

Chapter 1 Test Bank

1.1. Multiple-Choice Questions

1) According to your book, the two major benefits of interpersonal communication are

- A) intellectual and practical.
- B) connection and consciousness.
- C) educational and professional.
- D) personal/social and professional.

Answer: D

Page Ref: 2

Skill level: Conceptual

2) According to a study of 1,001 individuals, what percent felt that a lack of effective communication was the major cause of marriage failure?

- A) 48%
- B) 50%
- C) 53%
- D) 58%

Answer: C

Page Ref: 2

Skill level: Conceptual

3) Personal success and happiness depend largely on

- A) how others see you.
- B) your effectiveness as an interpersonal communicator.
- C) how others behave.
- D) how well you listen.

Answer: B

Page Ref: 3

Skill level: Conceptual

4) Communication may be

- A) synchronous and asynchronous.
- B) asynchronous.
- C) androgynous.
- D) synchronous and androgynous.

Answer: A

Page Ref: 6

Skill level: Factual

5) In a linear view of communication,

- A) the speaker speaks and the listener listens.
- B) speaking and listening is simultaneous.
- C) speaker and listener are interdependent.
- D) speaker and listener exchange turns at speaking and listening.

Answer: A

Page Ref: 8

Skill level: Factual

6) The transactional view of interpersonal communication

A) is an exchange of money.

B) is static.

C) involves interdependency.

D) has a clear-cut end.

Answer: C

Page Ref: 8

Skill level: Conceptual

7) In every interpersonal interaction that you have, you are presented with

A) challenging moments.

B) crisis communication.

C) image concerns.

D) choice points.

Answer: D

Page Ref: 8

Skill level: Applied

8) Which of the following is an encoder?

A) writer

B) listener

C) reader

D) audience

Answer: A

Page Ref: 9–10

Skill level: Applied

9) A metamessage

A) is a multiple e-message.

B) is a verbal message.

C) is a message about a message.

D) is a nonverbal message.

Answer: C

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Skill level: Conceptual

10) When Juan introduces information about messages before he sends the message it is

A) feedback.

B) encoding.

C) feedforward.

D) psychological noise.

Answer: C

Page Ref: 11

Skill level: Applied

11) Channels in communication

A) are the media through which message signals pass.

B) are usually used independent of one another.

C) put ideas into words.

D) may be physical, psychological, and semantic.

Answer: A

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Skill level: Conceptual

12) Noise is

A) semantic.

B) psychological.

C) physical.

D) All of the answers are correct.

Answer: D

Page Ref: 12

Skill level: Factual

13) You can hear the growling of the stomach of the student seated next to you. This is an example of which kind of noise from where you are seated?

A) physical

B) psychological

C) semantic

D) paranoia

Answer: A

Page Ref: 12

Skill level: Applied

14) Context is the environment that

A) influences the form of communication.

B) influences the content of communication.

C) includes four dimensions.

D) All of the answers are correct.

Answer: D

Page Ref: 12–13

Skill level: Factual

15) This type of noise is created by barriers within the sender or receiver and includes impairments such as loss of vision and hearing loss.

A) physical

B) physiological

C) psychological

D) semantic

Answer: B
Page Ref: 12
Skill level: Conceptual

16) Ezra is from England; when he thinks of “a lift,” he thinks of an elevator. However, his American roommate, Allen, thinks giving someone “a lift” means to give someone a ride somewhere. This is an example of _____ noise.

- A) physical
- B) physiological
- C) psychological
- D) semantic

Answer: D
Page Ref: 12
Skill level: Applied

17) *Technostress* is defined as

- A) rude emails that require additional time to respond to because the receiver is stressed.
- B) SPAM emails that crash computer systems in the workplace.
- C) fear and concern of older adults about how to use technology.
- D) stress and anxiety over the amount of information and the ability to manage it in the time available.

Answer: D
Page Ref: 12
Skill level: Factual

18) Shelia can’t hear a thing that her teacher is saying because there is a noisy classmate next to her. This is an example of _____ noise.

- A) physical
- B) physiological
- C) psychological
- D) semantic

Answer: A
Page Ref: 12
Skill level: Applied

19) The social-psychological dimension of communication contexts deals with

- A) status relationships among participants.
- B) the sequence of communication events.
- C) the rules and norms of the participants.
- D) the mental state of the participants.

Answer: A
Page Ref: 13
Skill level: Factual

20) Interpersonal communication helps you

- A) interact, listen, and speak.
- B) experience, interact, and impact.

- C) learn, relate, influence, help, and play.
- D) understand, interact, and change.

Answer: C

Page Ref: 13–14

Skill level: Factual

21) Lisa is a technology professor at a local college. A colleague has asked her to look an assignment over for a student that will be coming to pick it up soon. This is an example of

- A) certainty.
- B) clarity.
- C) ambiguity.
- D) confusion.

Answer: C

Page Ref: 17

Skill level: Applied

22) “We cannot not communicate” is a statement which means that

- A) every aspect of behaviour communicates.
- B) with effort you can avoid communication.
- C) in every interaction, someone is strong enough to force another to communicate.
- D) you can drop out of a communication situation.

Answer: A

Page Ref: 18

Skill level: Applied

23) Saying that communication is irreversible means that we

- A) need to monitor our commitment messages.
- B) have to choose carefully the messages we wish to withdraw.
- C) cannot withdraw a message.
- D) sometimes need to defend or justify our behaviour.

Answer: C

Page Ref: 18

Skill level: Applied

24) Your interpersonal competence is

- A) your knowledge of all the relevant theory.
- B) your ability to communicate effectively.
- C) your ability to put thoughts and feelings into a code.
- D) a special type of message.

Answer: B

Page Ref: 19

Skill level: Applied

25) To increase mindfulness, you should

- A) look around the room when others are speaking.
- B) be open to new information and points of view.
- C) rely heavily on first impressions.

D) be close-minded when it comes to new points of view.

Answer: B

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Skill level: Applied

1.2. True/False Questions

1) The ability to communicate well interpersonally is widely recognized as being crucial to professional success.

Answer: TRUE

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Skill level: Factual

2) Interpersonal communication is communication that only takes place between two people with an intimate relationship.

Answer: FALSE

Page Ref: 4

Skill level: Factual

3) Interpersonal communication is a transactional process in which all elements are interdependent.

Answer: TRUE

Page Ref: 4

Skill level: Factual

4) The notion of choice can be explained in five steps: criteria, possible problem, analysis, selection, and execution.

Answer: FALSE

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Skill level: Factual

5) For interpersonal communication to occur, meanings must be encoded and decoded.

Answer: TRUE

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Skill level: Conceptual

6) Everything about you has the potential to send interpersonal messages, and every message has an effect or outcome.

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Answer: TRUE

Skill level: Factual

7) Feedforward is when we plan our remarks before we make them.

Answer: FALSE

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Skill level: Applied

8) The tag line after your name on your social media site is an example of feedforward.

Answer: TRUE

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Skill level: Applied

9) “Noise” is always physical disruption of a message.

Answer: FALSE

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Skill level: Conceptual

10) The four types of noise are semantic, physical, emotional, and psychological.

Answer: FALSE

Page Ref: 12

Skill level: Factual

11) The temporal or time dimension has to do with where a particular message fits into a sequence of communication events.

Answer: TRUE

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Skill level: Factual

12) One of the purposes of communication is *to play*.

Answer: TRUE

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Skill level: Factual

13) Power is not a major component of interpersonal communication.

Answer: FALSE

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Skill level: Factual

14) An ambiguous message is a communication that can be interpreted as having only one meaning.

Answer: FALSE

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Skill level: Factual

15) Employers and colleges are asking candidates to open their social networking accounts during the interview.

Answer: TRUE

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Skill level: Conceptual

16) Communication is irreversible.

Answer: TRUE

Page Ref: 18

Skill level: Factual

17) Communications that prove effective in one culture will, by definition, prove effective in another culture.

Answer: FALSE

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Skill level: Applied

18) There is an ethical dimension to any interpersonal communication act.

Answer: TRUE

Page Ref: 21

Skill level: Applied

1.3. Short Answer Questions

1) Interpersonal communication is communication that takes place between two _____ who are in some way _____.

Answer: people, connected

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Skill level: Conceptual

2) The act of producing messages is termed _____ and the act of understanding messages is termed _____.

Answer: encoding, decoding

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Skill level: Conceptual

3) Biases and prejudices are examples of _____ noise.

Answer: psychological

Page Ref: 12

Skill level: Factual

4) The four types of noise are _____, _____, _____ and _____.

Answer: physical, physiological, psychological, semantic

Page Ref: 12

Skill level: Factual

5) The four dimensions of context are _____, _____, _____, and _____.

Answer: physical, cultural, social-psychological, temporal

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Skill level: Factual

6) Interpersonal messages combine both content and _____ messages.

Answer: relationship

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Skill level: Factual

7) When verbal and nonverbal messages _____ one another, we begin to question the sincerity of the message sender.

Answer: contradict

Page Ref: 14

Skill level: Applied

8) _____ is a theory that says that speakers will adjust to the speaking style of their listeners so as to gain, for example, social approval and greater communication efficiency.

Answer: Communication accommodation theory

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Skill level: Applied

9) The six different types of power are: _____, _____, _____, _____, _____, and _____.

Answer: legitimate, referent, reward, coercive, expert, and information or persuasion power.

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Skill level: Factual

10) There is some degree of _____ to any interpersonal communication.

Answer: ambiguity

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Skill level: Conceptual

1.4. Essay Questions

1) What are the essential elements of interpersonal communication? How does the concept of transactional communication tie these elements together?

Answer: Source-receiver, messages, feedback, feedforward, channel, noise, context, competence. Each part of the communication act connects with and depends on each other part.

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Skill level: Applied

2) Describe recent examples of a synchronous and an asynchronous communication transaction that occurred related to your educational experience.

Answer: synchronous—talking to a teacher or classmate; asynchronous—emailing a teacher or classmate; posting to a discussion board.

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Skill level: Applied

3) What are the four types of noise and some examples of each noise?

Answer: physical, physiological, psychological, and semantic

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Skill level: Applied

4) Discuss the impact of context on communication. Give examples of impact from two different dimensions of context.

Answer: Communication always takes place within a context: an environment that influences the form and the content of communication. The dimensions of context are cultural, social-psychological, physical, and temporal.

Page Ref: 12–13

Skill level: Applied

5) What are the six different types of power? Give an example of each power.

Answer: legitimate, referent, reward, coercive, expert, and information or persuasion power.

Page Ref: 16

Skill level: Applied

6) What are the four ways of talking and listening? Explain by giving examples of how each modality has legitimacy and a place in conversation depending on the time, purpose, and context of the conversation.

Answer: downloading, debating, reflective dialogue, generative dialogue

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Skill level: Applied