Chapter 01: Introducing Interpersonal Communication

Matching
Match the concept, term, or theory with its correct response or definition.

A.   appropriateness

B.   channel

C.   communication

D.   contexts

E.   dyadic

F.   effectiveness

G.   ethics

H.   feedback

I.   fields of experience

J.   high self-monitors

K.   impersonal communication

L.   instrumental goals

M.   interactive communication model

N.   interpersonal communication

O.   interpersonal communication competence

P.   intrapersonal communication

Q.   linear communication model

R.   low self-monitors

S.   message

T.   noise

U.   online communication

V.   receiver

W.   relationship goals

X.   self-presentational goals

Y.   sender

Z.   transactional communication model

1. The process through which people use messages to generate meanings within and across contexts, cultures, channels, and media.
ANSWER: C. communication

2. The person for whom a message is intended and delivered.
ANSWER: V. receiver

3. The degree to which communication matches situational, relational, and cultural norms.
ANSWER: A. appropriateness

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4. A set of attitudes, values, beliefs, and experiences that communicators bring to an event.
ANSWER: I. fields of experience

5. Practical goals you want to achieve through communication.
ANSWER: L. instrumental goals

6. People who are less sensitive to norms and appropriateness of communication and prefer to "act like themselves."
ANSWER: R. low self-monitors

7. The endless variety of communication situations.
ANSWER: D. contexts

8. The moral principles that guide our communication behaviors.
ANSWER: G. ethics

9. Interaction via social networking, texting, or e-mail.
ANSWER: U. online communication

10. A dynamic form of communication between two (or more) people in which messages exchanged significantly influence their relationships, thoughts, behaviors, and emotions.
ANSWER: N. interpersonal communication

11. Portrays information as flowing in one direction, from a starting point to an end point.
ANSWER: Q. linear communication model

12. Communicating in ways that are appropriate, effective, and ethical.
ANSWER: O. interpersonal communication competence

13. An individual who generates information to be communicated.
ANSWER: Y. sender

14. The "package" of information.
ANSWER: S. message

15. Factors that impede messages from reaching their destination.
ANSWER: T. noise

16. Communication goals that are designed to ensure that a communicator is perceived in a particular way.
ANSWER: X. self-presentational goals

17. Views communication as a process between senders and receivers, involving both feedback and fields of experience.
ANSWER: M. interactive communication model

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18. The sensory dimension along which communicators transmit information.
ANSWER: B. channel

19. A view of communication that suggests communication is multidirectional.
ANSWER: Z. transactional communication model

20. The ability to use communication to achieve interpersonal goals.
ANSWER: F. effectiveness

21. Involving pairs of people or dyads.
ANSWER: E. dyadic

22. Communication that has a negligible impact upon relationships and our thoughts, behaviors, and emotions.
ANSWER: K. impersonal communication

23. Goals that involve building, maintaining, or terminating bonds with others.
ANSWER: W. relationship goals

24. Verbal and nonverbal messages used by receivers to indicate reactions to communication.
ANSWER: H. feedback

25. Communication involving only one person.
ANSWER: P. intrapersonal communication

26. People who closely monitor their communication to ensure they are acting in accordance with situational expectations.
ANSWER: J. high self-monitors

27. The author suggests that intrapersonal and interpersonal communication refer to basically the same phenomenon.

a.	True
b.	False

ANSWER: False

28. The "dynamic" nature of interpersonal communication suggests that everything you say and do in a relationship impacts the future of that relationship.

a.	True
b.	False

ANSWER: True

29. Even in our close personal relationships, we can communicate both impersonally and personally within the same interaction.

a.	True

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b.	False

ANSWER: True

30. One cannot improve or increase one's interpersonal communication competence.

a.	True
b.	False

ANSWER: False

31. Feedback and noise are the two additional components that make up the interactive communication model.

a.	True
b.	False

ANSWER: False

32. Interpersonal communication competence is simply a matter of acquiring knowledge about communication.

a.	True
b.	False

ANSWER: False

33. Appropriateness takes into account the "shoulds," "shouldn'ts," and norms of communication.

a.	True
b.	False

ANSWER: True

34. Your kitchen, workplace, and classroom are all examples of context.

a.	True
b.	False

ANSWER: True

35. A high self-monitor is not likely to change his or her communication behavior based upon the context or situation.

a.	True
b.	False

ANSWER: False

36. Auditory, visual, tactile, olfactory, and oral are all types of channels.

a.	True
b.	False

ANSWER: True

37. If one focused solely on appropriate communication, one would be considered a competent communicator.

a.	True

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b.   False

ANSWER: False

38. In an I-It relationship we are less likely to treat others as objects.

a.   True
b.   False

ANSWER: False

39. One of the benefits of online communication—such as social networking sites and blogs—is that they can help bolster a real sense of community.

a.   True
b.   False

ANSWER: True

40. The linear communication model conceptualizes communication as a simplistic one-way form of communication.

a.   True
b.   False

ANSWER: True

41. To practice ethical communication, one only needs to avoid doing harm.

a.   True
b.   False

ANSWER: False

42. The transactional model of communication suggests that communication is multidirectional, where senders and receivers collaboratively create meaning.

a.   True
b.   False

ANSWER: True

43. Interpersonal communication competence consists of communicating in appropriate, effective, and ethical ways.

a.   True
b.   False

ANSWER: True

44. According to the text, interpersonal communication is dynamic, meaning it is constantly in motion and changing over time.

a.   True
b.   False

ANSWER: True

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45. Impersonal communication can significantly impact our thoughts, behaviors, emotions, and relationships.

a.   True

b.   False

ANSWER: False

46. Buber suggests that in an I-Thou relationship we embrace similarities, see things from others' perspectives, and communicate with honesty and empathy.

a.   True

b.   False

ANSWER: True

47. According to Maslow's hierarchy of needs, one must resolve or meet social needs before self-actualization needs.

a.   True

b.   False

ANSWER: True

48. Communication is reversible.

a.   True

b.   False

ANSWER: False

49. Culture can include one's sexual orientation.

a.   True

b.   False

ANSWER: True

50. Gender, unlike biological sex, is something that is learned.

a.   True

b.   False

ANSWER: True

51. Intrapersonal communication is different from dyadic because it involves only one person.

a.   True

b.   False

ANSWER: True

52. Whether or not we intend to communicate, our words and actions can communicate meanings to others.

a.   True

b.   False

ANSWER: True

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53. Self-actualization needs include our desire to have others' respect and admiration.

 a.   True
 b.   False

ANSWER: False

54. Interpersonal communication competence requires

 a.   awareness of accepted norms.
 b.   a desire to achieve your goals.
 c.   treating people with respect and honesty.
 d.   all of the options are correct
 e.   none of the options is correct

ANSWER: d

55. Which of the following characteristics is NOT a feature of the interaction communication model?

 a.   feedback
 b.   fields of experience
 c.   collaboration
 d.   message
 e.   sender and receiver

ANSWER: c

56. Auditory, visual, tactile, olfactory, and oral are all examples of

 a.   media.
 b.   communication.
 c.   channels.
 d.   noise.
 e.   context.

ANSWER: c

57. According to Maslow, which need do we fulfill after all other needs are met?

 a.   self-actualization
 b.   self-esteem
 c.   safety
 d.   physical
 e.   social

ANSWER: a

58. Which of the following is NOT an advantage of communicating online?

 a.   It can help us maintain already established relationships.

b. We can meet others not in physical proximity.

c. Others can judge us solely on the quality of what we say.

d. We don't have access to subtle nonverbal cues.

e. It can bolster a sense of community.

ANSWER: d

59. An I-Thou relationship is characterized by all of the following EXCEPT

    a. embracing similarities between yourself and others.

    b. focusing on the differences between yourself and others.

    c. striving to see things from others' point of view.

    d. communicating honestly with others.

    e. acting with kindness toward others.

ANSWER: b

60. Interpersonal communication can be considered

    a. intentional.

    b. unintentional.

    c. irreversible.

    d. dynamic.

    e. all of the options are correct

ANSWER: e

61. Interpersonal communication involves all of the following characteristics EXCEPT

    a. dynamic.

    b. transactional.

    c. dyadic.

    d. impactful.

    e. impersonal.

ANSWER: e

62. According to the textbook, all of the following could be considered examples of ethical behavior EXCEPT

    a. withholding important feelings and information in an interpersonal relationship.

    b. communicating in an honest, accurate, and thoughtful way.

    c. trying to both understand and respect others before evaluating or responding to their messages.

    d. condemning communication that degrades people through intolerance, distortion, or intimidation.

    e. sharing information, opinions, and feelings when dealing with significant relationship choices.

ANSWER: a

63. What is self-monitoring?

    a. observing your own communication and the norms of the situation

b. making sure you don't flame while communicating online

c. understanding how your gender may affect your communication decisions

d. all of the options are correct

e. none of the options is correct

ANSWER: a

64. Which of the following should be done when communicating online?

a. Create "draft" messages before sending.

b. Remember, your audience may be larger than intended.

c. Remember that online posts are permanent.

d. Match your message to the appropriate communication medium.

e. all of the options are correct

ANSWER: e

65. Josh is very assertive and goal-oriented; however, he often forgets to consider the people he interacts with, who sometimes feel hurt or offended by his communication. What component of interpersonal communication competence is he lacking?

a. appropriateness

b. effectiveness

c. ethics

d. behavioral flexibility

e. common sense

ANSWER: a

66. Which of the following communication models is considered to be the most collaborative?

a. transactional communication model

b. action communication model

c. linear communication model

d. interactive communication model

e. field of experience model

ANSWER: a

67. Melinda is so concerned about the thoughts and feelings of others that her own needs are rarely met; she is often seen as a doormat. What component of communication competence is she lacking?

a. appropriateness

b. effectiveness

c. ethics

d. behavioral flexibility

e. common sense

ANSWER: b

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68. If Aaron is very sensitive to and aware of the communication context and the appropriateness of his communication, he is
     a.   demonstrating linear communication model
     b.   demonstrating impersonal communication
     c.   demonstrating intrapersonal communication
     d.   a low self-monitor
     e.   a high self-monitor

ANSWER: e

69. In your textbook, which of the following issues is NOT important to understanding the complexities of interpersonal communication?
     a.   culture
     b.   sexual orientation
     c.   online communication
     d.   biological sex
     e.   gender

ANSWER: d

70. Effectiveness aims to accomplish all of the following EXCEPT
     a.   self-presentational goals.
     b.   social goals.
     c.   instrumental goals.
     d.   relational goals.
     e.   none of the options is correct

ANSWER: b

71. Which need in Maslow's hierarchy of needs has to do with the desire for recognition and admiration?
     a.   self-actualization
     b.   self-esteem
     c.   safety
     d.   physical
     e.   social

ANSWER: b

72. Suppose you had been looking forward all month to seeing a show with your girlfriend; however, she is having a very bad week and wants to stay home. Despite this, you go see the show without her. What goal of effectiveness are you prioritizing?
     a.   instrumental
     b.   social
     c.   self-presentational

     d.   relational

     e.   emotional

ANSWER: a

73. Which of the following is NOT an element found in the linear communication model?

     a.   sender

     b.   noise

     c.   feedback

     d.   receiver

     e.   channel

ANSWER: c

74. If Frank generally ignores social norms in favor of "acting like himself," he is

     a.   a high self-monitor.

     b.   demonstrating intrapersonal communication.

     c.   a low self-monitor.

     d.   demonstrating interpersonal communication.

     e.   adding to the noise.

ANSWER: c

75. Although Mark goes to the same coffee shop every morning, he hasn't learned the barista's name and sometimes fails to notice when someone else is working her shift. Mark's relationship with the barista can best be described as

     a.   I-Thou.

     b.   I-It.

     c.   interactional.

     d.   intrapersonal.

     e.   linear.

ANSWER: b

76. As an employee for a cell-phone company, Zach sells many phones by misleading customers about their monthly fees. What component of competent interpersonal communication is Zach lacking?

     a.   effectiveness

     b.   appropriateness

     c.   flexibility

     d.   instrumental goals

     e.   ethics

ANSWER: e

77. Dyadic communication involves

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     a.   one person.

     b.   two people.

     c.   a small group.

     d.   a large group.

     e.   none of the options is correct

ANSWER: b

78. Ethics involves all of the following EXCEPT

     a.   it is based upon moral codes.

     b.   it means not intentionally hurting others.

     c.   it means treating others with respect.

     d.   it includes treating others as valuable, worthy individuals.

     e.   all of the options are correct

ANSWER: e

79. Communicating via text message, Facebook, instant message, and e-mail is referred to as

     a.   personal communication.

     b.   online communication.

     c.   mediated communication.

     d.   intrapersonal communication.

     e.   impersonal communication.

ANSWER: b

80. Intrapersonal communication involves

     a.   one person.

     b.   two people.

     c.   a small group.

     d.   a large group.

     e.   none of the options is correct

ANSWER: a

81. While having a serious conversation about your relationship, your romantic partner stops midsentence and exclaims, "We are out of milk." Your partner's comment is an example of

     a.   interpersonal communication.

     b.   intrapersonal communication.

     c.   impersonal communication.

     d.   interactive communication.

     e.   none of the options is correct

ANSWER: c

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82. Culture is learned from
      a.   the media.
      b.   your teachers.
      c.   your parents.
      d.   your peers.
      e.   all of the options are correct

ANSWER: e

83. According to Maslow's hierarchy of needs, which basic need must be met before higher-level ones can be satisfied?
      a.   self-actualization
      b.   self-esteem
      c.   safety
      d.   physical
      e.   social

ANSWER: d

84. You and your roommate are discussing which one of you will get the larger bedroom in your new apartment. Despite saying he doesn't want the room, you realize he does by how he keeps looking at it and the tone of his voice. You decide to let him have it. This is an example of what type of communication?
      a.   impersonal
      b.   online
      c.   I-It
      d.   intrapersonal
      e.   transactional

ANSWER: e

85. Which need in Maslow's hierarchy of needs involves job security and protection from violence?
      a.   self-actualization
      b.   self-esteem
      c.   safety
      d.   physical
      e.   social

ANSWER: c

86. You are meeting your partner's parents for the first time and you want to be perceived as trustworthy, caring, and credible. What type of interpersonal goal are you hoping to accomplish?
      a.   self-presentational
      b.   relational
      c.   instrumental

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      d.   personal

      e.   none of the options is correct

ANSWER: a

87. Chris meets up with his partner in order to discuss ending their relationship. What interpersonal goal is he seeking?

      a.   self-presentational

      b.   relational

      c.   instrumental

      d.   personal

      e.   none of the options is correct

ANSWER: b

88. Which of the following is NOT a principle of interpersonal communication?

      a. Interpersonal communication is reversible.

      b. Interpersonal communication can be intentional.

      c. Interpersonal communication conveys content information.

      d. Interpersonal communication conveys relationship information.

      e. Interpersonal communication can be unintentional.

ANSWER: a

89. Relationship information is primarily communicated through

      a. verbal messages.

      b. online messages.

      c. nonverbal cues.

      d. both "verbal messages" and "online messages" are correct

      e. both "online messages" and "nonverbal cues" are correct

ANSWER: c

90. Content information is primarily communicated through

      a.   verbal messages.

      b.   body language.

      c.   facial expressions.

      d.   hand signals.

      e.   posture.

ANSWER: a

91. Which need in Maslow's hierarchy of needs involves forming satisfying and healthy emotional bonds with others?

      a.   self-actualization

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      b.   self-esteem

      c.   safety

      d.   physical

      e.   social

ANSWER: e

92. "One cannot not communicate" means that
   a. communication can be unintentional.
   b. others may attach meaning to anything you say.
   c. others may attach meaning to anything you do (or don't do).
   d. all of the options are correct
   e. none of the options is correct

ANSWER: d

93. The dynamic nature of interpersonal communication implies that
   a. interpersonal communication is in flux.
   b. interpersonal communication is always changing.
   c. no two interactions with the same person will ever be the same.
   d. no two moments within the same interaction will ever be the same.
   e. all of the options are correct

ANSWER: e

94. Which of the following does NOT influence your culture?
         a.   your nationality
         b.   your age
         c.   your sexual orientation
         d.   your gender
         e.   none of the options is correct

ANSWER: e

95. Which of the following is TRUE about the relationship between gender and communication?
   a. Women and men communicate quite differently.
   b. Gender differences are more complex than popular stereotypes imply.
   c. Women are more open and men are unable to disclose feelings.
   d. Men are more open and women are unable to disclose feelings.
   e. none of the options is correct

ANSWER: b

96. Collaboration is associated with which communication model?
         a.   linear

b.   interactive

c.   transactional

d.   all of the options are correct

e.   none of the options is correct

ANSWER: c

97. According to Buber, treating others as "objects which we observe, that are there for our use and exploitation" is a characteristic of what type of relationship?

a.   I-Thou

b.   I-It

c.   impersonal

d.   dyadic

e.   none of the options is correct

ANSWER: b

98. Which of the following traits do NOT demonstrate ethical communication?

a.   neutrality

b.   compassion

c.   respect

d.   kindness

e.   honesty

ANSWER: a

99. Interpersonal communication competence is composed of

a.   ethics, effectiveness, and honesty.

b.   ethics, effectiveness, and appropriateness.

c.   effectiveness, appropriateness, and respect.

d.   ethics, appropriateness, and clarity.

e.   respect, honesty, and directness.

ANSWER: b

100. Which of the following is NOT a specific goal of interpersonal communication?

a.   self-presentation

b.   instrumental

c.   relationship

d.   cultural

e.   none of the options is correct

ANSWER: d

101. Identify the three defining characteristics of interpersonal communication competence.

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ANSWER: Suggested Answer:
Interpersonal communication competence is appropriate (follows norms), effective (achieves goals), and ethical (treats people fairly).

102. Provide an example of each of the three interpersonal communication goals.

ANSWER: Suggested Answer:
An example of each of the three interpersonal communication goals are (1) self-presentation: you communicate empathy to your best friend whose grandfather is in the hospital; (2) instrumental: you offer to help write your group's presentation so your teacher sees that you did a lot of work; and (3) relationship: you ask your online, virtual friend to meet face-to-face for coffee.

103. Explain the difference between low and high self-monitors.

ANSWER: Suggested Answer:
People who are high self-monitors prefer clear expectations and abide by the norms of a particular situation; people who are low self-monitors are not sensitive to the appropriateness of particular situations.

104. Define communication.

ANSWER: Suggested Answer:
Communication is the process through which people use messages to generate meanings within and across contexts, cultures, channels, and media.

105. What is the difference between biological sex and gender?

ANSWER: Suggested Answer:
Biological sex is what you are born with; gender is largely learned and consists of the social, psychological, and cultural traits associated with one sex or the other.

106. What are two ways you can practice ethical communication?

ANSWER: Suggested Answer:
Two ways to practice ethical communication are (1) to do no harm and (2) to treat others with respect. (See the NCA "Credo for Ethical Communication" for more possible answers, p. 18.)

107. Define interpersonal communication.

ANSWER: Suggested Answer:
Interpersonal communication is a dynamic form of communication between two (or more) people in which the messages exchanged significantly influence their thoughts, emotions, behaviors, and relationships.

108. What is intrapersonal communication?

ANSWER: Suggested Answer:
Intrapersonal communication is communication involving only one person, such as talking out loud to one's self.

109. Explain the difference between Buber's I-Thou and I-It relationships.

ANSWER: Suggested Answer:

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I-It suggests that communicators relate to one another simply as roles or objects, while in an I-Thou relationship, communication is based upon an understanding of one another as unique individuals.

110. What are the most basic needs defined by Maslow in his hierarchy of needs?

ANSWER: Suggested Answer:
The most basic needs are physical (such as for food, water, and rest) and safety (such as for job stability and protection from violence).

111. How can communication be both intentional and unintentional?

ANSWER: Words tend to be intentional; nonverbal communication tends to be unintentional.

112. What is sexual orientation, and how can a continuum be used to describe it?

ANSWER: Suggested Answer:
Sexual orientation is an enduring emotional, romantic, sexual, or affectionate attraction to others. It is plotted on a continuum ranging from exclusive heterosexuality to exclusive homosexuality.

113. How can you increase communication competence and skills?

ANSWER: Suggested Answer:
You can increase communication competence by communicating in appropriate, effective, and ethical ways and by applying new behaviors that can impact your personal relationships.

114. What does your textbook suggest are potential benefits of studying interpersonal communication and making informed communication decisions?

ANSWER: Suggested Answer:
The potential benefits of studying interpersonal communication and making informed communication decisions include having better personal, interpersonal, and relational outcomes.

115. Identify the five suggestions for increasing online communication competence.

ANSWER: Suggested Answer:
The five suggestions are: (1) match the gravity of the message to the communication medium, (2) don't assume online communication is always more efficient, (3) presume your posts are public, (4) remember that posts are permanent, and (5) create drafts.

116. Define interpersonal communication and its four characteristics.

ANSWER: Suggested Answer:
Interpersonal communication is a dynamic form of communication between two (or more) people in which the message exchanged significantly influences their thoughts, emotions, behaviors, and relationships. It is (1) dynamic: constantly in motion and changing over time; (2) transactional: involving a simultaneous exchange between senders and receivers; (3) dyadic: involving two people; and (4) has impact: changes participants' thoughts, emotions, behavior, and relationships.

117. Identify and explain Maslow's hierarchy of needs.

ANSWER: Suggested Answer:
We have basic needs that must be met before we can address higher-order needs. The hierarchy

starts with physical needs, such as food, water, and air. It then goes to safety needs, such as job security and protection; social needs, such as being loved and validated; self-esteem needs, such as sustaining healthy relationships; and finally, self-actualization needs, including self-development and creativity.

118. What are the four principles of interpersonal communication?

ANSWER: Suggested Answer:

Interpersonal communication (1) conveys both content and relationship information, (2) can be intentional or unintentional, (3) is irreversible, and (4) is dynamic.

119. Describe the five critical issues impacting the study of interpersonal communication today.

ANSWER: Suggested Answer:

The five critical issues are (1) culture: a set of beliefs, attitudes, values, and practices shared by a large group of people; (2) gender: the social, psychological, and cultural distinctions between men and women; (3) sexual orientation: an enduring emotional, romantic, sexual, or affectionate attraction to others which can be plotted on a continuum ranging from heterosexuality to homosexuality; (4) online communication: interaction via e-mail, text or instant messaging, social networking, and so on; and (5) the dark side of relationships: what happens when our interpersonal communication and relationships negatively impact our lives.