

ANSWER KEY

Multiple Choice Questions

1.	B	Correct Answer: It simply means telling people something. Feedback for Correct Answer: One common misconception about communication is that communication simply means telling people something. Text Reference: How does nonverbal communication lead to conflict?
2.	D	Correct Answer: Conflict Feedback for Correct Answer: When the meaning assigned to a speaker's words becomes significantly different from what was intended, a conflict is likely to occur. Text Reference: How does assigning meaning lead to conflict?
3.	A	Correct Answer: They have a wider range of memorization and creativity skills upon entering school. Feedback for Correct Answer: Middle class children are successful at memorization and didactic activities during early elementary years; they are also able to adjust to activities emphasizing creativity or critical thinking in later years. Text Reference: What are other misconceptions about communication?
4.	C	Correct Answer: "Just because we talk about the problems does not mean we have successful communication." Feedback for Correct Answer: Communication competence is equal to communication effectiveness. Text Reference: What are other misconceptions about communication?
5.	D	Correct Answer: Communication is a tool that can be used for good or bad purposes. Feedback for Correct Answer: This is true about language and not an assumption. Text Reference: What are other misconceptions about communication?
6.	A	Correct Answer: Selective perception. Feedback for Correct Answer: If an individual believes a stereotype about someone from a certain group, that stereotype is likely to be reinforced by selective perceptions. Text Reference: How does effective communication occur?
7.	C	Correct Answer: Attitudes towards people and groups; observations and assumptions; conclusions and judgments; verbal and nonverbal action Feedback for Correct Answer: The communicator has attitudes towards people and groups before they make observations and assumptions about others.

		Text Reference: How does effective communication occur?
8.	B	Correct Answer: Having first impressions and making value judgments Feedback for Correct Answer: Part of the “Circular Process of Communication” is having first impressions and making value judgments Text Reference: How does effective communication occur?
9.	B	Correct Answer: “Why are you fighting?” Feedback for Correct Answer: Effective conflict resolution does not focus superficial attention to actions but instead analyzes other factors to identify probable causes of the conflict. Text Reference: What does this communication model suggest about conflict resolution?
10.	C	Correct Answer: The actual cause of the conflict Feedback for Correct Answer: Effective conflict resolution rejects superficial attention to actions and analyzes other factors to identify probable causes of the conflict. Text Reference: What does this communication model suggest about conflict resolution?
11.	D	Correct Answer: Understanding Feedback for Correct Answer: At the understanding level conflict is avoided or resolved because there is no judgment of different cultural realities and cultural differences are respected and accepted. Text Reference: What are the levels of cultural awareness?
12.	A	Correct Answer: The differences between cultural groups to emphasize universal human needs and behaviors Feedback for Correct Answer: By doing this, a stronger sense of relationship or connectedness with culturally different people is built. Text Reference: What are the levels of cultural awareness?
13.	B	Correct Answer: Determine the perception of each group member about the cause of the conflict Feedback for Correct Answer: If a conflict occurs in a group whose members are different races or cultures, individuals in the group must articulate their perceptions about the cause of the conflict to see if everyone has a similar perception. Text Reference: What are some communication style differences that are based on culture?
14.	D	Correct Answer: Middle class white people see aggressive language as a precursor to aggressive behavior while black people believe aggressive language doesn’t have to lead to physical aggression. Feedback for Correct Answer: Most white children learn to repress aggressive feelings and maintain a calm demeanor even though they may be furious. If they begin using language aggressively, it is likely that a fight is imminent. For some black males, however, words can be used aggressively without a conflict.

		Text Reference: What are some communication style differences that are based on culture?
15.	A	Correct Answer: They are socialized differently as children Feedback for Correct Answer: Communication differences based on gender are said to originate in differences in the way boys and girls are socialized. Text Reference: How does gender influence communication styles?
16.	C	Correct Answer: Boys are genetically predisposed to be dominant, which is often reflected in the ways boys communicate. Feedback for Correct Answer: Communications styles are predominately based on how children are socialized rather than genetic predisposition. Text Reference: How does gender influence communication styles?
17.	A	Correct Answer: Women are better at reading nonverbal cues than men. Feedback for Correct Answer: Burgoon (2002) reported that women are more competent at giving and understanding nonverbal messages than men. Text Reference: How does gender influence communication styles?
18.	C	Correct Answer: Men make less eye contact than women. Feedback for Correct Answer: Burgoon (2002) reports that men make less eye contact than men. Text Reference: How does gender influence communication styles?
19.	B	Correct Answer: As a male in the relationship, he should make the decisions. Feedback for Correct Answer: His intention was not one of dominance in the relationship but a misunderstanding of the underlying reason behind her question. Text Reference: How do gender differences in communication styles lead to misunderstanding and conflict?
20.	C	Correct Answer: "Boys and girls are different when they play games. Boys like to get the game started and make up rules then. It doesn't matter to them if everyone agrees like girls do." Feedback for Correct Answer: With such an emphasis on cooperation, being nice, and caring about how others might feel, girls become women who are concerned about not imposing their wants or demands, preferring consensus. Text Reference: How do gender differences in communication styles lead to misunderstanding and conflict?
21.	D	Correct Answer: being the subject of rumors. Feedback for Correct Answer: Girls and boys generally experience bullying differently. Girls tend to be victims of name calling, insults, being the subject of rumors, and being intentionally excluded from activities. Boys tend to be pushed, shoved, tripped, or spit upon. Text Reference: Conflict Resolution
22.	B	Correct Answer: b. boys are three times more likely to be

		cyberbullied than girls Feedback for Correct Answer: Females are victims of cyberbullying three times as often as males. Text Reference: Conflict Resolution
23.	B	Correct Answer: Refusing to stand for the Pledge of Allegiance Feedback for Correct Answer: If students are refusing to stand due to religious reasons, it is not a punishable offence. Text Reference: What does “zero tolerance” mean and has it been effective in schools?
24.	A	Correct Answer: a. Racial bias and a lack of conflict prevention Feedback for Correct Answer: “Zero tolerance” programs have been a failure, not only as a policy to prevent conflict, but also because their results appear to show a racial bias. Text Reference: What does “zero tolerance” mean and has it been effective in schools?
25.	C	Correct Answer: “Do unto others as you would have them do unto you.” Feedback for Correct Answer: Reciprocity means that participants in a conflict must behave toward others with the same sense of fairness and attentiveness that they would want for themselves as illustrated by the golden rule. Text Reference: What values and skills are necessary for conflict resolution to be effective?
26.	B	Correct Answer: Keeping quiet if something is not understood in order to avoid conflict Feedback for Correct Answer: It is helpful when participants restate ideas they’re not clear on so that everyone understands the issue from all perspectives being presented. Text Reference: What values and skills are necessary for conflict resolution to be effective?
27.	D	Correct Answer: Equality Feedback for Correct Answer: Equality refers to the belief that every human being, regardless of status, occupation, or wealth, deserves to be treated respectfully, with consideration for his or her values, beliefs, and behavior. Text Reference: What values and skills are necessary for conflict resolution to be effective?
28.	C	Correct Answer: Do not provide lasting solutions to conflict. Feedback for Correct Answer: Coercing others into accepting an imposed solution winds a long and tragic path through human history leaving little evidence that solutions imposed by the strong on the weak are effective—or lasting—solutions. Text Reference: What values and skills are necessary for conflict resolution to be effective?
29.	B	Correct Answer: Cognitive development Feedback for Correct Answer: Perry’s theory is based on the

		assumption that changes in moral reasoning are related to cognitive development. Text Reference: How do people develop moral reasoning abilities?
30.	A	Correct Answer: Commitment Feedback for Correct Answer: Relativistic thinkers who continue to develop their moral reasoning are attracted to the idea of making commitments to certain personal truths, ideals, or causes that seem to give meaning to their lives. Text Reference: How do people develop moral reasoning abilities?

Essay Questions

31.	Suggested Response: People pay more attention to nonverbal cues than to actual words especially when they contradict each other. Estimates of how much meaning is taken from interpretations of nonverbal communication have been as high as 93%, although Burgoon (2002) estimated that 60% to 65% is more realistic. Some nonverbal cues that indicate the speaker is not being honest with his or her words include gritting teeth, looking away, rolling eyes, rubbing hands, clenching fists etc. Text Reference: How does nonverbal communication lead to conflict?
32.	Suggested Response: The teacher may have been raised in a household that valued pragmatic language that taught children strict views of right and wrong. The teacher may have learned there was one right answer and embellishments were not encouraged. The student of this teacher may have been raised to make up stories with lots of details. The student also may come from a community that encourages ‘talkin’ junk” and using aggressive language. Conflicts may happen in the classroom when the teacher is seeking one right answer and the student invents many with explanations as to why the answer is correct. The teacher may not understand that the students can speak aggressively without fighting. Text Reference: What are other misconceptions about communication?
33.	Suggested Response: Although all scenarios would be different, here is one suggestion. - Attitudes toward people or groups Teacher: Well there she is getting ready for a date She won’t return my calls and I bet she won’t come to the open house either. Parent: There is that teacher that won’t leave me alone. She wants me to call during school hours but I am at work and they won’t let me take personal calls on the factory floor. - Observations and judgments: Teacher: Of course she is going out on a date during the week instead of staying home with her children. Parent: Look at her being all judgmental about how I am dressed. I see her looking me up and down. She looks uptight. - Conclusions and judgments: Teacher: She doesn’t care about his education. If she did then she would return my calls and stay at home at night.