

Chapter 1

1. Chapter 1 indicates that effective interpersonal communication is strongly linked to good health, social happiness, and career success.

- a. True
- b. False

ANSWER: True

2. The only way we learn who we are is through communication.

- a. True
- b. False

ANSWER: True

3. The ability to speak and listen effectively can mean the difference between succeeding and failing in a job.

- a. True
- b. False

ANSWER: True

4. Shared understanding and clarity are the MOST important goals in achieving successful communication.

- a. True
- b. False

ANSWER: False

5. The major difference between impersonal communication and interpersonal communication is the number of people involved.

- a. True
- b. False

ANSWER: False

6. An older professor who forgets what it was like to be a student when he teaches is an example of how differing environments in the classroom can make understanding difficult.

- a. True
- b. False

ANSWER: True

7. Communication competence is a trait that people either possess or lack.

- a. True
- b. False

ANSWER: False

8. Just as judges instruct juries to disregard some statements made in court, we can reverse or erase the effects of communication interactions in everyday life.

- a. True
- b. False

ANSWER: False

9. The transactional model of communication suggests that communicators usually send and receive messages

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simultaneously.

- a. True
- b. False

ANSWER: True

10. The transactional model represents communication as static—more like a gallery of still photographs than a motion picture film.

- a. True
- b. False

ANSWER: False

11. We are not communicating when we remain silent.

- a. True
- b. False

ANSWER: False

12. Transactional communication may be compared to dancing due to the involvement needed by each partner.

- a. True
- b. False

ANSWER: True

13. According to your text, impersonal communication should always be avoided.

- a. True
- b. False

ANSWER: False

14. According to your text, effective communicators are able to establish warm relationships with everyone they encounter.

- a. True
- b. False

ANSWER: False

15. Of the communication models described in your text, the linear model MOST accurately describes the interpersonal communication process.

- a. True
- b. False

ANSWER: False

16. We disclose more to people in interpersonal relationships than in impersonal ones.

- a. True
- b. False

ANSWER: True

17. As the text points out, your goal should be to become a perfect communicator.

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- a. True
- b. False

ANSWER: False

18. All you need to develop good communication skills is common sense.

- a. True
- b. False

ANSWER: False

19. When people communicate, they are often both senders and receivers of messages at the same time.

- a. True
- b. False

ANSWER: True

20. According to Chapter 1, all of these are attributes needed to communicate successfully with people from different cultures except:

- a. motivation.
- b. tolerance for ambiguity.
- c. friendliness.
- d. open-mindedness.

ANSWER: c

21. Besides satisfying social needs and shaping our identity, communication is the most widely used approach to satisfying what communication scholars call:

- a. physical needs.
- b. identity needs.
- c. social needs.
- d. instrumental goals.

ANSWER: d

22. In the Looking at Diversity reading in Chapter 1, Igor Ristic says that effective intercultural communication:

- a. means understanding which customs are “right” and “wrong.”
- b. is only achieved if one is able to visit at least a dozen different countries.
- c. is achieved through judging others’ behavior by our own cultural standards.
- d. involves being aware of various cultural norms and adapting our communication.

ANSWER: d

23. A family from Mexico decides to celebrate the traditions in the United States rather than their own traditions. Which strategy are they using?

- a. Separation
- b. Assimilation
- c. Co-culture
- d. Accommodation

ANSWER: b

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24. All of these elements are included in the transactional communication model introduced in Chapter 1 except :

- a. environment.
- b. channel.
- c. sender.
- d. noise.

ANSWER:

c

25. The environments that communicators occupy are:

- a. fields of experience that affect how they understand others' behavior.
- b. gaps that make common understanding impossible.
- c. the places where they stand or sit when they communicate.
- d. the space that they require to communicate effectively.

ANSWER:

a

26. Strategies you can use to develop a more mindful and competent style of intercultural communication include:

- a. reading.
- b. passive observation.
- c. self-disclosure.
- d. all of these.

ANSWER:

d

27. Almost all messages have:

- a. a content dimension.
- b. a relational dimension.
- c. both content and relational dimensions.
- d. no dimensions unless the communicators intend them to.

ANSWER:

c

28. Skillful, integrated communicators are characterized by:

- a. a conscious focus on communicating effectively.
- b. a greater degree of sociability.
- c. communicating competently without needing to think constantly about how to behave.
- d. exposure to a wide range of communication styles.

ANSWER:

c

29. Research has shown that competent communicators achieve effectiveness by:

- a. using the same types of behavior in a wide variety of situations.
- b. apologizing when they offend others.
- c. giving lots of feedback.
- d. adjusting their behaviors to the person and situation.

ANSWER:

d

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30. The salience of intercultural differences apply to:

- a. people.
- b. conversations.
- c. context.
- d. all of these.

ANSWER:

d

31. An interpersonal relationship differs from an impersonal one because:

- a. we share our thoughts and feelings with each other.
- b. the other person's life affects ours.
- c. we find the time spent in the relationship rewarding.
- d. all of these.

ANSWER:

d

32. You want to let a close friend know how much she/he means to you in a way that is sincere and doesn't embarrass either of you. Following the advice on communication competence in your text, you would:

- a. follow the approach that you saw another friend use successfully, assuming it would work for you.
- b. avoid sending any message until you were sure it would be well received.
- c. try to follow exactly the approach you used successfully with others in the past.
- d. consider a variety of alternatives, choosing the one that you think will be most successful under these circumstances.

ANSWER:

d

33. Which of these is MOST clearly an example of qualitatively interpersonal communication?

- a. Rich invites the team to a party.
- b. Royce asks his friend Jane about her sick child.
- c. Aasim pleads for the class to vote.
- d. Georgina chats with the mailman.

ANSWER:

b

34. The authors describe some of the social needs we strive to fulfill by communicating as:

- a. control and affection.
- b. empathy and sympathy.
- c. talking and listening.
- d. communicating both verbally and nonverbally.

ANSWER:

a

35. Some of the characteristics that make relationships more interpersonal than impersonal are:

- a. frequency and proximity of communication.
- b. quantity over quality.
- c. how important the content of talk is to both of you.
- d. uniqueness, irreplaceability, and interdependence.

ANSWER:

d

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36. Identity and communication are related in that we:

- a. gain an idea of who we are from the way others communicate with us.
- b. are drawn to communicators who test and challenge our identity.
- c. find others' identities become our own through communication.
- d. control communication with our identity.

ANSWER:

a

37. Which is an example of "noise" as the term is defined in your text?

- a. Someone tapping a pencil while you're trying to talk
- b. Feelings of anger directed toward a partner
- c. Preoccupation with another topic during a lecture
- d. All of these

ANSWER:

d

38. Two friends communicating face to face would MOST likely be:

- a. taking turns sending and receiving messages.
- b. primarily sending messages.
- c. primarily receiving messages.
- d. sending and receiving messages at the same time.

ANSWER:

d

39. Which of these is NOT a principle of communication?

- a. It may be intentional.
- b. It is unrepeatable.
- c. It is irreversible.
- d. It doesn't occur when you are silent.

ANSWER:

d

40. When Ernesta realizes during an office meeting that she's interrupted a co-worker twice, she demonstrates the skill of:

- a. empathy.
- b. self-monitoring.
- c. cognitive complexity.
- d. metacommunication.

ANSWER:

b

41. Which of these statements is true?

- a. More communication is always better.
- b. Saying something is not the same thing as communicating it.
- c. Successful communication always involves shared understanding.
- d. Communication solves all problems.

ANSWER:

b

42. When Alex decides what Rafael meant by that frown, which part of the communication model is represented?

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- a. External noise
- b. Environment
- c. Decoding
- d. Psychological noise

ANSWER:

c

43. Your friend's religion is different from yours, but you went to the same high school and college. Which part of the communication model does this represent?

- a. External noise
- b. Environment
- c. Decoding
- d. Psychological noise

ANSWER:

b

44. You are worried about how your child is doing at school while your boss is giving the quarterly report. Which part of the communication model does this represent?

- a. External noise
- b. Environment
- c. Channel
- d. Psychological noise

ANSWER:

d

45. A person behind you in the theater fiddles with a crackling cellophane candy wrapper. Which part of the communication model does this represent?

- a. External noise
- b. Environment
- c. Decoding
- d. Psychological noise

ANSWER:

a

46. Describe an interpersonal communication incident from your experience, identifying at least five elements of the transactional model of communication shown in *Looking Out/ Looking In*.

ANSWER:

Answers will vary.

47. Using the information explained in "Characteristics of Competent Communicators," evaluate your communication competence in the context of one interpersonal relationship in which you are involved. Discuss the range of behaviors in which you engage, your ability to choose the most appropriate behavior, your skill in performing certain behaviors, your perceived levels of cognitive complexity, empathy, and self-monitoring operating in this relationship, and your commitment to the relationship. Be sure to explain this relationally, discussing the behaviors of the other person and describing how you adapt or fail to adapt to them.

ANSWER:

Answers will vary.

48. Using your own experiences as examples, explain the difference between interpersonal communication and impersonal communication.

ANSWER:

Answers will vary.

Name _____ Class _____ Date _____
: _____ : _____ e: _____

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49. Identify the three different needs that are satisfied through communication. Provide examples for each from your own experience.

ANSWER: Answers will vary.

50. Explain the concept of “noise.” First, define it according to its role in the transactional model of communication in Chapter 1. Next, imagine you are being interviewed for a job. Name and give examples of each of the three types of noise described by your text that might be present during this interview experience. Describe how each type could impact the interaction between you and the interviewer.

ANSWER: Answers will vary.