs
- d. Physical needs

ANSWER: c

4. Which type of relationship involves treating others as objects rather than acknowledging their humanity?

- a. I-You communication
- b. I-It communication
- c. I-Thou communication
- d. Interpersonal communication

ANSWER: b

5. A customer service representative who asks about your day while processing your return and shows genuine interest in your response is demonstrating which type of communication?

- a. I-It communication
- b. I- Thou communication
- c. I-Thou You communication
- d. Metacommunication

ANSWER: c

6. Two best friends sharing their deepest fears and supporting each other through personal crises exemplifies which level of communication?

- a. I-It communication
- b. I-You communication
- c. I-Thou communication

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- d. Systematic communication

ANSWER:

c

7. Rihanna enjoys chatting with her coworkers but shares her personal worries only with her closest friend, Natalia. Which principle of interpersonal communication does this behavior illustrate?

- a. We choose specific words carefully in every conversation.
- b. We communicate only when it benefits us personally.
- c. We select only positive messages to share with others.
- d. We don't communicate intimately with everyone we encounter.

ANSWER:

b

8. A manager's interpretation of an employee's gift depends on their relationship history, cultural norms, and recent interactions. This example best illustrates which feature of interpersonal communication?

- a. Communication is systemic.
- b. Communication is selective systemic.
- c. Communication creates personal knowledge.
- d. Communication is irreversible.

ANSWER:

a

9. When friends develop inside jokes and special ways of communicating that others don't understand, this demonstrates which characteristic of interpersonal communication?

- a. Communication is systemic.
- b. Communication is a process.
- c. Communication creates personal knowledge.
- d. Communication is selective.

ANSWER:

c

10. Which type of noise occurs when technical jargon prevents understanding between communicators?

- a. Physical noise
- b. Psychological noise
- c. Physiological noise
- d. Semantic noise

ANSWER:

d

11. What is the primary difference between content meaning and relationship meaning in communication?

- a. Content meaning refers to spoken words, while relationship meaning refers to emotional tone.
- b. Content meaning conveys factual messages, while relationship meaning reflects how people connect.
- c. Content meaning focuses on shared ideas, while relationship meaning focuses on mutual feelings.
- d. Content meaning involves message details, while relationship meaning involves personal context.

ANSWER:

b

12. When a parent says "Would you mind cleaning your room?" instead of "Clean your room now," what is primarily different about the relationship meaning?

- a. The parent demonstrates more affection for the child.

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- b. The parent demonstrates more responsiveness to the child.
- c. The parent communicates a more equal power relationship.
- d. The parent expresses less concern about the room's cleanliness.

ANSWER:

c

13. A coworker who maintains eye contact, nods, and asks follow-up questions during your presentation is primarily communicating what on the relationship level?

- a. High responsiveness
- b. Superior power position
- c. Disagreement with your ideas
- d. Lack of interest in the topic

ANSWER:

a

14. In high-context cultures, communicators place greater emphasis on which aspect of meaning?

- a. Specific content details and literal words
- b. Relationship meaning and collective understanding
- c. Individual interpretation of messages
- d. Written rather than spoken communication

ANSWER:

b

15. During a team meeting, while one member is speaking, others are nodding, taking notes, and displaying facial expressions of agreement or concern. This scenario best demonstrates which aspect of the transactional model?

- a. Communication flows in only one direction.
- b. People take turns being senders and receivers.
- c. All participants simultaneously send and receive messages.
- d. Feedback occurs only after the speaker finishes.

ANSWER:

c

16. Two colleagues who initially had formal workplace interactions gradually develop a friendship over months of working together. This evolution best illustrates which feature of the transactional model?

- a. The dynamic nature of communication over time
- b. The importance of shared fields of experience
- c. The role of noise in communication systems
- d. The need for clear feedback mechanisms

ANSWER:

a

17. In the transactional model, what does shared responsibility for communication effectiveness mean in practice?

- a. Only the speaker is responsible for being clear.
- b. Only the listener is responsible for understanding.
- c. Both participants contribute to successful communication.
- d. Responsibility shifts depending on who initiated the conversation.

ANSWER:

c

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18. Which principle explains why even choosing to remain silent during a conversation communicates a message?

- a. Interpersonal communication is irreversible.
- b. We cannot not communicate.
- c. Communication involves ethical choices.
- d. People construct meanings in communication.

ANSWER: b

19. A student sends an angry text message to their professor and immediately regrets it, wishing they could take it back. This situation best illustrates which communication principle?

- a. Communication effectiveness can be learned.
- b. Metacommunication affects meanings.
- c. Communication involves ethical choices.
- d. Communication is irreversible.

ANSWER: d

20. When a teacher conveys “The next point is really important” before explaining a concept, they are demonstrating which communication principle?

- a. People construct meanings in communication.
- b. Communication develops and sustains relationships.
- c. Metacommunication affects meanings.
- d. Communication is not a panacea.

ANSWER: c

21. A couple discusses their different interpretations of what “being supportive” means in their relationship. This conversation demonstrates which communication principle?

- a. Communication happens through verbal messages only.
- b. Meanings are created through interaction between people.
- c. Communication can eliminate all misunderstandings.
- d. Communication occurs only when there is intent.

ANSWER: b

22. What does the principle “Interpersonal Communication Is Not a Panacea” emphasize about the limitations of interpersonal communication?

- a. Communication skills cannot be improved through practice.
- b. Some problems cannot be solved through communication alone.
- c. Communication always makes relationships worse.
- d. People should avoid discussing difficult topics.

ANSWER: b

23. When someone doesn't respond to text messages from friends, what does this demonstrate about social media communication?

- a. Digital communication is always less meaningful than in-person interaction.
- b. Nonverbal communication is impossible in digital formats.
- c. Social media prevents authentic relationship building.

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- d. The principle “We Cannot Not Communicate” applies to online interactions.

ANSWER:

d

24. How do social media platforms help meet belonging needs, according to the chapter?

- a. They replace the need for in-person interaction completely.
- b. They serve as a source for satisfying needs for inclusion and self-esteem.
- c. They eliminate the risk of social rejection.
- d. They guarantee authentic relationship development.

ANSWER:

b

25. What challenge does the systemic nature of communication present in online interactions?

- a. Online communication is always more formal than in-person interaction.
- b. Online communication limits awareness of the other person’s immediate context.
- c. Digital communication prevents relationship development over time.
- d. Social media eliminates all forms of noise in communication.

ANSWER:

b

26. A manager adapts their communication style when giving feedback to different employees based on each person's experience level and personality. This demonstrates which aspect of communication competence?

- a. Adapting communication appropriately
- b. Developing a range of communication skills
- c. Monitoring communication effectiveness
- d. Engaging in dual perspective

ANSWER:

a

27. When a friend tries to understand why their roommate is upset about dirty dishes by asking questions and learning their perspective, they are demonstrating which competence skill?

- a. Monitoring communication
- b. Engaging in dual perspective
- c. Adapting communication appropriately
- d. Committing to ethical communication

ANSWER:

b

28. A student thinks of a sarcastic comeback during an argument but chooses not to say it to avoid hurting their friend. This behavior demonstrates which aspect of communication competence?

- a. Developing a range of skills
- b. Adapting communication appropriately
- c. Monitoring communication
- d. Engaging in dual perspective

ANSWER:

c

29. What does person-centeredness mean in the context of communication competence?

- a. Focusing only on your own communication goals

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- b. Avoiding difficult topics that might upset others
- c. Putting yourself at the center of every conversation
- d. The ability to adapt messages effectively to particular people

ANSWER:

d

30. A healthcare worker who uses both technical skills to treat patients and communication skills to build trust and show caring is addressing which level of needs?

- a. Only physical survival needs
- b. Both physical and belonging needs
- c. Only self-actualization needs
- d. Only safety and protection needs

ANSWER:

b

31. A professor who learns students' names, asks about their interests, and expresses concern for their academic progress is moving from which type of relationship to another?

- a. From I-Thou to I-You communication
- b. From I-It to I-You communication
- c. From I-You to I-It communication
- d. From I-You to I-Thou communication

ANSWER:

b

32. Two coworkers who initially discussed only work topics gradually begin sharing personal stories and supporting each other through life challenges. This evolution demonstrates which feature of interpersonal communication?

- a. Communication is selective.
- b. Communication is systemic.
- c. Communication is a process.
- d. Communication creates meaning.

ANSWER:

c

33. When a friend says "You're the only person I can talk to about this" before sharing a problem, what are they communicating on the relationship level?

- a. They trust you and consider you special.
- b. They want to control the conversation.
- c. They are being unresponsive to your needs.
- d. They want to establish superior power in the relationship.

ANSWER:

a

34. A couple's communication patterns change after they move in together, influenced by their new shared living space, daily routines, and extended time together. This scenario illustrates which aspect of the transactional model?

- a. The impact of changing systems and contexts over time
- b. The importance of eliminating noise from communication
- c. The need for clear sender and receiver roles
- d. The requirement for formal feedback mechanisms

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ANSWER:

a

35. A manager decides whether to give constructive criticism to an employee, considering both the potential benefits for the employee's growth and the risk of hurting their feelings. This decision-making process reflects which communication principle?

- a. Interpersonal communication is irreversible.
- b. Interpersonal communication involves ethical choices.
- c. Interpersonal communication is not a panacea.
- d. We cannot not communicate.

ANSWER:

b

36. The evolution of email from formal letter-like format to abbreviated, casual messages demonstrate which aspect of social media communication?

- a. Social media prevents meaningful relationship development.
- b. Online communication is always less effective than in-person interaction.
- c. Digital communication patterns change and evolve over time.
- d. Technology eliminates the need for communication competence.

ANSWER:

c

37. A team leader who can be assertive during budget negotiations but supportive when team members need encouragement demonstrates which aspect of communication competence?

- a. Developing a range of communication skills
- b. Engaging in dual perspective only
- c. Monitoring communication exclusively
- d. Focusing solely on ethical communication

ANSWER:

a

38. A new employee who feels isolated at work and experiences reduced motivation and productivity is lacking which type of need fulfillment?

- a. Physical survival needs
- b. Belonging needs
- c. Self-actualization needs
- d. Safety needs

ANSWER:

b

39. A student preparing for a job interview feels hungry and distracted, making it difficult to focus on the interviewer's questions. This scenario illustrates which type of noise?

- a. Physical noise
- b. Semantic noise
- c. Psychological noise
- d. Physiological noise

ANSWER:

d

40. Lisa and George, a romantic couple, create shared meanings for what counts as “being supportive” in their relationship

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through ongoing conversations. This process demonstrates which communication principle?

- a. Interpersonal communication is irreversible.
- b. Interpersonal communication develops and sustains relationships.
- c. Interpersonal communication is not a panacea.
- d. We cannot not communicate.

ANSWER:

b

41. A supervisor who refuses to exploit personal information that an employee shared during a difficult time demonstrates which aspect of communication competence?

- a. Developing a range of skills
- b. Adapting communication appropriately
- c. Committing to ethical communication
- d. Monitoring communication

ANSWER:

c

42. During a team meeting, when one member consistently interrupts others and dismisses their ideas, what is primarily being communicated on the relationship level?

- a. High responsiveness to team members
- b. Strong affection for colleagues
- c. Superior power and low regard for others
- d. Commitment to collaborative decision-making

ANSWER:

c

43. When people check their phones during dinner with friends, this behavior challenges traditional meanings of which interpersonal concept?

- a. The irreversibility of communication
- b. Being fully present and focused during shared activities
- c. The selective nature of communication
- d. The ethical implications of communication

ANSWER:

b

44. Two friends from diverse cultural backgrounds initially misunderstand each other's communication styles but gradually develop better understanding through continued interaction. This scenario best illustrates which element of the transactional model?

- a. The elimination of noise over time
- b. The expansion of shared fields of experience
- c. The importance of linear message transmission
- d. The need for formal feedback systems

ANSWER:

b

45. A student who initially struggled with public speaking enrolls in a communication course and practices regularly to improve their skills. This example best demonstrates which communication principle?

- a. Interpersonal communication is irreversible.
- b. Interpersonal communication involves ethical choices.

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- c. Interpersonal communication effectiveness can be learned.
- d. Interpersonal communication is not a panacea.

ANSWER:

c

46. June feels a bit isolated from her new coworkers after transferring to a new department. She decides to join them for coffee breaks, asks about their weekend plans, and shares stories from her previous workplace. Over time, she begins to feel more comfortable and accepted in the group. How is June using interpersonal communication to meet her belonging needs in this situation?

ANSWER: June applies interpersonal communication by initiating conversations and participating in social interactions that help her feel included and valued in her new group. Through sharing experiences, showing interest in others, and engaging in informal communication, she builds connections that satisfy her belonging needs. These everyday communication behaviors allow her to develop trust, inclusion, and emotional support- helping her adapt to the new environment and strengthen her sense of belonging within the workplace.

47. Emma notices that her close friend Jake has been distant lately. Instead of giving advice or changing the subject, she sits with him, listens quietly, and shares her own feelings of vulnerability so he feels safe to open up. Under this scenario, describe the key characteristics of I-Thou communication and explain why Buber considered it the highest form of human dialogue.

ANSWER: In this scenario, Emma demonstrates I-Thou communication by meeting Jake as a whole person—acknowledging his emotions without judgment and engaging in genuine empathy and openness. This type of interaction involves mutual presence, authenticity, and deep respect, where people engage beyond social roles or superficial communication. Buber considered I-Thou communication the highest form of dialogue because it allows people to connect at a fully human and spiritual level, emphasizing “being” rather than “doing.” Such communication fosters trust, acceptance, and understanding, helping both individuals experience true relational depth.

48. Explain the difference between content meaning and relationship meaning in communication, and list the three dimensions of relationship-level meaning.

ANSWER: Content meaning deals with literal or denotative information being communicated, while relationship meaning expresses what communication demonstrates about the relationship between communicators. The three dimensions of relationship-level meaning are: (1) responsiveness - how aware and involved we are with others, (2) liking or affection - the degree of positive or negative feeling communicated, and (3) power or control - the power balance between communicators.

49. Explain what metacommunication is and provide two examples of how it can be used to improve understanding in interpersonal interactions.

ANSWER: Metacommunication refers to communication about communication- messages that clarify, explain, or comment on how verbal or nonverbal communication should be understood. It helps people interpret meaning, manage expectations, and prevent misunderstandings. For example, saying “I’m only telling you this because I care” guides how a message should be received. It can improve understanding by: (1) setting expectations for interactions, such as a teacher saying “The next point is really important” to signal students to pay attention, and (2) checking on understanding, such as asking “Was I clear?” or “Do you understand why I feel this way?” to ensure the message was received as intended. Metacommunication helps clarify intentions and prevent misunderstandings.

Name

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50. During a team discussion, Kyla notices that her colleague George seems frustrated with how his ideas are being received. Instead of reacting defensively, she listens carefully, acknowledges his feelings, and then shares her viewpoint respectfully. How is Kyla applying dual perspective in this situation?

ANSWER: Kyla applies dual perspective by considering both her own viewpoint and George's perspective to promote shared understanding during communication. Instead of reacting defensively, she listens with empathy, acknowledges his feelings, and expresses her thoughts in a respectful and balanced way. This approach demonstrates emotional intelligence and sensitivity, reducing tension and avoiding misunderstandings. By valuing both perspectives, Kyla fosters an environment of openness and trust that encourages cooperation and collaboration. Practicing dual perspective strengthens relationships by ensuring that communication remains considerate, inclusive, and focused on mutual understanding key aspects of competent and effective interpersonal interaction.