

Chapter 2- Verbal Communication
Test Bank

1. In casual relationships, we are more likely to use formal, grammatically correct language.
A) True
B) False
2. In intimate relationships, we use more personal talk.
A) True
B) False
3. Parole is how people actually use language, with informal and ungrammatical structure that carries meaning to us all the same.
A) True
B) False
4. We often define concepts by negation, or by explaining what something is not.
A) True
B) False
5. Naming is a relatively unimportant process in framing talk.
A) True
B) False
6. Two types of meaning are connotative meaning and denotative meaning.
A) True
B) False
7. Intentionality is the assumption that messages are produced intentionally and give insight into the sender's beliefs and thought processes.
A) True
B) False
8. The instrumental function that talk serves in relationships means that talk can make things happen.
A) True
B) False

9. The idea of 'face' is something you are only concerned with for yourself and your own image.
- A) True
 - B) False
10. Having more social frames for communication increases uncertainty.
- A) True
 - B) False
11. Explain the difference between de Saussure's ideas of *langue* and *parole*.
12. Explain the connection between naming and thinking expressed by the Sapir-Whorf hypothesis.
13. Duck and Pond (1989) pointed out that talk can serve three functions for relationships. Identify and explain these three functions.
14. Explain Kenneth Burke's concept of God and Devil terms in identifying the hidden values behind words.
15. Explain what your text's authors mean by 'conversational hypertext.'
16. Explain the difference between positive and negative face wants.
17. The term polysemy refers to:
- A) Multiple meanings for the same word
 - B) Limited meanings for the same word
 - C) Multiple meanings for multiple words
 - D) Limited meanings for multiple words
18. The term denotation refers to:
- A) Understanding the implications and background behind words
 - B) The use of language to identify something in a specific or literal way
 - C) Failing to understand the implications and background behind words
 - D) The use of language to identify something in a complex and subtle way

19. The term connotation refers to:
- A) The use of language to identify something in a simple and straightforward way
 - B) Failing to understand the implications and background behind words
 - C) The use of language to identify something in a specific or literal way
 - D) Understanding the implications and background behind words
20. Understanding someone's intentions in delivering a message is influenced by:
- A) Culture, lack of culture, and acculturation
 - B) Culture, context, past history and relationship with the other person
 - C) Context, lack of relational history, and lack of culture
 - D) Acculturation
21. According to Duck and Pond, talk serves three functions in relationships:
- A) Instrumental, polemic, pragmatic
 - B) Instrumental, expressive, pragmatic
 - C) Instrumental, indexical, essential
 - D) Instrumental, essential, minimalist
22. The indexical function of talk in relationships means that:
- A) Talk can make something happen
 - B) Talk can indicate something about the nature or status of the relationship
 - C) Talk can create the essence of the relationship
 - D) Talk can terminate the relationship
23. Linguistic inclusion such as "Let's...", "we," "us," is also known as:
- A) high code.
 - B) low code.
 - C) immediacy.
 - D) the Sapir-Whorf hypothesis.
24. The term 'facework' refers to:
- A) Managing your ability to smile attractively
 - B) Managing your public image, dignity, and self-respect
 - C) Managing your complexion
 - D) Managing your relationship

25. Positive face wants refer to:
- A) the need to be seen and accepted as a worthwhile and reasonable person.
 - B) the need to understand both types of meanings correctly.
 - C) the need to use symbols effectively.
 - D) the need to communicate in high code.
26. Narratives in relationship talk serve a strategic purpose by:
- A) Providing a way to make the conversation more interesting
 - B) Providing a way to lengthen the conversation
 - C) Providing a way to summarize the discussion
 - D) Providing an account or explanation of one's actions
27. The elements of Burke's dramatic pentad used to analyze stories are:
- A) Scene, agent, method, medium, message
 - B) Scene, agent, act, actuality, event
 - C) Scene, agent, act, agency, plot
 - D) Scene, agent, act, agency, purpose
28. The way that a speaker emphasizes certain elements of the pentad in telling a story can reveal:
- A) The person's perspective on the world
 - B) The person's excuses for an event
 - C) The person's failure to communicate
 - D) The person's ability to deceive
29. Strategies that would help establish the credibility of the speaker/agent delivering a message would include:
- A) Choosing not to introduce the speaker
 - B) Telling slightly embarrassing jokes about the speaker
 - C) Summarizing the person's accomplishments
 - D) Summarizing the person's limitations
30. Which of the following would not constitute an account of one's communication?:
- A) Lying
 - B) Justification
 - C) Excuse
 - D) Explanation

31. What are two types of accommodation?
- A) Langue and Parole
 - B) Denotation and Connotation
 - C) High code and Low code
 - D) Convergence and Divergence
32. Langue is more likely to be used in:
- A) Informal settings
 - B) Close relationships
 - C) Formal settings
 - D) Intimate relationships
33. The element of act in Burke's pentad refers to:
- A) Where it happened
 - B) Who was involved
 - C) What happened in time
 - D) Why something happened
34. The element of agency in Burke's pentad refers to:
- A) Where something happened
 - B) Who was involved
 - C) What occurred in time
 - D) How the act happened
35. The element of agent in Burke's pentad refers to:
- A) Where something happened
 - B) Who was involved
 - C) What happened in time
 - D) How the act happened
36. The element of purpose in Burke's pentad refers to:
- A) Why the act happened
 - B) Where the act happened
 - C) Who was involved
 - D) What happened in time

37. The element of scene in Burke's pentad refers to:

- A) Where the act happened
- B) Who was involved
- C) What happened in time
- D) How the act happened

38. Accounts are forms of communication. "It is not my fault" is an account of

- A) justification.
- B) explanation.
- C) excuse.
- D) exoneration.

39. Convergence in talk refers to:

- A) People speaking in different styles
- B) People indicating distance or disliking
- C) People speaking in the same style
- D) People avoiding closeness or liking

Answer Key

1. B
2. A
3. A
4. A
5. B
6. A
7. A
8. A
9. B
10. B
11. *Langue* is a term for the formal grammatical structure of language, used when we are in a formal setting or with people we know less well. *Parole* is usage that is informal and often ungrammatical, used with people with whom we are in a close relationship.
12. The Sapir-Whorf hypothesis proposes that your language and the words you have been taught help you make conceptual distinctions (for instance, Eskimos have more words for snow than you might have because they differentiate between types of snow that have different implications for their daily life).
13. Instrumental functions make something happen in relationships; indexical functions indicate something about the relationships, and essential functions are what make as well as create relationships.
14. Kenneth Burke believed that God terms are powerful terms viewed positively in a society, and Devil terms are equally powerful terms that are viewed negatively. For instance, God terms in American society might include liberty and freedom, and Devil terms might include terrorism or communism.
15. Conversational hypertext refers to the way that coded messages are included in relationships. These coded messages allow people in the relationship to understand layers of meaning without having to explain them overtly.
16. Positive face wants have to do with the need to be accepted and treated as a worthwhile and valuable person. Negative face wants have to do with the desire not to be imposed upon or treated as inferior.
17. A
18. B
19. D
20. B
21. C
22. B
23. C
24. B
25. A
26. D
27. D
28. A
29. C
30. A

- 31. D
- 32. C
- 33. C
- 34. D
- 35. B
- 36. A
- 37. A
- 38. D
- 39. C