

MULTIPLE CHOICE

1. Monica and Chandler have an argument over whose turn it is to do clean their house. In the heat of the argument, Chandler calls Monica a "slob". Then, Monica calls Chandler a "self-centered moron". Later, after they have made up, Chandler tries to apologize to Monica. However, Monica is still hurt and complains that no matter what Chandler says now he must have meant what he said. According to the communication principles, Chandler doesn't realize that:
- interpersonal communication is unrepeatable
 - interpersonal communication is irreversible
 - interpersonal communication is complicated
 - interpersonal communication is inescapable
 - None of these

ANS: B

PTS: 1

REF: p. 25

2. Britney and Kevin have been dating for over five years. They constantly talk about how many kids they want and where they will live in the future. This is an example of how interpersonal ____.
- communication is unintentional
 - communication is irreversible
 - communication is transactional
 - communication develops and sustains relationships
 - none of these

ANS: D

PTS: 1

REF: p. 28-29

3. Sam sees Sally. Sam thinks Sally is so hot. Sam says, "Hey! Are you from Tennessee? Because you're the only ten I see!" According to the model of communication, Sam is trying to ____ a message to Sally.
- encode
 - decode
 - feedback
 - channel

ANS: A

PTS: 1

REF: p. 17

4. An example of psychological noise is
- poor health
 - being preoccupied with a problem
 - cigarette smoke in a crowded room
 - fatigue
 - poor sound

ANS: B

PTS: 1

REF: p. 20

5. An example of physiological noise is
- puppies
 - being preoccupied with a problem
 - cigarettes
 - fatigue
 - poor sound

ANS: D

PTS: 1

REF: p. 20

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.

- c. belonging needs are not essential to everyone, as some individuals don't need others to enjoy life.
- d. physical needs cannot be met by communicating with others.
- e. safety needs must be met through activities such as installing new locks for our homes and purchasing weapons for self protection.

ANS: B PTS: 1 REF: p. 9-10

12. Linnea's parents praise her for earning high marks in her first year in college. Linnea's parents are addressing her ____ needs.
- a. self-actualization
 - b. safety
 - c. belonging
 - d. self-esteem
 - e. physical

ANS: D PTS: 1 REF: p. 9

13. This psychologist first described a hierarchy of human needs.
- a. Wilbur Schramm
 - b. Claude Shannon
 - c. Abraham Maslow
 - d. Warren Weaver
 - e. Julia Wood

ANS: C PTS: 1 REF: p. 10

14. Interpersonal communication comes from the root words "inter" and "personal," meaning:
- a. between persons.
 - b. with persons.
 - c. innermost self.
 - d. coming from the person.
 - e. about persons.

ANS: A PTS: 1 REF: p. 18

15. Jenema is walking in a mall and a homeless person approaches her and asks for money. Jenema keeps walking without speaking to or looking at the person. The relationship between Jenema and the homeless person is
- a. I-You
 - b. I-Thou
 - c. I-It
 - d. I-ME
 - e. I-Us

ANS: C PTS: 1 REF: p. 18

16. ____ models of communication view communication as flowing only in one direction, from sender to receiver.
- a. Transactional
 - b. Linear
 - c. Relational
 - d. Interactive
 - e. Metacommunicative

ANS: B PTS: 1 REF: p. 15-17

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. *Physical noise* is interference in our environments, such as noises made by others, overly dim or bright lights, spam and pop-up ads, extreme temperatures, and crowded conditions.

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

IDENTIFICATION

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