

Name: _____ Class: _____ Date: _____

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1. The process of putting our thoughts into words and nonverbal behaviors is called _____.
- a. encoding
 - b. decoding.
 - c. feedback.
 - d. semantics

ANSWER: a

2. Emoticons are textual images that symbolize all but the sender's _____.
- a. mood
 - b. location
 - c. emotion
 - d. facial expression

ANSWER: b

3. Thinking a "person who is very careful about spending money" when someone describes a person as "thrifty" represents a process called _____.
- a. encoding
 - b. decoding
 - c. feedback
 - d. semantics
 - e. communicating

ANSWER: b

4. At dinner, you ask your father's advice on whether you should take an economics class or a political science class to meet a requirement. The next day when you see your father, you say "I decided on economics." Your dad says, "Good choice son. I can tell you've thought about what we discussed." His response indicates that he is considering _____
- a. cultural context
 - b. historical context
 - c. psychological context
 - d. social context
 - e. none of these

ANSWER: b

5. Which of these is an example of communication apprehension?
- a. Matthew does not fully receive his teacher's instructions because he is distracted by the students playing Frisbee outside his classroom's window.
 - b. Ashley gets very nervous before her first presentation at work.
 - c. Jerome does not remember his conversation with a friend the day before, and he does not respond appropriately when the friend brings up the topic again.
 - d. Toya mistakenly swears in front of her grandmother and then regrets it.

ANSWER: b

6. What three things can help improve your communication competence?
- a. Motivation, desire, and expertise?
 - b. Skills, context, and semantics

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- c. Encoding, decoding, and feedback
- d. Motivation, knowledge, and skills

ANSWER: d

7. The route used to transmit message is known as _____.

- a. encoding
- b. decoding
- c. feedback
- d. a noise
- e. a channel

ANSWER: e

8. Sarah and Stephen are meeting to talk about their class project, but Stephen is distracted because he is worried about an exam in another class. He asks Sarah to repeat herself several times. This conversation is most strongly influenced by _____

- a. physical context
- b. physical noise
- c. internal noise
- d. semantic noise

ANSWER: c

9. You approach your friend Tom to ask him about how he feels about his classes this fall. Tom is busy watching a squirrel outside the window and doesn't hear anything you've just said. The communication is being affected by _____

- a. historical context
- b. semantic noise
- c. psychological noise
- d. external noise

ANSWER: d

10. If you can't pay attention because the words of a song are stuck in your head, you are experiencing _____.

- a. physiological noise
- b. semantic noise
- c. internal noise
- d. message filtering

ANSWER: c

11. Four students on a college campus decide to start a club that focuses on volunteering. They establish the organization, promote it, and plan events together. All of these activities involve communication. What kind of communication best describes what these four students are doing?

- a. Small group communication
- b. Public communication
- c. Interpersonal communication
- d. Formal communication

ANSWER: a

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12. A mother tells her child to go clean his room. He does this, although he mumbles something under his breath and makes a face to let her know that he's not happy about it. This is an example of _____

- a. context
- b. feedback
- c. decoding
- d. noise

ANSWER: b

13. As Jones tells about his trip to the Grand Canyon, he notices Janet and Mark rolling their eyes. The information Jones is receiving is known as _____.

- a. noise
- b. decoding
- c. encoding
- d. feedback
- e. channels

ANSWER: d

14. The fact that many people will talk openly with perfect strangers while on an airplane or a bus suggests that _____.

- a. We communicate to maintain our sense of self.
- b. We communicate to exchange information.
- c. We communicate to develop relationships.
- d. We communicate to meet social needs.

ANSWER: d

15. Which of these is an example of a symbol used in communication?

- a. A word
- b. A hand gestures
- c. Silence
- d. All of these are examples of symbols

ANSWER: d

16. The exchange of information function of communication is best illustrated by _____.

- a. saying "Do you want to study together?" to a new acquaintance
- b. explaining why you feel as you do about marriage
- c. giving reasons for buying a product
- d. providing directions to the doctor's office

ANSWER: d

17. Interpersonal communication is _____.

- a. communication between two people who have a relationship with one another
- b. communication that is emotional
- c. communication that is limited to romantic relationships
- d. all these answers are correct

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ANSWER: a

18. You completely forgot about a paper you were supposed to write for class. You've never been in that situation before, but you want to explain the situation to your instructor, so you think about what you want to say before going to her office. This kind of message is called a ____

- a. constructed message
- b. spontaneous expression
- c. scripted message
- d. halo effect

ANSWER: a

19. You are at a scary movies and shout "Oh no!" when you see a particularly scary sequence. Your response is an example of a

- a. constructed message
- b. scripted message
- c. spontaneous expression
- d. immediacy

ANSWER: c

20. The cashier at the store greets you by saying, "How are you doing today?" Even though you're having a bad day, you say, "I'm fine, thank you." Your response is an example of a ____

- a. spontaneous expression
- b. constructed message
- c. scripted message
- d. semantic message

ANSWER: c

21. If a friend declares that she will plan your upcoming vacation and you agree that she should take this responsibility because she has more authority on the matter, the relationship most likely has an understood degree of ____

- a. immediacy
- b. control
- c. cultural tension
- d. conflict

ANSWER: b

22. Which of the following statements about communication is true?

- a. The interpretation of a message depends on one's mood at the same time.
- b. Dark side of messages are ethical but inappropriate.
- c. Ethical communication are truthful and honest.
- d. Communication is only used to exchange information and to meet needs.

ANSWER: c

23. Competent communication depends on _____.

- a. having a friendly personality
- b. learning how to give strong feedback

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- c. credibility and social ease
- d. avoiding noise

ANSWER: c

24. According to scholar Brian Spitzberg, motivation is an important aspect of communication competence because ____
- a. motivation tells us how to behave in a given situation
 - b. we will improve our communication only if we are motivated to improve
 - c. motivation makes a person a more efficient communicator
 - d. along with incentives, motivations guarantee success

ANSWER: b

25. Diana takes a work phone call while she's in the car. She tries to pay attention to the call, but she also has to focus on traffic and driving. What kind of context is affecting Diana's communication?
- a. physical context
 - b. cultural context
 - c. historical context
 - d. social context

ANSWER: a

26. The process of transforming feelings and concepts into symbols and organizing them into a message is called decoding.
- a. True
 - b. False

ANSWER: False

27. What is competent communication in one culture may not be competent in another culture.
- a. True
 - b. False

ANSWER: True

28. The main role of feedback is to avoid semantic noise.
- a. True
 - b. False

ANSWER: False

29. In asynchronous channels, message exchanges are separated by either time or space.
- a. True
 - b. False

ANSWER: False

30. Your textbook notes that culture affects communication and that (1) perception, (2) patterns of cognition, (3) verbal behaviors, (4) nonverbal behaviors, and (5) context are affected by culture. Choose two of these five and for each, give a specific example of how culture can affect these aspects of communication.

ANSWER: Answer not provided.

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31. Define three aspects of communication contexts and discuss how each affects interpersonal communication.

ANSWER: Answer not provided.

32. Write a short dialogue that includes a spontaneous expression, a scripted message, and a constructed message. Label each.

ANSWER: Answer not provided.

33. You're at the mall shopping for clothes. In one of the fitting rooms, you find a wallet with an ID and \$500 cash. You have the option of taking the money and leaving the wallet, or leaving everything at the service desk. Define the five ethical standards that influence communication and apply them to this moral dilemma.

ANSWER: Answer not provided.

34. Synchronicity is the extent to which a channel allows you to get immediate feedback.

a. True

b. False

ANSWER: True