1) Which of the following statements is true of communication?
A) The more you communicate the better communicator you will be.
B) Good communicators are born not made.
C) Fear of speaking in public is detrimental and should be eliminated.
D) None of the above
Page Ref: 2

2) Email, blogging, MySpace, instant messaging, and Facebook are all examples of __________ communication.
A) computer mediated  C) public
B) small group  D) intrapersonal
Page Ref: 3

3) During a video-conference job interview for an entry-level position with a large fast food chain, Melkamzer answers a series of questions posed by Annie, a regional manager. What type of communication did they both engage in?
A) small group communication  C) computer mediated communication
B) intrapersonal communication  D) public speaking
Page Ref: 3-4

4) __________ is the general term used to describe communication from one source to many receivers, some of which may be scattered throughout the world.
A) Mass communication  C) Public communication
B) Intrapersonal communication  D) Computer-mediated communication
Page Ref: 4

5) Which of the following myths of communication is identified in your book?
A) the more you communicate, the better your communication skills will be
B) once you start communicating effectively, you will always be effective
C) communication skills are learned
D) knowing your audience is very helpful in order to be effective
Page Ref: 4

6) The transactional model is more satisfying than the linear or interactional model because it
A) is simpler.
B) is representative of how communication actually happens.
C) demonstrates the most recent theory of the communication process.
D) explains everything about media communication.
Page Ref: 5

7) The interactional model of communication is analogous with a(n)
A) arrow hitting or missing a target.
B) tennis game.
C) circus.
D) person solving a puzzle.
Page Ref: 5

8) When Henri wants to share information with Chantal but not with others in a room, he switches from speaking English to speaking French, which Chantal understands. Which of the following best describes what Henri does to keep his comments to Chantal private?
A) He decodes his message in a way he think only Chantal will understand.
B) He changes the cultural context of the message in a way he thinks only Chantal will understand.
C) He changes the temporal context of the message in a way he thinks only Chantal will understand.
D) He encodes his message in a way he thinks only Chantal will understand.
Page Ref: 6

9) Before launching into her presentation to the board of directors, Sandra circulates through the room making small talk about the weather, the results of last night's ball game, etc. Sandra is engaging in
A) feedforward.  C) feedback.
B) metamessaging.  D) backchanneling.
Page Ref: 6

10) The information on the cover that entices the reader to buy a magazine would be an example of
A) feedback.  C) informativeness.
B) phatic communication.  D) feedforward.
Page Ref: 6

1) The concept of the looking-glass self suggests.
A) we develop our self-concepts by attending to how others communicate with us.
B) we want to be seen by others as we see ourselves.
C) we mirror the behavior of others to build relationships.
D) All of the above
Page Ref: 26

2) Which of the following is true about self-concept?
A) Gender roles generally are learned through cultural teachings.
B) Self-evaluations are more important in developing self-concept than our interactions with others.
C) We generally do not compare ourselves with others in developing our self-concepts.
D) All of the above
Page Ref: 26-27
3) Self-awareness may be defined as
   A) how you perceive yourself.
   B) the degree to which you know yourself.
   C) revealing information about yourself.
   D) the measure of how valuable you think you are.
   Page Ref: 27

4) Which of the following is a way to increase self-awareness?
   A) Listen to others.
   B) Be willing to talk about yourself to others.
   C) Dialogue with yourself.
   D) All of the above
   Page Ref: 27-28

5) Betty's friends know she is stingy but Betty doesn't know it herself. We can assume
   Betty's stinginess is part of her __________ self.
   A) unknown
   B) blind
   Page Ref: 27-28

6) Which of the following statement is true of blind area?
   A) Communication is generally improved as the blind area becomes smaller.
   B) People should be made to see themselves as we (and others) see them so that the
      blind area may be made smaller.
   C) A large blind area indicates high self-esteem.
   D) Communication is hindered by the very existence of the blind areas.
   Page Ref: 27-28

7) John has never told anyone about his fear of spiders. We can assume this fear is
   part of John's __________ self.
   A) open   C) hidden
   B) blind   D) unknown
   Page Ref: 28

8) Self-esteem is defined as
   A) our view of our self.
   B) how aware we are of ourselves and others' views of us.
   C) a measure of how valuable we think we are.
   D) how large our open self is.
   Page Ref: 28

9) We can seek the services of a hypnotist or psychotherapist to discover our
   __________ self.
   A) open   C) hidden
   B) blind   D) unknown
10) Pat has a habit of surrounding herself with people who are extremely critical and find fault with everything. Pat's choice in friends may
A) improve her self-esteem.  C) increase her self-awareness.
B) be detrimental to her self-esteem.  D) help her self-disclose.

1) Which of the following statements is true of listening?
A) Hearing and listening are essentially the same
B) Listening is a simple process
C) The process of listening is circular
D) All of the above

2) The understanding stage in the listening process involves
A) decoding a message exactly the same way as it was encoded by the speaker.
B) grasping both the thoughts that were expressed and the emotional tone that accompanies them.
C) anticipating what the speaker will say next.
D) tuning out the emotional element of the message and focusing only on the content of what is being said.

3) Effective listeners are more likely to
A) emerge as group leaders.
B) be more aggressive communicators.
C) read less than poor listeners.
D) be good managers but poor salespeople.

4) Which of the follow are recommended to help when receiving messages?
A) Focus your attention on the speaker's nonverbal messages alone
B) Avoid distractions in the environment
C) Focus your attention on what the speaker will say next
D) All of the above

5) While Arnold was listening to Paula explain how to use the new automated accounting system, he noticed that while she kept saying the new system was easy to use, every time she'd demonstrated a feature she had to stop to read the manual and oftentimes use several different steps before the system worked. We can assume a good listening strategy for Arnold in this situation would be to
A) interrupt Paula as many times as possible to make sure she knows what she is doing.
B) ignore Paula's actions and focus on what she is saying.
C) confront Paula about the mixed messages she is sending when it is appropriate to do so.
D) ignore the whole presentation and make a list of things he needs to do after the training session is over.
Page Ref: 55

6) When Jimmy had to explain why he was late for work for the third time in a week he started his explanation by saying, "This may be hard to believe but..." Jimmy is using which type of disclaimer?
A) hedging  C) sin license
B) appeal for suspension of judgment  D) cognitive disclaimer
Page Ref: 55

7) To ensure more accurate remembering you should
A) identify minor ideas.
B) summarize the message in a way that will make it easy to retain.
C) ask questions while the person is speaking.
D) avoid repeating names and key concepts to yourself.
Page Ref: 57

8) At the evaluation stage of the listening process, one should
A) evaluate the speaker's point of view immediately.
B) assume the speaker is not a person of goodwill.
C) avoid giving the speaker the benefit of any doubt.
D) identify any biases, self-interests, or prejudices that the speaker may have.
Page Ref: 57

9) While listening to Ella talk about her accident, Melvin nods his head and says, "uh-huh" and "hmmm." Melvin is engaging in
A) backchanneling cues.  C) objective listening.
B) paraphrasing.  D) All of the above
Page Ref: 57-58

10) Listening with empathy involves
A) expressing an understanding of what the person means.
B) expressing your ability to feel what the other person is feeling.
C) trying to see the world as the speaker sees it.
D) All of the above
Page Ref: 61-62

1) The denotative meaning of a word
A) is subjective.
B) is found in a dictionary.
Page Ref: 72
2) The statement, "Anderson is such a slut" contains
A) a snarl word.
B) a purr word.
Page Ref: 72

3) Of the following terms, which is the highest in abstraction?
A) chairs
B) furniture
C) things to sit on
D) the wing chair in Sandra's living room
Page Ref: 73

4) Of the following terms, which is the lowest in abstraction?
A) cats
B) my orange tabby, Henry
Page Ref: 73

5) Which of the following statement is the best example of direct speech?
A) “I don't feel like cooking tonight. I'm ordering pizza to be delivered.”
B) “Wouldn't you rather have pizza tonight than that left over spaghetti?”
C) “Oh dear! I forgot to go to the grocery store. I hope I can find something decent to cook for dinner.”
D) “Fred says that new pizza place down the street has great pizza and they deliver.”
Page Ref: 74

6) Which of the following is the best example of an indirect response to "What's for dinner, Honey"?
A) “I'm not cooking tonight. I ordered Chinese take-out.”
B) “Why do you always ask me that as soon as I get home from work?”
C) “Tommy said that new Mexican place down the street is great and they deliver.”
D) “I think you should prepare the evening meal this evening.”
Page Ref: 73

7) The principle of cooperation assumes that
A) keeping peace in a relationship takes precedence over disagreement.
B) communicators should avoid embarrassing others, especially in public.
C) communicators should help people understand each other.
D) direct communication is preferable to indirect communication.
Page Ref: 76

8) Which of the following is a conversational maxim of the principle of cooperation?
A) quality
B) relevance
Page Ref: 76-77
9) Which statement is an example of nonsexist language?
A) The average student is worried about his grades.
B) The competent student knows her limitations.
C) First-year students may require extra attention.
D) The unprepared student jeopardizes his chance for a good grade.
Page Ref: 82

10) In communicating with others verbally, Mariam tries not to say anything that might shed negative light on the person she is communicating with. Mariam’s guiding principle in verbal communication is
A) face-saving.
B) peaceful relations.
Page Ref: 76-77

1) In studying nonverbal communication, it is wise to keep which of the following in mind?
A) Although texts often present the various areas of nonverbal communication as separate, in reality they all work together.
B) It is fairly easy to draw conclusions about the meanings of nonverbal messages.
C) Nonverbal communication is synonymous with body language.
D) The ability to use nonverbal communication effectively has little to do with persuasiveness.
Page Ref: 93

2) During her speech to persuade her classmates to get involved in campus politics, Leatrice pounds the podium to draw her audience’s attention to a particularly important point. Leatrice has used nonverbal communication to __________ verbal communication.
A) regulate  C) complement
B) illustrate  D) accent
Page Ref: 93

3) When we are listening to someone speak, we are not passive; rather, we nod our heads, purse our lips, lean forward, and so on. All of the above nonverbal behaviors function to
A) repeat verbal messages.
B) accent verbal messages.
C) regulate verbal messages.
D) help the speaker adapt to the interaction.
Page Ref: 94

4) Gila holds up two fingers while telling Henry she'll be back in two minutes. Gila has used nonverbal communication to __________ verbal communication.
A) regulate  C) complement
5) Olivia does not want Justin to know she is disappointed with the golf clubs he gave her for her birthday, so she smiles broadly and jumps up and down as if very excited. Olivia's use of nonverbal communication is an example of which of the following?
A) impression management  C) forming a relationship
B) structuring conversation  D) accenting a verbal message
Page Ref: 94

6) Which of the following is true concerning the research on nonverbal communication functions?
A) Researchers have found it is more difficult to detect lying by interpreting nonverbal cues than most people think.
B) Nonverbal communication has little to do with persuasion.
C) People use verbal communication more than nonverbal communication to manage how others see them.
D) Emotional expression is more clearly evident in verbal communication than in nonverbal communication.
Page Ref: 96

7) During stressful situations, Andre tends to play with his glasses to calm his nerves and focus his attention. Andre's nonverbal action is an example of an
A) emblem.  C) affect display.
B) adaptor.  D) illustrator.
Page Ref: 97

8) Generally, people use facial management techniques to
A) display emotions in socially acceptable ways.
B) show how they really feel about others.
C) establish territorial boundaries.
D) distance themselves from others.
Page Ref: 99

9) Functions of eye movement include
A) seeking feedback.
B) signaling openness to communicate.
C) maintaining privacy through civil inattention.
D) All of the above
Page Ref: 100

10) When you come into a lecture hall early, place your books and jacket on a seat, and then go out to talk with friends, you have engaged in behavior best described as
A) dominance.  C) relational.
B) transactional.  D) territorial.
Page Ref: 101-102