# MULTIPLE CHOICE

	EIII EE GIIGIGE			
1.	argument, Chandler calls M Later, after they have made	onica a "slob". ' up, Chandler tri er what Chandle es, Chandler do cation is unrepe- cation is irrevers cation is compli-	Then, Nies to aper says resn't reatable sible cated	se turn it is to do clean their house. In the heat of the Monica calls Chandler a "self-centered moron". cologize to Monica. However, Monica is still hurt now he must have meant what he said. According to alize that:
	ANS: B PTS:	1	REF:	p. 25
2.		ill live in the fuentional ersible actional	iture. Tl	years. They constantly talk about how many kids his is an example of how interpersonal
	ANS: D PTS:	1	REF:	p. 28-29
3.				ys, "Hey! Are you from Tennessee? Because you're munication, Sam is trying to a message to
	ANS: A PTS:	1	REF:	p. 17
4.	<ul> <li>An example of psychologica.</li> <li>poor health</li> <li>being preoccupied with</li> <li>cigarette smoke in a crod.</li> <li>fatigue</li> <li>poor sound</li> </ul>	a problem		
	ANS: B PTS:	1	REF:	p. 20
5.	<ul> <li>An example of physiologica</li> <li>a. puppies</li> <li>b. being preoccupied with</li> <li>c. cigarettes</li> <li>d. fatigue</li> <li>e. poor sound</li> </ul>			

REF: p. 20

PTS: 1

ANS: D

6.	Shay-Nay talks with a different accent and most people can not understand her. This is an example of what kind of noise?  a. preoccupied  b. physical  c. physiological  d. psychological  e. semantic
	ANS: E PTS: 1 REF: p. 20
7.	Jen and Mark are happily married. Recently, Mark had an affair. He tried to tell Jen about his infidelity. She is completely hurt by his actions. It doesn't matter what Mark says to her, she is very upset and can not get over his betrayal. This is indicative of how interpersonal:  a. communication is unintentional  b. communication is irreversible  c. communication is transactional  d. communication is unrepeatable  e. communication is not a panacea
	ANS: E PTS: 1 REF: p. 25-30
8.	Ning believes that she will never be able to take public speaking, because she does not have a natural talent. However, the book states that a. communication is unintentional b. communication is irreversible c. communication is transactional d. communication is unrepeatable e. communication effectiveness can be learned
	ANS: E PTS: 1 REF: p. 25-30
9.	According to the book, all of the following are guidelines for interpersonal communication competence EXCEPT:  a. develop a range of skills  b. adapt communication appropriately c. engage in dual perspective d. imagination e. commitment
	ANS: D PTS: 1 REF: p. 30-33
10.	Communication about communication is: a. Metacommunication b. Channel c. Noise d. Summacommunication e. Multicommunication
	ANS: A PTS: 1 REF: p. 27
11.	The author of your text argues that:  a. self-actualization needs are the most important ones that we fulfill through communication.

b. self-esteem needs are influenced by individuals' interpersonal communication skills.

	enjoy life. d. physical needs of	cannot be ast be met	met by comm through activ	unicati	as some individuals don't need others to  ng with others. ch as installing new locks for our homes and
	ANS: B	PTS:	1	REF:	p. 9-10
12.	Linnea's parents pra addressing hera. self-actualizatio b. safety c. belonging d. self-esteem e. physical	needs.	r earning high		in her first year in college. Linnea's parents are
13.	This psychologist fi a. Wilbur Schramr b. Claude Shannor c. Abraham Maslo d. Warren Weaver	rst descril n 1			
	e. Julia Wood	PTS:	1	REF:	p. 10
14.	Interpersonal comm  a. between persons  b. with persons.  c. innermost self.  d. coming from the e. about persons.	s.	comes from t	he root	words "inter" and "personal," meaning:
	ANS: A	PTS:	1	REF:	p. 18
15.					n approaches her and asks for money. Jenema keeps on. The relationship between Jenema and the
	ANS: C	PTS:	1	REF:	p. 18
16.	receiver. a. Transactional b. Linear c. Relational d. Interactive e. Metacommunic	ative			ion as flowing only in one direction, from sender to
	ANS: B	PTS:	1	REF:	p. 15-17

17.		models of comr	nunicat	ion highlight th	ne dyna	mic nature of interpersonal communication.
	a.	Transactional			-	•
	b.	Linear				
	c.	Relational				
	d.	Interactive				
		Metacommunicat	tive			
		NS: A		1	REF:	p. 17
18.	prea. b. c. d.	psychological physical semantic syntactic				out he can't get his mind off a personal problem. His mple of noise.
	e.	behavioral				
	AN	NS: A	PTS:	1	REF:	p. 20
19.		nya Angelou has ex communication is				
					ant to ac	than
		individuals must				ilar than they are alike.
		globalization has				
		the world is more				
	С.	the world is more	, 11101100	Zuiturai man ini	unneum	mai.
	AN	NS: B	PTS:	1	REF:	p. 15
20.	cor a. b. c. d.	mbols such as ;-) o mmunication. metacommunicat emoticons conveyors illustrators distortion	·	e called an	nd are υ	used to convey inflection and nonverbal features of
	AN	NS: B	PTS:	1	REF:	p. 22
21.	star a. b. c.	metacommunicat emoticons. conveyors. illustrators.	ple of:	eant that as a sa	arcastic	remark, not as a comment on you at all." Zach's
	AN	NS: A	PTS:	1	REF:	p. 27
22.	a. b. c.	~	rful ties romanti side" o	that link peop c relationships f the relationsh	le. ips.	ntimates, talking about a vision of a shared future secret code.
			-			
	AN	NS: A	PTS:	1	REF:	p. 29

23.	The author argues that a. affection b. content c. belonging d. responsiveness e. socialization	at most of us take	_ for granted.
	ANS: E	PTS: 1	REF: p. 12
24.	herself to be involved	d and to show she's integrated and to s	who has not spoken in a group conversation. She reminds terested in the group's talk, so she speaks up. Sharpay's to be more effective in the situation is an example of:
	ANS: B	PTS: 1	REF: p. 32-33
25.	Love would be place a. Self-actualization b. Safety and Protect c. Belonging Needs d. Self-esteem e. Physical Needs	n ction Needs	's Hierarchy of Needs?
	ANS: C	PTS: 1	REF: p. 11
TRUE	E/FALSE		
1.	Most of us take socia	lization for granted.	
	ANS: T	PTS: 1	REF: p. 12
2.	All of our communic	eation involves person	al interaction.
	ANS: F	PTS: 1	REF: p. 22
3.			ommunication emphasizes the dynamism of interpersonal ole assume during the process.
	ANS: T	PTS: 1	REF: p. 18
4.	Online communication	on provides a context	for effectively monitoring our interactions with others.
	ANS: T	PTS: 1	REF: p. 22
5.	According to a nation one reason marriages		of people perceive communication problems as the number
	ANS: T	PTS: 1	REF: p. 19

	ANS: F	PTS: 1	REF: p. 18
7.	Humans generally do	not focus on higher	(more abstract) needs until more basic needs are first met.
	ANS: T	PTS: 1	REF: p. 9-10
8.	Egocentric people ca	nnot take the perspec	etives of others.
	ANS: T	PTS: 1	REF: p. 32
9.	William Schutz (1966	6) developed the inte	rpersonal needs theory.
	ANS: T	PTS: 1	REF: p. 9-10
10.			erts that our tendency to create and sustain relationships c needs, which are affection, inclusion, and pleasure.
	ANS: F	PTS: 1	REF: p. 9-10
11.	Nonverbal metacomr	nunication often rein	forces verbal communication.
	ANS: T	PTS: 1	REF: p. 27
12.	The likelihood of me in a very diverse soci		ow discussed depends on our ability to participate effectively
	ANS: T	PTS: 1	REF: p. 9-10
13.			orted that 89% of employers consider that college students effectively, orally, and in writing, in order to be successful
	ANS: T	PTS: 1	REF: p. 9
14.	The early linear com	munication models w	vere faultless.
	ANS: F	PTS: 1	REF: p. 15-16
15.	The transactional mo	del recognizes that n	oise is absent throughout interpersonal communication.
	ANS: F	PTS: 1	REF: p. 17
16.	In <b>I-It communication</b> their existence.	on, we do not acknow	wledge the humanity of other people; we may not even affirm
	ANS: F	PTS: 1	REF: p. 18
17.	Physiological noise i that affect how we fe		by hunger, fatigue, headaches, medications, and other factors
	ANS: T	PTS: 1	REF: p. 20

6. The majority of our interactions involve I-It communication.

18.	Psychological noise refers to qualities in us that affect how we communicate and how we interpret others.	
	ANS: T PTS: 1 REF: p. 20	
19.	<i>Physical noise</i> is interference in our environments, such as noises made by others, overly dim or br lights, spam and pop-up ads, extreme temperatures, and crowded conditions.	ight
	ANS: T PTS: 1 REF: p. 20	
20.	At the deepest level, interpersonal communication involves engaging others as individuals who are unlike anyone else.	:
	ANS: T PTS: 1 REF: p. 21	
IDEN	NTIFICATION	
	Instructions: Identify the following:	
1.	Metacommunication	
	ANS: Answer not provided.	
	PTS: 1	
2.	Feedback	
	ANS: Answer not provided.	
	PTS: 1	
3.	Content and relational levels of meaning in interpersonal communication	
	ANS: Answer not provided.	
	PTS: 1	
4.	Dual perspective	
	ANS: Answer not provided.	
	PTS: 1	
5.	Systemic	
	ANS: Answer not provided.	
	PTS: 1	

6.	I-Thou relationships
	ANS: Answer not provided.
	PTS: 1
7.	Models of interpersonal communication
	ANS: Answer not provided.
	PTS: 1
8.	Model
	ANS: Answer not provided.
	PTS: 1
9.	I-You Communication
	ANS: Answer not provided.
	PTS: 1
10.	Semantic noise
	ANS: Answer not provided.
	PTS: 1
11.	Ethics
	ANS: Answer not provided.
	PTS: 1
12.	Monitoring
	ANS: Answer not provided.
	PTS: 1
13.	Interpersonal communication competence
	ANS: Answer not provided.

PTS: 1

14. I-It communication

ANS:

Answer not provided.

PTS: 1

15. Symbols

ANS:

Answer not provided.

PTS: 1

## **ESSAY**

1. Write out the textbook definition of interpersonal communication. Using a personal example, explain the various parts of the definition.

## ANS:

The textbook definition of interpersonal communication can be found on p. 19, along with a range of examples to illustrate the definition.

PTS: 1

2. Compare and contrast what happens in one of your I-You relationships with what happens in one of your I-Thou relationships.

#### ANS:

Responses will vary, but I-You relationships are characterized by people acknowledging each other as more than objects but not engaging each other as unique individuals. Examples of I-You relationships include interactions with a salesclerk or an acquaintance. In I-Thou relationships, people treat each other as unique individuals, rather than simply as occupants of social roles. Examples include relationships with siblings, parents, intimates and best friends. See p. 18-19

PTS: 1

3. Define the relational level of meaning in interpersonal communication. Describe and provide an example of each dimension of relational-level meanings.

#### ANS:

Meanings can be broken down into content (the literal meaning) and relational level meanings. The three relationship level meanings are responsiveness (e.g., indicating interest to another), affect (e.g., expressing like or dislike for another), and power or control (e.g., referring to the power balance between communicators). See p. 23-25

PTS: 1

4. Briefly describe each of the three models of communication discussed in the text and identify the strengths and limitations of each model.

## ANS:

The three models are discussed on p. 15-17. Students should identify 3 limitations of linear models (communication as one-directional, listeners as passive, communication as a step-by-step process), 3 limitations of interactive models (communication as sequential, one person as sender and one person as receiver, communication as static), and the multiple strengths of the transactional model (e.g., adds noise, shared and personal systems, changes over time, individuals as senders and receivers simultaneously).

PTS: 1

5. What are some guidelines for interpersonal communication competence?

#### ANS:

Five skills are closely tied to competence in interpersonal communication: (1) developing a range of communication skills, (2) adapting communication appropriately, (3) engaging in dual perspective, (4) monitoring communication, and (5) committing to effective and ethical interpersonal communication. See p. 30-33.

PTS: 1

6. Choose three of the communication principles stated in the text. Use personal experiences to explain why you agree or disagree with them.

#### ANS:

Communication principles can be found on p. 25-30, along with examples that illustrate each.

PTS: 1

7. Abraham Maslow identified five human needs. The author of your textbook added a sixth need. Identify this sixth need and explain why this need is important to life in a diverse society.

# ANS:

The sixth need is the need to interact effectively in a diverse society. Given the increasing diversity in the U.S., we need to learn how to communicate in ways that show understanding and respect for others and their ways of communicating. See p. 9-10.

PTS: 1

8. The author of your textbook states that interpersonal communication involves ethical choices. Define ethics and explain why interpersonal communication involves ethical choices, especially in relation to other interpersonal communication principles.

## ANS:

Ethics can be defined as a set of moral principles and codes of conduct that help us decide what is right and wrong. Because our actions affect others and because our communicative actions are irreversible, we must become ethical beings. See p. 26 for more information.

PTS: 1

9. Describe the four kinds of noise and give examples of each kind of noise.

ANS:

The four types of noise are physiological noise caused by hunger, fatigue, headaches, and medications. Physical noise is interference in our environment. Psychological noise is how we communicate and how we interpret others. Semantic noise exists when the words themselves are not mutually understood. See p. 15.

PTS: 1

10. Briefly describe the seven principles of communication.

ANS:

Communication principles can be found on p. 25-30, along with examples that illustrate each.

PTS: 1