

Student name: _____

TRUE/FALSE - Write 'T' if the statement is true and 'F' if the statement is false.

1) Human interaction is critical for the health of both infants and adults.

- ☐ true
- ☐ false

2) Instrumental needs are the least important needs served by communication.

- ☐ true
- ☐ false

3) In the communication process, noise can be either physical or psychological.

- ☐ true
- ☐ false

4) Context and feedback are aspects of the action model of communication.

- ☐ true
- ☐ false

5) The concept of perceptual filters states that everyone will derive the same meaning from any given message.

- ☐ true
- ☐ false

6) Words have inherent meanings.

- ☐ true

7) Metacommunication occurs when individuals discuss the meaning or subtext of their messages.

- ☐ true
- ☐ false

8) Most people in the United States believe they are above-average communicators.

- ☐ true
- ☐ false

9) Lack of effective communication is the most commonly cited reason for relationship failure.

- ☐ true
- ☐ false

10) Competent communication must be both effective and appropriate.

- ☐ true
- ☐ false

11) Having empathy means feeling sorry for someone else.

- ☐ true
- ☐ false

12) Ethical communication generally involves treating people fairly, communicating honestly, and avoiding immoral behavior.

☐ true

☐ false

13) Research shows that biology plays almost no role in how we communicate.

☐ true

☐ false

MULTIPLE CHOICE - Choose the one alternative that best completes the statement or answers the question.

14) Studies involving communication between infants and

A) Without sufficient interaction, infants will likely develop severe mental illness later in life.

B) Human interaction, specifically touch, is critical for development and health.

C) Infants' language acquisition occurs whether or

caregivers have reliably demonstrated which of the following?

not their caregivers communicate with them.

D) Only a child's biological parents are able to influence his or her social development.

15) Which of the following best defines a stigma?

A) an individual who is incapable of taking on the perspectives of another person

B) communication that occurs in the context of marginalized or overlooked populations

C) a characteristic that discredits a person because he or she is seen as abnormal or undesirable

D) a pattern of interaction in which one person perpetually criticizes or condemns others because of characteristics that are out of their immediate control

16) According to the text, which of the following characteristics is not typically associated with some type of social stigma?

A) being homeless

B) being alcoholic

C) having HIV

D) having cancer

17) According to research, what is the most powerful predictor of happiness in life?

- A) physical attractiveness
- B) income

- C) health
- D) marital happiness

18) As defined in the textbook, communication can help us grow spiritually in all of the following areas *except*

- A) developing a sense of our values.
- B) articulating morals (beliefs about right and wrong).

- C) discouraging the spirituality of others.
- D) finding a meaning for life.

19) Which of the following would be considered an instrumental need that can be met through communication?

- A) developing a romantic relationship with someone you find attractive
- B) convincing your roommate to turn off her music by midnight each night
- C) talking with your grandfather on the telephone

- after not speaking with him for a while
- D) making small talk with a stranger you just met at a party

20) What term is used to describe anything that interferes with the accurate decoding of a message?

- A) channel
- B) noise

- C) feedback
- D) context

21) Which type of noise is associated with distractions that result from a loud environment?

- A) physical noise
- B) psychological noise

- C) physiological noise
- D) psychic noise

22) Which of the following is an example of feedback that someone might provide in response to a message?

- A) nodding to show that he is paying attention to and understanding the message
- B) looking at her watch anxiously as someone else is talking
- C) rolling his eyes or sighing in the middle of

someone's comments
D) Each of these is an example of feedback.

23) Communication context includes all of the following except

- A) the number of people who might overhear the conversation.
- B) the emotional climate of the situation.
- C) the connotation of the message.

D) the location where communication occurs.

24) Which model considers both people in a conversation to be senders and receivers simultaneously?

- A) action
- B) transaction

- C) interaction
- D) encoding

25) To say that words are symbols accurately reflects which of the following ideas?

- A) People give

communication its meaning.

- B) Words are representations of ideas.
- C) Words can have different meanings for different

people.

- D) All of these answers are correct.

26) Which of the following is an example of a channel-rich communication context?

- A) writing a letter to someone
- B) interacting in an online chat room
- C) using text messaging on a cell phone

- D) chatting with friends at a party

27) When your roommate says “We’re out of detergent again” and you take that as a criticism, you are paying

- A) context dimension
- B) relational dimension
- C) representative dimension

attention to which aspect of the message?

- D) content dimension

28) When people engage in communication about their communication, they are engaging in a process called

- A) perceptual identity checking.
- B) communication assurance.
- C) metacommunication.

- D) understanding maximization.

29) A sign in the library that reads “No Talking Allowed” would constitute an example of what?

- A) perceptual filter
- B) relational dimension

- C) explicit rule
- D) unintentional communication

30) In the United States, most people understand that they are expected to form a line and wait for their turn, even if they have never been explicitly instructed to do so. That is an

- A) a culture-bound rule
- B) an explicit rule

example of what type of rule?

- C) an implicit rule
- D) an orderly rule

31) The fact that some people lie in order to take advantage of others refutes which of the following myths of communication?

- A) More communication is better.
- B) Communication is inherently good.
- C) Communication can break down.

D) Communication can be used to solve any problem.

32) According to the text, which of the following is NOT a necessary characteristic of interpersonal communication?

- A) It defines relationships.
- B) It happens over time.
- C) It relates to intimate information.

D) It occurs between people.

33) Which aspect of communication relates to how well a message meets its goals?

- A) effectiveness
- B) clarity

C) appropriateness

D) ethics

34) Different cultures have different standards that define competent communication. This cultural variation speaks to which element of communication competence?

- A) effectiveness
- B) sensitivity

- C) appropriateness
- D) responsibility

35) Researchers use which term to describe how aware people are of their own behaviors?

- A) cognitive complexity
- B) self-monitoring

- C) adaptability
- D) self-disclosure

36) The ability to take another person's perspective, and to think and feel as that person does, is called what?

- A) ethics
- B) sympathy

- C) empathy
- D) self-awareness

37) Imagine that you have just called a friend, but your friend didn't take the call and it went to voicemail. At first, you assume your friend was simply away from the phone or busy, but you start to wonder if he might be angry with you or

ignoring you. In this instance, you are exercising which ability?

- A) self-monitoring
- B) cognitive complexity
- C) communication competence

- D) interpersonal communication

38) A sense of morality and the judgment of right and wrong are known as

- A) competence.
- B) sincerity

- C) cognitive complexity.
- D) ethics.

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

relational, identity,
spiritual, instrumental.

39) Using concrete examples, explain how two of the following needs are served by communication: physical,

40) Explain the primary differences between the action, interaction, and transaction models of communication.

41) Using specific examples, explain the idea that “meanings are in people.”

42) Compare and contrast *effective* and *appropriate* communication, giving examples of each.

43) Define and illustrate two of the following characteristics of competent communicators: self-awareness, adaptability, perspective-taking, cognitive complexity, ethics.

ESSAY. Write your answer in the space provided or on a separate sheet of paper.

44) Communication can be used to meet a variety of needs in everyday interaction. Explain why it is important that people use communication to meet their needs. Next, pick any two of the five needs that communication can meet. For each of those needs, provide a definition of the idea behind the

need and be sure to identify how communication can meet that need. Finally, provide a clear, concrete example of an interaction that would satisfy those needs.

45) Communication scholars have developed three different models that can be used to analyze interactions: the action, interaction, and transaction models. What elements do these models have in common? How are they different? Even though the transaction model is the most complete and widely used, consider situations in which it might be useful to analyze an interaction using either the action or interaction model; identify two different examples and justify your choices.

46) In channel-rich contexts, such as face-to-face conversations, people utilize several channels simultaneously to convey meaning. Identify any four

different channels that might be at work in a face-to-face interaction. Discuss how those channels might be used together to create a message. How might they contradict one another? Finally, of the channels you have identified, pick one that you would identify as the most important in face-to-face

interactions. Why did you pick that one? Use examples to illustrate why that channel is particularly important.

47) There is a long-standing debate in the field of communication about whether or not messages need to be intentional in order to convey meaning. Take a position in that debate. How important do you think intentionality is in communication? Are there instances in which someone is not communicating?

48) Interpersonal communication is governed by both explicit and implicit rules. First, define each of these terms and point out how they are similar and how they are different. Next, identify two distinct examples of explicit communication rules that were enforced in your household while growing up. Indicate what each rule was, how it was conveyed/reinforced in your home, and what happened (or would have happened) when it was violated. Finally, identify

one example of an implicit communication rule that was enforced in your home. Indicate what the rule was and how you came to be aware of it (given that it was implicit).

49) One cultural myth about communication is that it can solve any relational problem. Offer reasoned speculation as to why people believe that idea. Do our shared social experiences lead us to think communication is a cure-all? How is that idea reinforced in our society? What role do the

mass media play in perpetuating that idea? Finally, offer a brief but reasoned argument refuting this myth.

Answer Key

Test name: chapter 1

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

20) B

21) A

22) D

23) C

24) B

25) D

26) D

27) B

28) C

29) C

30) C

31) B

32) C

33) A

34) C

35) B

36) C

37) B

38) D

39) Answers will vary

40) Answers will vary

- 41) Answers will vary
- 42) Answers will vary
- 43) Answers will vary
- 44) Answers will vary
- 45) Answers will vary
- 46) Answers will vary
- 47) Answers will vary
- 48) Answers will vary
- 49) Answers will vary