

## ***Chapter 1: An Orientation to Interpersonal Communication***

**Multiple Choice** (asterisks indicate correct answers)

1. The process through which people produce, interpret, and coordinate messages to create shared meanings, achieve social goals, manage their personal identities, and carry out their relationships is called
  - a. circular encoding
  - b. message decoding
  - c. effective communication
  - d. interpersonal communication \*

Answer: D

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Heading: Introductory Section

2. If Maryam accepts your invitation to dinner, what communication purpose was proven?
  - a. we communicate to meet social goals \*
  - b. we communicate to share meaning
  - c. we communicate to manage our personal identity
  - d. we communicate to conduct relationships

Answer: A

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Heading: The Purposes of Interpersonal Communication

3. Every day, you see the same acquaintance in the hall. You say, "Hello, how are you?" and your friend answers, "Fine, thank you." This is an example of
  - a. message production
  - b. a script \*
  - c. feedback
  - d. internal noises

Answer: B

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Heading: Message Production

4. If you look around the classroom, you see desks, chairs, and windows, all of which make up the
  - a. social context
  - b. nonverbal prompters
  - c. physical context \*
  - d. perceptions

Answer: C

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Heading: Communication Context

5. At dinner you get your father's advice on whether you should take sociology or political science to meet a requirement. The next day when you see your father, you say, "I decided on poly sci." His understanding of your message is explained by
- a. physical context
  - b. historical context \*
  - c. psychological context
  - d. symmetrical relationships

Answer: B

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Heading: Communication Context

6. Maria is very impatient with her children because she had a bad day at work, and she is feeling stressed. Maria's reactions to her children are affected by
- a. physical context
  - b. social context
  - c. psychological context \*
  - d. symmetrical relationships

Answer: C

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Heading: Communication Context

7. We use \_\_\_\_\_, words and/or nonverbal behaviors to convey the thoughts, feelings, and intentions of the speaker.
- a. messages \*
  - b. contexts
  - c. channels
  - d. encoding

Answer: A

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Heading: Messages

8. LeBron is talking with Antwon about last night's political debate. LeBron's ability to understand Antwon is likely influenced by
- a. physical context
  - b. historical context \*
  - c. social context
  - d. symmetrical relationships

Answer: B

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Heading: Communication Context

9. Before Carmen can send out a message, she must first \_\_\_\_\_, in which she will select words and behaviors that will represent her ideas and feelings.
- a. encode \*
  - b. decode
  - c. transcribe
  - d. channel

Answer: A

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Heading: Messages

10. Marshall was distracted from Tara's message because he saw his father arriving home. This is an example of
- a. semantic noise
  - b. external noise \*
  - c. internal noise
  - d. psychological noise

Answer: B

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Heading: Communication Context

11. While working at a clothing store, Rachel was asked by a customer if they had any "fresh" clothes. Rachel remarked that this store only carried petite sizes. This is an example of
- a. semantic noise \*
  - b. external noise
  - c. internal noise
  - d. psychological noise

Answer: A

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Heading: Communication Context

12. While listening to the professor lecture, Bernice frowned and shook her head every once in a while to offer
- a. external messages
  - b. feedback \*
  - c. channels
  - d. noise

Answer: B

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Heading: Interaction Coordination

13. Daydreaming is an example of
- a. channeling

- b. semantic noise
- c. internal noise \*
- d. psychological context

Answer: C

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Heading: Communication Context

14. \_\_\_\_\_ is information about how a message was interpreted by its recipient, conveyed in a subsequent message.

- a. Internal response
- b. Channeling
- c. Feedback \*
- d. Noise

Answer: C

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Heading: Interaction Coordination

15. Selecting the word *rain* when you are talking about *precipitation* represents a process called

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

Answer: A

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Heading: Messages

16. Interpersonal communication is

- a. continuous
- b. irreversible
- c. transactional
- d. all of the above \*

Answer: D

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Heading: Characteristics of Interpersonal Communication

17. José thinks “a person who is very careful about spending money” when Adrian describes a person as “thrifty.” José’s thoughts represent a process called

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

Answer: B

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Heading: Messages

18. Imagine you use the word “jock” when talking to an athlete and the athlete has a different meaning of the word than you do. This is an example of
- a. internal noise
  - b. external noise
  - c. selective perception
  - d. semantic noise \*

Answer: D

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Heading: Communication Context

19. If Marissa thinks about the events of last evening while she is listening to a classroom lecture, these thoughts would be considered
- a. encoding
  - b. feedback
  - c. noise \*
  - d. channels

Answer: C

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Heading: Communication Context

20. As Jones tells about his trip to the Grand Canyon, he notices Janet and Mark yawning. The information Jones is receiving is known as
- a. encoding
  - b. decoding
  - c. feedback \*
  - d. channels

Answer: C

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Heading: Interaction Coordination

21. Lars and Frances have an exchange where they cannot agree who is in control, and each wants to assert his or her own power. This is a(n)
- a. complementary message
  - b. symmetrical message \*
  - c. expressive exchange
  - d. inclusive message

Answer: B

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Heading: Interpersonal Communication Reveals Relationship Qualities

22. Tina makes all decisions about the finances for both herself and her housemate Jessica. Jessica is fine with this. This example would be \_\_\_\_\_ behavior.

- a. complementary \*
- b. symmetrical
- c. expressive
- d. inclusive

Answer: A

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Heading: Interpersonal Communication Reveals Relationship Qualities

23. \_\_\_\_\_ is (are) a set of moral principles that may be held by a society, a group, or an individual that provide general guidelines for acceptable behavior and are open to some interpretation and gradual change.

- a. Rules
- b. Laws
- c. Norms
- d. Ethics \*

Answer: D

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Heading: Ethics and Interpersonal Communication

24. All of the following are ethical standards to keep in mind when communicating, but \_\_\_\_\_ means being impartial and not biased.

- a. respect
- b. fairness \*
- c. integrity
- d. responsibility

Answer: B

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Heading: Ethics and Interpersonal Communication

25. Ethical communicators act with \_\_\_\_\_, which means maintaining consistency between what we say we believe and what we do.

- a. responsibility
- b. fairness
- c. respect
- d. integrity \*

Answer: D

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Heading: Ethics and Interpersonal Communication

26. \_\_\_\_\_ is the set of beliefs, values, and attitudes that define the specific culture that participants belong to.

- a. Contextual communication
- b. Cultural context \*
- c. Historical context
- d. Emotional intelligence

Answer: B

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Heading: Communication Context

27. As a junior high school teacher, Melanie lectures on the dangers of cigarette smoking, yet before and after school each day she smokes several cigarettes. Melanie violates the ethical standard of

- a. respect
- b. fairness
- c. integrity \*
- d. responsibility

Answer: C

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Heading: Ethics and Interpersonal Communication

28. As communication \_\_\_\_\_ increases, communicator competence increases.

- a. knowledge
- b. skill
- c. motivation
- d. all of the above \*

Answer: D

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Heading: Interpersonal Communication Competence and You

29. \_\_\_\_\_ is the impression that your communicative behavior is both effective and appropriate in a given situation.

- a. Message formation
- b. Communication knowledge
- c. Communication competence\*
- d. Behavioral flexibility

Answer: C

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Heading: Interpersonal Communication Competence and You

30. When a message conforms to social, relational, and ethical expectations, it is said to be

- a. appropriate \*
- b. effective
- c. empathetic
- d. transactional

Answer: A

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Heading: Interpersonal Communication Competence and You

31. When you are able to analyze a situation and adopt your communication skills to fit that situation, you are employing
- a. message formation skills
  - b. behavioral flexibility \*
  - c. diversity
  - d. none of the above

Answer: B

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Heading: Develop Behavioral Flexibility

32. Our textbook introduces you to systematic and research-based explanations of how communication works, otherwise known as \_\_\_\_\_.
- a. communication theories \*
  - b. communication skills
  - c. message interpretation
  - d. behavioral flexibility

Answer: A

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Heading: Introductory Section

33. Which of the following is *not* a process that occurs during a conversation?
- a. message interpretation
  - b. message production
  - c. interaction coordination
  - d. internal significance \*

Answer: D

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Heading: Messages

34. The receiver is the participant who does all of the following *except*
- a. encodes \*
  - b. decodes
  - c. listens
  - d. reacts

Answer: A

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Heading: Messages



35. Becky, who is away from home on a business trip, uses the computer to Skype with her teenaged son. She apologizes for missing his band concert. What purpose does this communication likely serve?

- a. to share meaning
- b. to conduct relationships \*
- c. to manage personal identity
- d. to evaluate the interaction

Answer: B

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Heading: The Purposes of Interpersonal Communication

36. \_\_\_\_\_ is the appreciation or esteem one persona has for another.

- a. Affiliation \*
- b. Intimacy
- c. Complementary behavior
- d. Symmetrical behavior

Answer: A

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Heading: Interpersonal Communication Reveals Relationship Qualities

37. Learned communication strategies for specific types of situations are called

- a. monologues
- b. dialogues
- c. canned plans\*
- d. communication improvement plans

Answer: C

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Heading: Message Production

38. A sequence of communication behaviors or specific message that is designed to carry out a plan is a

- a. message
- b. norm
- c. channel
- d. script \*

Answer: D

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Heading: Message Production

39. All of the following are part of the message production process *except*

- a. encoding
- b. decoding \*
- c. determining your goals

d. recalling a canned plan

Answer: B

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Heading: Messages/Message Production

40. Bonita and Kayla are having a lively discussion about their plans for Spring Break. Each time Bonita gestures excitedly and raises her voice, Kayla mirrors her actions and tone. Kayla is exhibiting

- a. interaction coordination\*
- b. message interpretation
- c. message production
- d. assuming similarity

Answer: A

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Heading: Interaction Coordination

41. When a receiver's interpretation of a sender's message is similar to what the speaker thought, felt, and intended, it is said that the two experienced

- a. interaction coordination
- b. transactional communication
- c. effective scripting
- d. shared meaning\*

Answer: D

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Heading: We Share Meaning

42. Jon often uses profanities when he is out with his friends, but he is always polite when he visits his grandmother. This example illustrates which principle of interpersonal communication?

- a. Interpersonal communication is continuous.
- b. Interpersonal communication is indexical.
- c. Interpersonal communication is situated. \*
- d. Interpersonal communication is transactional.

Answer: C

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Heading: Characteristics of Interpersonal Communication

43. Dark-side messages

- a. may be appropriate in some situations \*
- b. are always inappropriate
- c. are always unethical
- d. are never appropriate

Answer: A

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Heading: The Dark Side of Interpersonal Communication

44. Slanderous name-calling is an example of what kind of message?
- a. bright-side
  - b. easy dark-side
  - c. hard dark-side
  - d. evil dark-side \*

Answer: D

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Heading: The Dark Side of Interpersonal Communication

45. Telling your friends that their baby is beautiful when you really think the baby is anything but beautiful is an example of a(n)
- a. evil dark-side message
  - b. easy dark-side message \*
  - c. hard dark-side message
  - d. bright-side message

Answer: B

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Heading: The Dark Side of Interpersonal Communication

46. Raj is sending his girlfriend an e-mail. What type of temporal structure is he using?
- a. asynchronous communication \*
  - b. synchronous communication
  - c. continual communication
  - d. psychological communication

Answer: A

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Heading: Traits of Social Media Technology

47. Communication that occurs in real time is called
- a. asynchronous communication
  - b. synchronous communication \*
  - c. continual communication
  - d. psychological communication

Answer: B

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Heading: Traits of Social Media Technology

48. Becky made a YouTube video about shopping for shoes. She is surprised when it goes viral and millions of people have viewed it on YouTube. Which trait of social media technology did Becky not consider?

- a. social
- b. media richness
- c. mobility
- d. reach \*

Answer: D

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Heading: Traits of Social Media Technology

49. In terms of media richness, if sending a message via postal mail is a lean form of communication, which is considered the *most* rich?

- a. phone calls
- b. email
- c. texting
- d. face-to-face \*

Answer: D

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Heading: Traits of Social Media Technology

50. Which of the following is *not* a trait of social media technology?

- a. reach
- b. mobility
- c. temporal structure
- d. convenience \*

Answer: D

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Heading: Traits of Social Media Technology

51. Which of the following can help you decide if you should use social media technology to communicate?

- a. Remember the richness.
- b. Do a cost-benefit analysis.
- c. Keep abreast of rapidly evolving social media technologies.
- d. All of these. \*

Answer: D

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Heading: Understanding Social Media and Interpersonal Communication

### True/False

1. According to the text, communication is irreversible.

Answer: true

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Heading: Characteristics of Interpersonal Communication

2. The specific communication setting does not affect how messages are produced, interpreted, or coordinated.

Answer: false

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Heading: Characteristics of Interpersonal Communication

3. Internal noises are words in a message that interfere with or distort the meaning of a message for the receiver.

Answer: false

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Heading: Communication Context

4. The metaphor used to describe messages that are inappropriate or unethical is “dark-side.”

Answer: true

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Heading: The Dark Side of Interpersonal Communication

5. Ethical communicators respect the ideas, opinions, and feelings of others even when those opinions and feelings are completely opposite of our own.

Answer: true

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Heading: Ethics in Interpersonal Communication

6. Competent communication need not be appropriate at all times.

Answer: false

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Heading: Interpersonal Communication Competence and You

7. Improving micro communication skills might include creating a set of generic “lines” to use in certain situations.

Answer: true

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Heading: Increase Interpersonal Communication Skill

8. Behavioral flexibility allows us to analyze a communication situation and adapt our skills to that situation.

Answer: true

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Heading: Develop Behavioral Flexibility

9. In any given conversation, the sender is exclusively responsible for creating meaning.

Answer: false

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Heading: Messages

10. In the model of interpersonal communication, an individual participant can be a sender and a receiver simultaneously.

Answer: true

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Heading: A Model of Interpersonal Communication

11. The communication setting is the set of conditions surrounding an interaction.

Answer: true

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Heading: Communication Context

12. Media richness theory proposes that all social media are equal and do not vary in how well they reproduce the intended meaning.

Answer: false

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Heading: Traits of Social Media Technology

13. The significance attached to a message by the sender and receiver is called "meaning."

Answer: true

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Heading: The Purposes of Interpersonal Communication

14. The traits and characteristics that, taken as a whole, distinguish you from other people is your communication competence.

Answer: false

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Heading: Interpersonal Communication Competence and You

15. Meaning is shared only when the receiver understands the message, thoughts, and feelings that the sender intended to send.

Answer: true

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Heading: The Purposes of Interpersonal Communication

16. It is never appropriate to send dark-side messages.

Answer: false

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Heading: The Dark Side of Interpersonal Communication

17. Interpersonal communication competence is the ability to monitor your own and others' emotions and to use this information to guide your communications.

Answer: false

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Heading: Acquire Interpersonal Communication Knowledge

18. Diversity, the variations between and among people, affects nearly every aspect of the interpersonal communication process.

Answer: true

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Heading: Diversity and Interpersonal Communication

19. You should assume that every one of your text-based social media interactions—including email messages, tweets, Facebook posts—are probably stored on a server somewhere and accessible to others.

Answer: true

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Heading: Traits of Social Media Technology

## **Essays**

1. Draw, label, and define the interpersonal communication model, highlighting its major components.

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Heading: A Model of Interpersonal Communication

2. Explain the four purposes of communication and tell how they relate to your communication and interactions.

Pages: 13, 14

Heading: The Purposes of Interpersonal Communication

3. What is meant by saying interpersonal communication is transactional?

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Heading: Interpersonal Communication Is Transactional

4. Explain the purpose of canned plans. What are they? How do we use them?

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Heading: Message Production

5. Define and give an example of the three types of noise.

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Heading: Communication Context

6. Why is interpersonal communication competence important?

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Heading: Interpersonal Communication Competence and You

7. Given the irreversible nature of interpersonal communication, discuss the advantages and disadvantages of using electronic messages (e-mails, text messages, instant messages, discussion posts, blogs) to communicate with family/friends.

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Heading: Interpersonal Communication Is Irreversible

8. Develop an interpersonal Communication Improvement Plan whose goal it is to ask your boss for time off.

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Heading: Create Interpersonal Communication Plans

9. Why is it important to understand both the traits of social media technology and the human factors impacting technology?

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Heading: Understanding Social Media and Interpersonal Communication



10. Think back to your last encounter with social media. Which type of temporal structure was used? How did this impact the nature of the communication?

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Heading: Traits of Social Media Technology