

Chapter 1 Preparing to Speak with Confidence

Multiple-Choice Questions

- 1) The "common good" that we all share with presidents, TV news anchors and CEOs refers to _____.
- A) excellent networking skills
 - B) the gift of oral communication
 - C) a belief in democracy
 - D) the good of the human race

Answer: B

Diff: 1 Page Ref: 3

Skill: Knowledge

- 2) Overcoming shyness will allow you to do all of the following except _____.
- A) greet new people
 - B) be more assertive
 - C) socialize more
 - D) repress your opinions

Answer: D

Diff: 1 Page Ref: 10

Skill: Comprehension

- 3) Meeting the "right people" will help you to _____.
- A) make contact with people to advance your career
 - B) get the job over a more qualified person
 - C) save money
 - D) travel to exotic places

Answer: A

Diff: 2 Page Ref: 13

Skill: Knowledge

- 4) This course will help you do all the following except _____.
- A) earn more respect from associates
 - B) be more aggressive toward others
 - C) become a better and more interesting person
 - D) be more convincing to an audience

Answer: B

Diff: 2 Page Ref: 13-14

Skill: Application

5) According to Philip Zimbardo, _____ percent of Americans report experiencing shyness at times.

- A) 99
- B) 80
- C) 50
- D) 25
- E) 10

Answer: B

Diff: 2 Page Ref: 10

Skill: Knowledge

6) Ethical behavior includes all of the following except _____.

- A) distinguishing between fact and opinion in your speeches
- B) avoiding plagiarism
- C) being a good listener
- D) excluding information that is contrary to your message

Answer: D

Diff: 2 Page Ref: 17-18

Skill: Application

7) A good speaker should be aware that the audience may consist of which of the following?

- A) different age groups
- B) different political groups
- C) different ethnic groups
- D) all of the above

Answer: D

Diff: 1 Page Ref: 17

Skill: Knowledge

8) Good listeners should do all of the following except _____.

- A) prepare for a learning experience
- B) concentrate on the message
- C) keep an open mind
- D) stay true to their own opinions

Answer: D

Diff: 2 Page Ref: 18

Skill: Application

9) Plagiarism is _____.

- A) not ethical
- B) easier today, due to the Internet
- C) not giving credit where it is due
- D) all of the above

Answer: D

Diff: 2 Page Ref: 20

Skill: Comprehension

- 10) Being assertive is different from being aggressive because _____.
A) assertive people can express themselves without turning people off
B) being aggressive means forcing your feelings and views on others
C) aggressive people tend to be more popular than others
D) Both A and B.

Answer: D

Diff: 2 Page Ref: 12-13

Skill: Analysis

- 11) To think about yourself in a positive manner, you might repeat all the following statements except _____.
A) "I'm going to be more friendly to people."
B) "I have a lot to offer."
C) "I'm a better speaker than everyone in the class."
D) "I am going to be more outgoing."

Answer: C

Diff: 1 Page Ref: 10

Skill: Application

- 12) Your ability to "sound off" or express yourself in society is important mostly because _____.
A) it is your democratic right
B) talk radio shows always need guests
C) complex issues are tough to resolve
D) people listen to the best speakers

Answer: A

Diff: 3 Page Ref: 3

Skill: Analysis

- 13) According to your textbook author, what is the essence of ethics for speakers?
A) Family background dictates your personal ethics.
B) Ethics are based on the common law.
C) Doing right is more important than knowing what is right.
D) The listener and speaker are equally responsible.

Answer: C

Diff: 3 Page Ref: 16

Skill: Comprehension

True/False Questions

- 1) More women are socialized into shyness than men.

Answer: TRUE

Diff: 1 Page Ref: 10

Skill: Knowledge

- 2) Some psychologists believe that increased use of computers, e-mail, and the Internet could make shy people even more reclusive.

Answer: TRUE

Diff: 2 Page Ref: 11

Skill: Comprehension

- 3) Today's world of complex issues and highly developed media calls for greater individual assertiveness.
- Answer: TRUE
Diff: 3 Page Ref: 4-6
Skill: Comprehension
- 4) The overriding purpose behind this course is to teach you how to more effectively influence others.
- Answer: FALSE
Diff: 2 Page Ref: 13-14
Skill: Comprehension
- 5) Even if you work mostly alone as a computer programmer or a librarian, you must be able to communicate effectively with others.
- Answer: TRUE
Diff: 2 Page Ref: 7
Skill: Comprehension
- 6) Research has shown that people who are shy as children are unable to become celebrities later in life.
- Answer: FALSE
Diff: 1 Page Ref: 9
Skill: Knowledge
- 7) If you don't want to be shy, you don't have to be.
- Answer: TRUE
Diff: 2 Page Ref: 9
Skill: Knowledge
- 8) If someone says about you, "Well - we certainly know where she stands," it means that you are an aggressive person.
- Answer: FALSE
Diff: 2 Page Ref: 12-13
Skill: Application
- 9) Once you become a better communicator, you can use your skill to advance your career through business and social contacts.
- Answer: TRUE
Diff: 2 Page Ref: 13
Skill: Application
- 10) Anyone can become a better and more interesting person as a result of this course.
- Answer: TRUE
Diff: 1 Page Ref: 13-14
Skill: Knowledge
- 11) Listening skills are important, but speaking takes more skill and talent.
- Answer: FALSE
Diff: 3 Page Ref: 18
Skill: Analysis

- 12) In any speaking situation, both the speakers and the listener have equally important ethical responsibilities.

Answer: TRUE

Diff: 2 Page Ref: 18

Skill: Comprehension

Short Answer Questions

- 1) List two things you can do to increase your self-confidence.

Diff: 1 Page Ref: 10

Skill: Synthesis

- 2) List five things this course can do for you.

Diff: 1 Page Ref: 13-14

Skill: Knowledge

- 3) List four things you can do to avoid plagiarism.

Diff: 2 Page Ref: 21

Skill: Knowledge

- 4) Discuss the concept of the "common good" that you share with successful, famous people.

Diff: 2 Page Ref: 3

Skill: Synthesis

- 5) What does it mean to "sound off" in today's society? How have complex issues and an advanced media made this job more important for all citizens?

Diff: 3 Page Ref: 3-6

Skill: Evaluation

- 6) How can effective oral communication skills be useful in a disagreement or any other negative situation?

Diff: 2 Page Ref: 7

Skill: Synthesis

- 7) List and discuss at least three techniques for overcoming shyness.

Diff: 1 Page Ref: 10-12

Skill: Application

- 8) Describe the major differences between assertiveness and aggressiveness.

Diff: 1 Page Ref: 12-13

Skill: Knowledge

- 9) A coworker approaches you and complains, "For some reason, I can't seem to assert myself at work. People don't take me seriously, and I know it is holding me back in my career." What do you advise your friend to do?

Diff: 3 Page Ref: 12-13

Skill: Application

- 10) Discuss the relationship between speaking and listening. How are each important, and how does one complement the other?

Diff: 3 Page Ref: 16-20

Skill: Synthesis

- 11) As a speaker, why is it important to strive for high ethical standards? What special ethical responsibilities go along with speaking?

Diff: 3 Page Ref: 16–18

Skill: Evaluation

- 12) As a listener, why is it important to strive for high ethical standards? What special ethical responsibilities go along with listening?

Diff: 3 Page Ref: 18–19

Skill: Evaluation

- 13) Discuss the issue of plagiarism from a technology standpoint. Why has this issue become more complicated with the advent of the World Wide Web?

Diff: 2 Page Ref: 20–21

Skill: Analysis