**True & False**

**Chapter 1**

      21.  Communication activism is known as the direct energetic action that is not in support of needed social change for individuals.

            A)    True

            B)    False

      22.  Mediated communication is defined as a communication or messages that are transmitted through some type of medium.

            A)    True

            B)    False

      23.  Public communication is defined as a situation in which a person delivers a message to an audience.

            A)    True

            B)    False

      24.  According to employers, communication skills are the most valuable abilities employees can possess.

            A)    True

            B)    False

      25.  Communication as Transmission is one of the newest models of communication based on the workings of the cell phone and the computer.

            A)    True

            B)    False

      26.  The fact that communication involves both creation and participation demonstrates that it is fundamentally dual-natured.

            A)    True

            B)    False

      27.  Small groups are traditionally defined as groups having between 2 and 10 members.

            A)    True

            B)    False

      28.  According to the constructivist perspective, communication is both a shaper of our individual understandings and shaped by those understandings.

            A)    True

            B)    False

      29.  Engagement refers to the power of communication to link and relate us to people, groups, communities, social institutions, and cultures.

            A)    True

            B)    False

      30.  One of the ways we can harness the power of communication for the greater good is by engaging in communication activism, or the direct energetic action in support of needed social change for individuals, groups, organizations, and communities.

            A)    True

            B)    False

**Chapter 2**

21. Selective attention is the process of concentrating on one part of the environment while not paying attention to the rest.

A) True

B) False

22. Perception does not play a significant role in communication.

A) True

B) False

23. According to Selective Exposure Theory, individuals prefer messages that support their own positions and messages supporting other positions.

A) True

B) False

24. Kelly's (1955) construct theory says that interpersonal constructs are bipolar dimensions of judgment used to size up people or social situations.

A) True

B) False

25. Once stimuli have been selected and organized, they should not be interpreted.

A) True

B) False

26. Standpoint theory asserts that our points of view arise from the individual experiences we have and our own viewpoints.

A) True

B) False

27. According to symbolic interactionism,communication is the primary means by which we internalize and use social values to guide how we see ourselves, how we see others, and how we interact.

A) True

B) False

28. Regarding the looking-glass self, a person gradually gains an identity by viewing himself or herself through the eyes of other people.

A) True

B) False

29. Thegeneralized other refers to the viewpoint of the entire society.

A) True

B) False

30. A saturated selfhappens whenan individual's identity is infused with the numerous, and sometimes incompatible, views of that individual.

A) True

B) False

**Chapter 3**

20. Phonemes combine to form morphemes, which are the largest units of meaning in language.

A) True

B) False

21. In verbal communication, things represented through likeness or similarity use an analog code.

A) True

B) False

22. The language of verbal communication uses a digital code that uses contextual meaning between individuals.

A) True

B) False

23. Symbols convey meaning and characterize ideas, people, places, or concepts.

A) True

B) False

24. According to your textbook, symbols are abstract, unintentional, uniquely human, culturally bound, and contextually bound.

A) True

B) False

25. Semantics is considered the study of symbols and human interaction with them through communication.

A) True

B) False

26. Sometimes, words have several meanings. Depending on the context or situation, the meaning will be changed, and these words are considered polysemic words.

A) True

B) False

27. The basic building blocks of a language are its sounds, and these sounds are called phonemes.

A) True

B) False

28. The idea that language creates and shapes our social reality is known as linguistic relativity hypothesis.

A) True

B) False

29. Inclusive language employs expressions and words that are specific to an appropriate group to use without others knowing.

A) True

B) False

**Chapter 4**

21. Nonverbal messages are more convincing than verbal messages.

A) True

B) False

22. The use of silence is considered a kinesic cue.

A) True

B) False

23. Emblems are specific, universally understood meanings that can substitute a word or phrase.

A) True

B) False

24. According to Edward T. Hall's spatial zones, the social zone occupies the space over 12 feet from us and refers to the distance typical of large, formal, public events.

A) True

B) False

25. The study of the ways in which time is used to structure interactions is known as chronemics.

A) True

B) False

26. Goffman explained how face can be “lost,” “maintained,” “ protected,” or “enhanced” in everyday life as a presentation of self.

A) True

B) False

27. Emoticons are an excellent way to enhance all digital conversations, regardless of the situation.

A) True

B) False

28. North American countries like the United States are considered contact cultures.

A) True

B) False

29. Personal artifacts are the objects that hold meaning left behind by someone after he or she has passed away.

A) True

B) False

30. Nonverbal immediacy is defined by Andersen (1979) as the use of closeness-inducing nonverbal behavioral cues.

A) True

B) False

**Chapter 5**

21. Responding is *not*an important part of the listening process.

A) True

B) False

22. Critical listening requires offering support to another person.

A) True

B) False

23. Because listening is such a routine part of our day, we often take it for granted without realizing how much work it requires.

A) True

B) False

24. Hearing is the active process of receiving and understanding messages through words or by reading text.

A) True

B) False

25. Source distractions occur when the person we are listening to exhibits a behavior that makes it difficult for us to listen.

A) True

B) False

26. Effective listening requires us to put our biases aside and regard the other as having a valid point of view worthy of our time and careful attention.

A) True

B) False

27. HURIER is an acronym for the six-step process of hearing.

A) True

B) False

28. Evaluating means assessing the credibility of a message.

A) True

B) False

29. There is no major difference between hearing and listening; both are important processes.

A) True

B) False

30. Knowing your listening goals can help you decide which type of listening you need to engage in.

A) True

B) False

**Chapter 6**

21. Most campus cultures are essentially the same.

A) True

B) False

22. The period known as “rush” for Greek organizations in an example of a ritual on college and university campuses.

A) True

B) False

23. The only way to gain information about an organizational culture is by direct questioning.

A) True

B) False

24. It is not possible to be considered a culture without referencing geographical boundaries and language barriers.

A) True

B) False

25. The people you'll be interacting with in diverse communication contexts may present you with differences that you've never encountered before, and your communication choices will shape the experience as positive or negative.

A) True

B) False

26. The United States is an example of a low-context culture.

A) True

B) False

27. Hofstede's cultural value dimensions refer to the primary ways of thinking to which individuals consciously choose to subscribe as adults.

A) True

B) False

28. We never truly understand our own culture until comparing it with others.

A) True

B) False

29. Mutual respect is about people seeking understanding through the vehicle of open dialogue; attempting to understand others with an open mind leads them to mutually respond with respect and understanding.

A) True

B) False

30. When it comes to communication competence, ethnicity and race are synonymous.

A) True

B) False

**Chapter 7**

21. We are most likely to form relationships with people who are in close proximity to us.

A) True

B) False

22. The tendency to let our perceptions of one positive trait influence our perceptions of other positive traits is called the halo effect.

A) True

B) False

23. Contrary to the popular thought that “opposites attract,” similarity is more attractive to us than is dissimilarity.

A) True

B) False

24. According to the Social Penetration Model, after peeling back the middle layers, individuals progress to the inner layers, which consist of more personal details such as social attitudes and political views.

A) True

B) False

25. It is not events, themselves, that change relationships, but our interpretation of the events, known as turning points.

A) True

B) False

26. Tierra, who has been in a dating relationship for about two months, was just promoted at work and asked to relocate to the company's headquarters in another state. This is an example of a dyadic turning point in her dating relationship.

A) True

B) False

27. Relational climate defines the overall emotional feeling of a relationship, determined by communication.

A) True

B) False

28. A form of defensive communication is attacking the critic, which includes verbal aggression, sarcasm, and rationalizing.

A) True

B) False

29. Communication creates a relational culture.

A) True

B) False

30. Defensive communication attempts to guard, or protect a person from an attack

A) True

B) False

**Chapter 8**

21. Small group communication is defined as five or more people working together interdependently for the purpose of accomplishing a task.

A) True

B) False

22. Without a task, a group need not exist.

A) True

B) False

23. Problem-solving talk occurs when a group selects an option from a set of already selected options in which no externally correct option exists.

A) True

B) False

24. Informational diversity and value diversity make up part of the first advantage to small group work, which is access to group members' collective resources.

A) True

B) False

25. Tuckman's model of small group development proposes that groups progress through five sequential stages: forming, storming, conforming, performing, and mourning.

A) True

B) False

26. Social cohesion refers to the degree to which group members work toward a common goal.

A) True

B) False

27. The encourager role and the harmonizer role are both considered building and maintenance rolesbecause they are used to develop and maintain the interpersonal relationships within a group.

A) True

B) False

28. The flexibility of shared leadership permits the most competent group member(s) to assume the role when needed and usually rotates among group members over the life span of a task.

A) True

B) False

29. You should always consider the convenience, aesthetics, and comfort of the location when planning a group meeting.

A) True

B) False

30.  An integrating conflict-handling style is the preferred style among group members; therefore, this style should be used regardless of the nature of the issue or the specific group members involved.

A)True

B)False

**Chapter 9**

21. Developing an understanding of communicative practices in the workplace is vital to one's productivity, satisfaction, commitment, and retention.

A) True

B) False

22. Superior–subordinate relationships and peer relationships in the workplace are further characterized by three characteristics: status, efficacy, and choice.

A) True

B) False

23. In low-quality superior–subordinate relationships, superiors provide greater amounts of information and higher quality information to their subordinates than to subordinates who are involved in high-quality superior–subordinate relationships.

A) True

B) False

24. The talk that happens around the water cooler or coffee machine at work helps establish informal communication networks.

A) True

B) False

25. Information gained through informal communication networks is often more useful and more important than information received through formal networks.

A) True

B) False

26. When you use the overt, third-party, testing, and observing information-seeking strategies, you may not have a particular information source in mind.

A) True

B) False

27. As peer relationships develop (i.e., from information peer to collegial peer to special peer) communication will become more frequent, more intimate, more personal, and less cautious.

A) True

B) False

28. Sharing your concerns (e.g., criticisms about workplace practices, decisions, or policies) directly, openly, and clearly with your superiors because you believe they will take your concerns seriously is known as latent dissent.

A) True

B) False

29. Workers who express articulated dissent (as compared to those who express latent dissent) often do so because they feel that their contributions possess little value, that their contributions are unwanted, that their coworkers are less open and receptive to their ideas, and that they have little ability to influence their workplace.

A) True

B) False

30. Workplace culture does not simply exist; it is communicatively created by its members.

A) True

B) False

**Chapter 10**

21. New Media, unlike broadcast media, are fixed and rarely change.

A) True

B) False

22. New Media in the Communication Age foster the convergence of old and new media, allowing connections across boundaries, borders and countries with the click of a mouse.

A) True

B) False

23. During the First Media Age in the 1960s, broadcast media controlled the airways. During this era, the news was released through a highly centralized production in a one-way type of communication and was under the state's control with little interaction from the public.

A) True

B) False

24. Marshall McLuhan, who developed New Media Theory, actually predicted many of the technologies we use today long before they were created.

A) True

B) False

25. New Media are not controlled by the state and have endless boundaries and broad regulations.

A) True

B) False

26. New Media are creative, personal, inflexible, and always evolving.

A) True

B) False

27. Online games are not considered part of computer-mediated communication.

A) True

B) False

28. *Avatar* is defined as a stable online identity that someone using Cyberspace has created. Avatars may be formed through people's writing in a newsgroup or a cartoon character they have created as an image of their self.

A) True

B) False

29. The real reason individuals use New Media and CMC is to connect with and relate to others.

A) True

B) False

30. Real timeis activities or resources whose action and reactions occur immediately, with no delay and is not possible with CMC.

A) True

B) False

**Chapter 11**

21. “What are the ways Apple's iPad can be used in the college classroom for educational purposes?” is a good example of a specific purpose statement.

A) True

B) False

22. When commemorating a special event in an epideictic presentation, a speaker should always do so in a highly formal manner.

A) True

B) False

23. To choose a presentation topic, it is important to think about the audience, the occasion, and yourself.

A) True

B) False

24. Many speakers try to cover too much material in a single presentation, which may be a result of their failure to effectively consider the occasion.

A) True

B) False

25. A main benefit of conducting audience analysis is the reduction of uncertainty about giving the presentation experienced by the speaker.

A) True

B) False

26. Generally, a larger audience reflects a more casual occasion whereas a smaller audience reflects a more formal occasion.

A) True

B) False

27. Demographic data are meant to be used as a tool to stereotype audience members.

A) True

B) False

28. Never begin a presentation by introducing yourself to the audience unless it is absolutely necessary.

A) True

B) False

29. Phrases such as “I'm done” or “That is all I have to say” are sufficient concluding devices and should be used to signal to the audience that the presentation is finished.

A) True

B) False

**Chapter 12**

21. If you copy and paste your own thoughts, words, ideas, or opinions used in a previous document into a new presentation, you are plagiarizing.

A) True

B) False

22. A secondary source is information obtained from a participant or observer who was at the event.

A) True

B) False

23. Reference works are not the best type of sources to use in your actual presentation because they summarize original sources.

A) True

B) False

24. You will use closed questions for the majority of an interview.

A) True

B) False

25. “What influenced your decision to vote against bringing Phish to campus?” is an example of a leading question.

A) True

B) False

26. The key to evaluating your sources is to analyze the information, the author, and the publisher.

A) True

B) False

27. The more statistics you use in your presentation, the better supported your argument will be.

A) True

B) False

28. An oral citation should provide all of the information available in the written reference entry.

A) True

B) False

29. Greek philosopher Plato first coined the terms *ethos*, *pathos*, and *logos* over 2,000 years ago.

A) True

B) False

30. When we try to derail someone from an argument, it is termed a red herring fallacy.

A) True

B) False

**Chapter 13**

21. When organizing a presentation, a useful analogy to consider is that of a tour guide: Speakers should think of themselves as tour guides moving a group of people from one point to another.

A) True

B) False

22. Walter Fisher argues that stories or narratives are how we build communities and relationships and create our lives.

A) True

B) False

23. Providing information by location or physical relationship requires a topical pattern of organization.

A) True

B) False

24. It is unnecessary to use the words *cause*and *effect*in a presentation that follows a cause-and-effect organizational pattern because your argument is implied through your discussion of the issue.

A) True

B) False

25. The introduction usually comprises 10% to 15% of a presentation.

A) True

B) False

26. Humor is a great method of gaining audience attention and is effective regardless of speaker or occasion.

A) True

B) False

27. The second step in the introduction is to introduce your topic, which is often referred to as a thesis statement.

A) True

B) False

28. The five steps of Monroe's Motivated Sequence, in sequential order, are attention, need, satisfaction, visualization, and action.

A) True

B) False

29. A speaker should not say “Thank you” at the end of their speech.

A) True

B) False

30. In terms of nonverbal transitions, movement should be well rehearsed and appear choreographed.

A) True

B) False

**Chapter 14**

21. Communication apprehension usually decreases after a minute or two of giving your speech.

A) True

B) False

22. At its heart, communication apprehension is really all about relationships.

A) True

B) False

23. Manuscript presentations are read from a script and are usually informal in nature.

A) True

B) False

24. When a speaker is going to be giving the same speech multiple times, often he or she will give a memorized presentation.

A) True

B) False

25. Some of the disadvantages of a memorized presentation include forgetting parts of the speech, connecting with the audience, and over rehearsing.

A) True

B) False

26. In an impromptu speech, you will most likely want to focus on two main points in the body of the speech.

A) True

B) False

27. In terms of delivery and content, a mediated presentation is considered the most effective type of speech.

A) True

B) False

28. One of the advantages of a mediated presentation is appealing to multiple learning styles within your presentation.

A) True

B) False

29. Speakers who avoid making eye contact with the audience are often rated as more credible and truthful.

A) True

B) False

30. Multimedia presentation aids can be used to create emotion in your presentation.

A) True

B) False

**Chapter 15**

21. In order to relate your topic to the audience, you should avoid taking on a complex topic if the audience is uneducated about the topic.

A) True

B) False

22. The type of organizational pattern used by a speaker can make a huge difference in the level of understanding gained by the audience.

A) True

B) False

23. Both informative and persuasive presentations need to provide credible and timely information in order to be an effective presentation.

A) True

B) False

24. The key to a good demonstrative presentation is to choose a demonstration that the audience will want to learn, regardless of their ability to learn it within your allotted time period.

A) True

B) False

25. Multimedia aids are the most effective way to add to a descriptive presentation and paint a picture for your audience.

A) True

B) False

26. Informative presentations that demonstrate, explain, describe, or explore assume the audience has at least heard about the topic in some form.

A) True

B) False

27. A question-and-answer period at the end of a presentation is an effective way to get the audience involved because it allows them to clarify what they've heard.

A) True

B) False

28. It is unnecessary to define key terms in your presentation because you should assume that your audience can use context clues to figure out anything they are unsure of.

A) True

B) False

29. Kinesthetic learners are individuals who prefer to obtain and process information by hearing and speaking it.

A) True

B) False

30. Although an audience analysis can help you choose which learning style to favor, it is often best to use a variety of tools throughout your presentation.

A) True

B) False

**Chapter 16**

20. How you control your own personal brand will have an impact on your persuasive appeals.

A) True

B) False

21. Within a persuasive presentation, the conclusion is the best place to demonstrate that you know what you are talking about.

A) True

B) False

22. In a persuasive presentation, using a variety of different types of arguments (example, analogy, definition, or relationship) will distract from the persuasive appeal of your message.

A) True

B) False

23. The problem-cause-solution pattern and Monroe's Motivated Sequence are effective methods of delivering persuasive presentations.

A) True

B) False

24. In Monroe's Motivated Sequence, the Needs step lets you go beyond the proposed solution to show your audience all of the positive outcomes of adopting your proposal.

A) True

B) False

25. The social judgment strategy maintains that people can be persuaded on a topic by having people accept changes that are close to their already held beliefs.

A) True

B) False

26. Instead of asking your audience to adopt the big picture purpose, you can ask them to make small changes in their behavior—this is an example of micro changes.

A) True

B) False

27. By using a social judgmentstrategy, you are presenting your audience with the possible advantagesof adopting your opinion, solution, or point of view.

A) True

B) False

28. Argument by analogy refers to a general relationship or correlation of two ideas or concepts.

A) True

B) False

29. When you use the definition of an idea or concept as part of your persuasive appeal, you are engaged in an argument by definition.

A) True

B) False

**Chapter 17**

21. As an interviewee, your only job is to answer the interviewer's questions.

A) True

B) False

22. People tend to relate more with people who appear to be similar to them.

A) True

B) False

23. An interview in which the interviewee has ample control over things like the length of their questions and the subject matter demonstrates the directive approach to interviews.

A) True

B) False

24. “Did you quit your last job?” is a bipolar question.

A) True

B) False

25. The opening phase of an interview contains two steps: establishing rapport and orienting the other party.

A) True

B) False

26. Central to being a good interviewee is being an engaged listener.

A) True

B) False

27. The moment you meet in person is the first chance an interviewer/recruiter has to see you.

A) True

B) False

28. Your portfolio is an extension of your resume, especially if you work in the fields of photography, advertising, marketing, public relations, art, design, fashion, journalism, architecture, and teaching.

A) True

B) False

29. In a mediated interview, it is important to fill the silence between questions by extending your answer to the previous question.

A) True

B) False

30. Interviewing goes beyond the function of landing a job.

A) True

B) False

**Multiple Choice**

**Chapter 1**

  1.  We currently live and operate in the \_\_\_\_\_ Age, which is quickly replacing the \_\_\_\_\_ Age.

            A)    Communication; Information

            B)    Information; Computer

            C)    Information; Communication

            D)    Communication; Industrial

        2.  People for whom technologies already existed when they were born are referred to as

            A)    millennials.

            B)    virtual pioneers.

            C)    digital natives.

            D)    technologists.

        3.  The age in which communication, technology, and media converge deeply permeate a citizens daily life is known as the

            A)    Information Age.

            B)    Convergence Age.

            C)    Industrial Age.

            D)    Communication Age.

        4.  People who have adopted and learned digital technologies later in life are known as \_\_\_\_\_.

            A)    digital immigrants

            B)    digital natives

            C)    digital citizens

            D)    digital emigrants

        5.  An already popular format for games and other forms of entertainment is called \_\_\_\_\_ and is a blend of physical and virtual realities.

            A)    heightened reality

            B)    augmented reality

            C)    synthesized reality

            D)    mobile reality

        6.  Which of the following was *not* listed as a benefit of studying communication?

            A)    Physical, emotional, and psychological health and well-being.

            B)    Help in finding employment and advancing in your career.

            C)    Increased potential to bring about better social realities.

            D)    Less active role in democratic citizenship.

        7.  What is the definition of communication?

            A)    The verbal or nonverbal unidirectional exchange of information.

            B)    The sharing of ideas through oral or written reciprocal exchange.

            C)    The collaborative process of using messages to create and participate in social reality.

            D)    The process of creating and transmitting messages.

        8.  Which of the following does not accurately describe communication?

            A)    Communication is collaborative.

            B)    Communication is a process.

            C)    Communication is static.

            D)    Communication is participatory.

        9.  The set of social judgments that members of a group agree upon is the definition of which of the following terms?

            A)    Social reality

            B)    Social exchange

            C)    Social agreement

            D)    Social construction

      10.  Communication is a [“we”](http://www.unnecessaryquotes.com/2011/07/have-cold-one.html)activity in which people work jointly to create and share meaning. This best demonstrates that communication \_\_\_\_\_.

            A)    is a process

            B)    is collaborative

            C)    involves messages

            D)    is a thing

      11.  Being labeled a [“loser”](http://www.unnecessaryquotes.com/2011/07/have-cold-one.html) may alter a person's perceptions and reinforce self-destructive behaviors, taking part in shaping their social reality. This best demonstrates that communication \_\_\_\_\_.

            A)    is collaborative

            B)    involves messages

            C)    is creative

            D)    is participatory

      12.  The ancient Greeks referred to the ways that communication can be used as an instrument to accomplish things as \_\_\_\_\_  and the ways that communication creates things as \_\_\_\_\_.

            A)    poiesis; praxis

            B)    pathos; poiesis

            C)    praxis; poiesis

            D)    protos; praxis

      13.  If Bethany calls her mother on the phone and shares her day's experience, this an example of which type of communication context?

            A)    Face-to-face

            B)    Mediated

            C)    Distance

            D)    Cognitive

      14.  Which of the following situations is an example of interpersonal communication?

            A)    Mary gives a presentation to a large meeting.

            B)    Simon listens to a radio show about his favorite hip-hop group.

            C)    Liz responds to a friend's Facebook status.

            D)    James talks to himself while he goes grocery shopping.

      15.  Complex computer data-mining operations use all of your online activities (ranging from site visits, to purchase histories, to group memberships) to compile highly specific profiles of you that advertisers can use to customize, or**\_\_\_\_\_**, their advertisements to you.

            A)    broadcast

            B)    narrowcast

            C)    personalize

            D)    target

      16.  Which communication metaphor describes communication as a linear, one-way transfer of information?

            A)    Transmission

            B)    Interaction

            C)    Transaction

            D)    Constructivism

      17.  In the transactional model of communication, every message has two dimensions: \_\_\_\_\_, or its surface level meaning; and \_\_\_\_\_, or how a message is said.

            A)    content; delivery

            B)    primary purpose; secondary purpose

            C)    content; relationship

            D)    construct; meaning

      18.  Which model of communication expands the role of communicators beyond sender-receivers to joint creators of social reality?

            A)    Interaction

            B)    Transaction

            C)    Constructivism

            D)    Social Constructionism

      19.  According to the communication philosopher and ethicist Jürgen Habermas, ethical communication is that which promotes \_\_\_\_\_ and \_\_\_\_\_.

            A)    dependence; freedom

            B)    autonomy; responsibility

            C)    freedom; exemption

            D)    groupthink; empowerment

      20.  Viewing communication as a process of social construction requires an appreciation of both \_\_\_\_\_ (the power and freedom to use communication to create the social realities we desire) and \_\_\_\_\_ (the limitations inherent in our social realities).

            A)    agency; constraint

            B)    democracy; law

            C)    possibility; danger

            D)    voice; control

**Chapter 2**

1. Which of the following is a process of being aware of and understanding the world?

A) Realization

B) Paradigm

C) Personal view

D) Perception

2. Perceptions do all of the following to our ideas, values, and beliefs except for which of the following?

A) Challenge

B) Release

C) Form

D) Reinforce

3. According to Chapter 2 of the textbook, the average U.S. citizen receives how many advertisements per day?

A) 15,000

B) 1,000

C) 5,000

D) 10,000

4. Patricia is studying for her exam at night in her room. Although she is listening to music on her computer and watching her television, she is annoyed by the sound of her neighbor's vacuum next door. Patricia's concentration is engaged in what process?

A) Selective attention

B) Aggravated response

C) Preferred hearing

D) Selective exposure

5. Jason filters what he hears to suit his own needs, biases, and expectations. Which of the following is Jason using?

A) Selective memory

B) Selective exposure

C) Selective attention

D) Selective perception

6. You have been invited to a social evening at your professor's home. There are many students there whom you have never met. As you meet them, you use bits of information from them and translate it into general characteristics. This is an example of which important characteristic of cognitive complexity?

A) Abstract

B) Numerous

C) Capable

D) Organized

7. Which of the following is *not* a type of schema?

A) Stereotypes

B) Prototypes

C) Scripts

D) Blueprints

8. Factors that influence perceptions include all of the following except for \_\_\_\_?

A) media

B) relationships

C) language

D) culture

9. Kevin sees himself as an athlete, a student, tall, a son, and a lead singer. These are characteristics of Kevin's \_\_\_\_?

A) self-esteem

B) self-image

C) self-opinion

D) self-construction

10. The notion that the self-arises from interpersonal interactions and perceptions of other refers to \_\_\_\_?

A) self-reflection

B) image realities

C) looking-glass self

D) visionary self

11. During an emergency, Daniel sees a man in a blue uniform with a gold star and a flashlight. Using stereotypes, Daniel assumes the man is a police officer. This refers to an organization pattern known as \_\_\_\_.

A) assumptions

B) schemas

C) stereotyping

D) profiling

12. Which of the following is not related to perception?

A) Selective exposure

B) Selective perception

C) Selective hearing

D) Selective attention

13. Which schema is considered an image of the best example of a particular category?

A) Stereotypes

B) Scripts

C) Blueprints

D) Prototypes

14. Portrayals of feminine beauty on television are examples of which type of influence to perception?

A) Relationships

B) Language

C) Culture

D) Media

15. Kevin sees himself as a good student, but a bad friend. His feelings refer to his \_\_\_\_\_.

A) self-construction

B) self-opinion

C) self-esteem

D) self-image

16. In a conversation, Jackson informs Kayla of the way he is aware of and understands the world. Jackson is describing his process of \_\_\_\_\_.

A) perception

B) opinion

C) paradigm

D) view

17. Before going to class, Tricia expects that she will take a quiz and the professor will lecture for 30 minutes and then give an assignment. Which type of schema is Tricia using?

A) Blueprints

B) Scripts

C) Stereotypes

D) Imagined experience

18. During the graduation ceremony, Stephen remembers all of the positive experiences he had with his classes and the fun he had with all the people he met. Stephen is using which type of selection?

A) Selective concentration

B) Selective attention

C) Selective exposure

D) Selective memory

19. Individuals with highly developed interpersonal construct systems have which of the following?

A) Increased perception

B) Cognitive complexity

C) Hyperselection

D) High cognition

20. Which of the following includes stereotypes, prototypes, interpersonal constructs, and scripts?

A) Profiling

B) Interpersonal perception

C) Cognitive complexity

D) Schemas

**Chapter 3**

1. which of the following is a verbal message represented through symbols?

A) Language code

B) Analog code

C) Personal code

D) Digital code

2. A system of words and systems used for a common purpose by people is called \_\_\_\_\_\_.

A) symbols

B) language

C) communication

D) verbal language

3. Symbols are all of the following except\_\_\_\_\_.

A) Intentional

B) Uniquely human

C) Specific

D) Contextually bound

4. The phrase “It's good!” has a completely different meaning for football fans than it does for people dining at a restaurant. This is an example of symbols as \_\_\_\_\_\_.

A) culturally bound

B) uniquely human

C) intentional

D) contextually bound

5. Which of the following terms is an example of a polysemic word?

A) Leadership

B) Snowstorm

C) Fishing hook

D) Facebook official

6. During his class, Peter often uses his dictionary to understand some the words his professor uses. When Peter does this, he is look for which of the following?

A) Denotative meaning

B) Understanding

C) Connotative meaning

D) Clarification

7. Which of the following is described as the study of the meaning of words?

A) Morphology

B) Phonemics

C) Langualogy

D) Semantics

8. When among her musician friends, Taylor uses the word *hot* to describe the music they create. She is aware that this is a good term because she is knowledgeable of the \_\_\_.

A) understanding

B) connotative meaning

C) phonemic meaning

D) denotative meaning

9. Words and expressions that are broad enough to include everyone are called \_\_\_.

A) broad terms

B) inclusive language

C) clear language

D) open language

10. Which of the following is considered inclusive language?

A) Freshman

B) Policeman

C) Chef

D) Actress

11. Which of the following is not considered a part of CMM?

A) Speech act

B) Groups

C) Episode

D) Coordination

12. On his way to class, Jack hears his friend Jill say, “Hey, Jack! Look out! ” Jack understands the message to be a warning according to which part of CMM?

A) Episode

B) Content

C) Speech act

D) Relationship

13. Ted and Bob recognize that they should wait in line until it's their turn at the local burger restaurant. This is an example of \_\_\_.

A) constitutive rules

B) social rules

C) interaction rules

D) regulative rules

14. James and Beth are friends. They consider going out to dinner to be a part of spending quality time and not a romantic date. This is an example of \_\_\_.

A) Excited cognitive activity

B) Mutual satisfaction communication

C) Peak communication experiences

D) Functional communication release

15. Dylan's father comes home to find the house dirty. When asked why he has not cleaned up, Dylan goes over to the TV and asks his father, “What's coming on tonight?” Dylan was not cooperative according to which maxim?

A) Relevance maxim

B) Quality maxim

C) Quantity maxim

D) Manner maxim

16. Which of the following is not considered a type of message design logic (MDL)?

A) Expressive

B) Intentional

C) Conventional

D) Rhetorical

17. Barb, the newly elected president of Lambda Pi Eta, is shocked by the low attendance at weekly meetings. At the next meeting, she decides to tell everyone exactly how she feels by letting the members know that she is angry and that they are wasting her time. This is an example of which message design logic?

A) Rhetorical

B) Conventional

C) Emotional

D) Expressive

18. Message design logics (MDL) are all of the following except?

A) Messages expressed to achieve goals

B) Personally designed messages

C) Distinct ways of thinking

D) Chosen thoughts to express

19. The smallest units of meaning in a language are known as \_\_\_.

A) phonemes

B) basic communication

C) micro-linguals

D) morphemes

**Chapter 4**

1. All the ways we communicate without using words is known as \_\_\_\_\_ communication.

A) silent

B) verbal

C) nonverbal

D) coded

2. Which of the following is not considered a code, or category, of nonverbal communication?

A) Kinesics

B) Verbal cues

C) Gestures

D) Vocalics

3. The use of ALL CAPS to indicate urgency is an example of \_\_\_\_\_ in the digital world.

A) vocalics

B) kinesics

C) proxemics

D) haptics

4. Flipping someone off is an example of a(n) \_\_\_\_\_ because it has a direct translation to a written word.

A) emblem

B) illustrator

C) affect display

D) regulator

5. Gestures that are used to control the turn-taking in conversations are known as \_\_\_\_\_.

A) emblems

B) illustrators

C) regulators

D) adapters

6. Nonverbal gestures, postures, and facial expressions that communicate emotions are called \_\_\_\_\_.

A) illustrators

B) affect displays

C) regulators

D) adapters

7. Edward T. Hall's spatial zones identified in middle-class U.S. culture demonstrate which nonverbal communication code?

A) Vocalics

B) Kinesics

C) Proxemics

D) Haptics

8. According to Edward T. Hall's zones of space, which zone occupies the area within zero to 18 inches of us?

A) Social

B) Public

C) Personal

D) Intimate

9. The study of how people use space and objects to communicate occupancy or ownership of space is known as \_\_\_\_\_.

A) homophobia

B) territoriality

C) privacy

D) formality

10. Imagine you are meeting with a small study group at the library before an exam. Halfway into your study session, a larger group of students from another class sits at the tables around yours, openly discussing their material, and you eventually have to leave. This is an example of which type of intrusion?

A) Violation

B) Invasion

C) Contamination

D) Mitigation

11. Factors such as room design, lighting, smell, and seating arrangement influence which nonverbal communication code?

A) Kinesics

B) Proxemics

C) Environment

D) Physical appearance

12. How comfortably we can behave, in light of our expectations, relates to our understanding of the \_\_\_\_\_ of an environment.

A) formality

B) warmth

C) privacy

D) familiarity

13. In relation to how we perceive an environment, whenever we feel our personal space is invaded, we feel \_\_\_\_\_.

A) formality

B) privacy

C) familiarity

D) constraint

14. Most professors at U.S. universities and colleges have an attendance policy (including punctuality) in their syllabus. In terms of time orientation, of which type of culture is this an example?

A) monochronic

B) mesochronic

C) polychronic

D) prechronic

15. Which of the following is not one of the four most common facial management techniques?

A) Neutralization

B) Masking

C) Intensification

D) Enhancing

16. Eye behavior, such as looking down and avoiding eye contact, is a strong signal a person could be lying; this reveals to a person which of the following terms?

A) Arousal

B) Salience

C) Involvement

D) Deception cues

17. In the digital world, “poking” someone on Facebook is an example of which code of nonverbal communication?

A) Vocalics

B) Kinesics

C) Proxemics

D) Haptics

18. Which of the following is not an aspect of touch that determines its appropriateness for an individual or situation?

A) Location

B) Preparation

C) Duration

D) Intensity

19. Which of the following statements about physical attractiveness is incorrect?

A) It is a perception of beauty.

B) It is formed by features like height, weight, and shape.

C) It is universally based on facial symmetry.

D) It is derived from culture.

20. \_\_\_\_\_ is a system that classifies people according to their body type.

A) Stereotyping

B) Somatyping

C) Chromotyping

D) Physiotyping

**Chapter 5**

1. The active process of receiving and understanding messages through words or by reading text is considered \_\_\_\_\_.

A) hearing

B) bias

C) listening

D) focusing

2. Jon is reading for one of his classes at the library, but he is continuously interrupted by the noise coming from group of students working at the table next to him. He is also sitting near the front desk, and the beeping noise from the checkout computer interrupts him as well. Occasionally he hears the loud *clunk* of a beverage dropping from the vending machine. All of these distractions are examples of \_\_\_\_\_.

A) source distractions

B) situational distractions

C) medium distractions

D) failure to focus on the message

3. While traveling in Spain this summer, Kylie had some difficulty understanding the people she met, even when they spoke English. The accents Kylie heard could be considered a \_\_\_\_\_.

A) source distraction

B) failure to focus on the message

C) medium distraction

D) situational distraction

4. Sarah turns the TV on every morning so she can listen to the morning news while she prepares for work. One morning during a thunderstorm, the local channel's sound faded in and out and she only heard pieces of the broadcast. This is an example of a \_\_\_\_\_.

A) source distraction

B) failure to focus on the message

C) medium distraction

D) situational distraction

5. Any assumption made or attitude we have about a person, an issue, or a topic before we have heard all of the facts is a(n) \_\_\_\_\_.

A) opinion

B) situational distraction

C) source distraction

D) bias

6. \_\_\_\_\_\_\_\_\_\_\_\_ listening can be demanding because it requires that we both listen to the message and analyze its content.

A) Comprehensive

B) Critical

C) Empathic

D) Appreciative

7. When Jake went to buy a new car, he took a small notebook and wrote down the facts that the salesperson told him as they looked at several different cars. He also wrote down questions to ask the salesperson later before he made his final decision. Jake engaged in \_\_\_\_\_.

A) comprehensive listening

B) appreciative listening

C) empathic listening

D) critical listening

8. \_\_\_\_\_\_\_\_\_\_\_\_\_ listening requires that we put aside all distractions and focus on our conversational partner in order to demonstrate support, caring, and warmth to that person.

A) Comprehensive

B) Critical

C) Empathic

D) Appreciative

9. Part of the listening process involves attaching meaning to the words we hear, often unconsciously. This part of the process is called \_\_\_\_\_.

A) hearing

B) remembering

C) interpreting

D) understanding

10. When you ask you friend how she is, she responds by saying, “I'm fine,” but you can tell by her expression and her tone that she is not fine. This part of the listening process is called \_\_\_\_\_.

A) interpreting

B) empathy

C) hearing

D) understanding

11. The last step in the listening process is \_\_\_\_\_.

A) understanding

B) interpreting

C) remembering

D) responding

12. Weighing the credibility and accuracy of the message to make an assessment about the information requires \_\_\_\_\_.

A) bias

B) evaluating

C) remembering

D) interpreting

13. Melissa heard her mom talking about her day at work, but she couldn't stop thinking about the poor grade she received on her science test that afternoon so she did not hear her mom when she asked her about her day at school. The listening problem Melissa is most likely experiencing is \_\_\_\_\_.

A) bias

B) medium distraction

C) failure to focus on the message

D) source distraction

14. On the first day of class in the middle of your professor's lecture, the projector begins to flicker. Your professor fixes the problem and continues with the lecture, but a few minutes later, it happens again and you find it hard to concentrate on the rest of the lecture. The listening problem you are experiencing is \_\_\_\_\_.

A) medium distraction

B) situational distraction

C) failure to focus on the message

D) source distraction

15. HURIER, the acronym for the six-step listening process, stands for \_\_\_\_\_.

A) hearing, understanding, responding, investigating, examining, and remembering

B) hearing, understanding, remembering, interpreting, evaluating, and responding

C) hearing, understanding, responding, interpreting, evaluating, and remembering

D) hearing, understanding, remembering, investigating, evaluating, and responding

16. Carey went to lunch with Stephanie to discuss how she was feeling about a situation at work. At the restaurant, Stephanie was really distracted because her favorite band was playing and she wanted to go to the stage to dance. Feeling like she wasn't being heard, Carey got upset and left Stephanie at the table. Carey is most likely upset because \_\_\_\_\_.

A) Stephanie was not engaged in appreciative listening with Carey

B) Stephanie didn't critically listen to Carey's problem

C) Stephanie had too many situational distractions to hear the story well

D) Stephanie did not engage in empathic listening with Stephanie

17. The type of listening that includes asking questions, taking notes, and trying to make meaning of the message is \_\_\_\_\_.

A) comprehensive listening

B) appreciative listening

C) critical listening

D) empathic listening

18. Which type of listening is best when you need to form an opinion or make an important decision?

A) Comprehensive listening

B) Empathic listening

C) Critical listening

D) Appreciative listening

19. Which type of distraction comes from environmental disturbances that keep you from listening?

A) Medium distractions

B) Source distractions

C) Judging too soon

D) Situational distractions

20. Listening to an audio book on your iPod while you exercise is which type of listening?

A) Empathic listening

B) Appreciative listening

C) Critical listening

D) Comprehensive listening

**Chapter 6**

1. The rules of living and functioning in society which can shape the way you talk, behave, dress and think are known as \_\_\_\_\_.

A) socialization

B) assimilation

C) culture

D) one's belief system

2. Communication among people from a variety of different cultures is \_\_\_\_\_.

A) co-cultural communication

B) diversity interaction

C) social diversity

D) inclusive interaction

3. The term used to describe the unique differences in people is \_\_\_\_\_.

A) culture

B) diversity

C) cultural difference

D) variety

4. Which of the following was not mentioned as a factor of cultural rituals?

A) Tradition

B) Behavior

C) Celebration

D) Personality

5. The example of using a website such as RateMyProfessor.com to pick a professor is related to which of the following types of cultural cues:

A) Narratives

B) Tradition

C) Ritual

D) Practice

6. As an educated citizen, it is important that we strive for \_\_\_\_\_, or being aware of diversity that's present in any working or social situation.

A) cultural tolerance

B) cultural awareness

C) cultural acceptance

D) cultural difference awareness

7. In many countries like China or Iraq, individuals focus more on background knowledge and their relationship with their conversational partner than on the spoken words. These are examples of \_\_\_\_\_.

A) low-context cultures

B) interpersonal cultures

C) high-context cultures

D) relational cultures

8. Which of the following is not one of Hofstede's cultural value dimensions?

A) Masculinity vs. femininity

B) Uncertainty avoidance

C) Capitalism vs. socialism

D) Power distance

9. In which type of culture are other groups consulted during the decision-making process or when making plans for the future?

A) Long-term oriented

B) Short-term oriented

C) Individualistic

D) Collectivist

10. The amount of perceived or felt equality or inequality between people in certain cultural or social contexts is referred to as \_\_\_\_\_ .

A) a diversity measure

B) power distance

C) the level of equitability

D) the level of influence

11. With regard to how people use time and their expectations of how it should be managed, members of which type of culture value efficiency production and fast results?

A) Long-term orientation

B) Short-term orientation

C) Monochronic

D) Polychronic

12. Which cultural imperative becomes most salient in a time of war and acts of terrorism?

A) Peace imperative

B) Economic imperative

C) Technological imperative

D) Self-awareness imperative

13. Which cultural imperative should guide us to do right instead of wrong in intercultural situations?

A) Economic imperative

B) Technological imperative

C) Self-awareness imperative

D) Ethical imperative

14. People who are viewed as having cultural competence are usually masters of a practice called \_\_\_\_\_, or asking others if their perceptions or sense of understanding is correct or incorrect.

A) cultural diversity awareness

B) perception checking

C) mutual respect

D) awareness accountability

15. The act of excluding or denying people of products, rights, and services based on their race, ethnicity, religion, gender, age, sexual orientation, or disability is known as \_\_\_\_\_.

A) bigotry

B) prejudice

C) discrimination

D) intolerance

16. Masculinity, femininity, and androgyny are commonly associated with \_\_\_\_\_, which refers to psychological and emotional characteristics of individuals.

A) sex

B) gender

C) orientation

D) personality

17. A social group that may be joined together by factors such as shared history, shared identity, shared geography, or shared culture is known as \_\_\_\_\_.

A) race

B) community

C) ethnicity

D) society

18. Prejudice is different than discrimination because prejudice refers to an individual's \_\_\_\_, whereas discrimination refers to their \_\_\_\_\_.

A) attitudes; actions

B) actions; attitudes

C) race; ethnicity

D) ethnicity; race

19. People who view their culture as dominant are unwilling to learn and not open to the ideas of other cultures. This is known as \_\_\_\_\_.

A) egocentrism

B) ethnocentrism

C) cultural pride

D) patriotism

20. This type of communication is used to humiliate people based on age, gender, race, ethnicity, culture, sexual orientation, social class, and more.

A) Dishonorable discourse

B) Slang

C) Pride songs

D) Hate speech

**Chapter 7**

1. Through interpersonal relationships, we gain (and give to others) a sense of belonging and being part of something, a sense of loving and being valued, and a sense of mattering and being empowered. In other words, interpersonal relationships satisfy our basic human longings for \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_, respectively.

A) affection; inclusion; interdependence

B) inclusion; love; control

C) inclusion; affection; control

D) power; affection; interdependence

2. Communication with or between persons who approach one another as individuals in a relationship is referred to as \_\_\_\_\_.

A) interpersonal communication

B) intrapersonal communication

C) mediated communication

D) small group communication

3. \_\_\_\_\_, which can be physical or virtual, is the distance between two people.

A) Span

B) Proximity

C) Dispersion

D) Closeness

4. We may automatically assume that because one of our coworkers is good-looking, he or she is also talented, fun to be around, and hardworking. This example demonstrates \_\_\_\_\_.

A) the theories of first impression

B) horn effect

C) reciprocal physical attraction

D) halo effect

5. Imagine that your instructor dresses rather sloppily and shows up to class with untamed hair and glasses from the 1980s. Consequently, you spend most of class text messaging and on Facebook because you assume your instructor is as unintelligent and unprepared as they are unattractive. This example demonstrates the \_\_\_\_\_.

A) halo effect

B) theory of physical attraction

C) horn effect

D) theory of social attractiveness

6. According to the matching hypothesis, we tend to form relationships with people who are similar to us in terms of \_\_\_\_\_.

A) intelligence

B) personality

C) attractiveness

D) communication style

7. In the 1970s, Irwin Altman and Dallas Taylor developed the Social Penetration Model to show how relationships progress toward intimacy as a result of \_\_\_\_\_ from both partners.

A) mutual trust

B) self-disclosure

C) physical attraction

D) words of affirmation

8. The metaphor used by Altman and Taylor to represent individuals in a relationship is that of a(n) \_\_\_\_\_.

A) machine

B) rubber band

C) sandwich

D) onion

9. According to the Model of Interaction Stages, during which stage of coming together may partners ask questions to learn about interests, hobbies, backgrounds, and lifestyle?

A) Initiating

B) Experimenting

C) Intensifying

D) Integrating

10. According to the Model of Interaction Stages, in which stage of coming together do partners express commitment or test out labels like “boyfriend” or “girlfriend”?

A) Initiating

B) Experimenting

C) Intensifying

D) Integrating

11. Lanay and Justin are officially “in a relationship” according to Facebook, and when asked what her plans are for the weekend, Lanay answers, “Well, *we* might go see a movie.” Which stage of coming together are Justin and Lanay in?

A) Initiating

B) Experimenting

C) Intensifying

D) Integrating

12. Honeycutt (1993) refers to the understanding of the various paths relationships can take and where those paths might lead to as which of the following terms?

A) Imagined trajectories

B) Imaginative thinking

C) Immigration thinking

D) Imagined interactions

13. During which stage of coming apart may partners begin restricting communication, talking less and revealing less-intimate information for fear of conflict?

A) Circumscribing

B) Avoiding

C) Stagnating

D) Differentiating

14. Janet and Steve are Facebook friends who have been talking for a few months, they have never met face-to-face and yet they feel very intimate with each other and respond when questioned that they have a strong emotional connection to one another that they feel is equal or greater than if they had met face-to-face. This is an example of which term from the textbook?

A) Hyperpersonal communication

B) Avoiding communication

C) Stagnating communication

D) Facebook communication

15. Mary and Clark get Chinese food every Tuesday and find that they have cute nicknames for each other that none of their other couple friends use. These relational features that distinguish Mary and Clark from all other relationships are known as \_\_\_\_\_.

A) turning point

B) relational dialectic

C) relational culture

D) intrapersonal process

16. Thinking “I'm too young to get married” is an example of which type of turning point?

A) Interpersonal/normative

B) Dyadic

C) Social network

D) Circumstantial

17. Which of the following is not one of the three primary relational dialectics, according to Baxter's relational dialectics theory?

A) Autonomy and connectedness

B) Agency and constraint

C) Novelty and predictability

D) Openness and closeness

18. If you were to resolve a dialectical tension by satisfying only one need and denying the other, this would be called which of the following terms?

A) Reframing

B) Neutralization

C) Selection

D) Separation

19. Items in the United States such as the flag, the national anthem, the constitution, and war memorials serve as important sources of national identity are examples of \_\_\_\_\_.

A) Integration

B) Symbolic practices

C) Cultural artifacts

D) Binding

20. Melody is attempting in a communication exchange to guard and protect herself; this is known as \_\_\_\_\_.

A) Expensive communication

B) Offensive communication

C) Defensive communication

D) De-escalating communication

**Chapter 8**

1. Which of the following is not a feature of small group communication?

A) Size

B) Task

C) Interdependence

D) Independence

2. According to small group researchers, how many group members make up the *ideal* group size?

A) 3–5

B) 5–7

C) 8–10

D) 10–12

3. All members of Alpha Phi Omega wear their APO shirts when they volunteer in the community. This best demonstrates which feature of small group communication?

A) Task

B) Norms

C) Identity

D) Interdependence

4. The leadership of a student organization that you're a member of realizes that they have overspent during the past fiscal year. You decide to come together to examine your group's spending, propose several ideas to get out of the red, and choose one of them for the following year. This is an example of what type of group talk?

A) Problem-solving talk

B) Decision-making talk

C) Consciousness-raising talk

D) Encounter talk

5. Under the functional perspective of small group communication, there are five different communicative functions necessary for a group to make an informed decision. Which one of the following is not one of those five functions?

A) Develop a correct understanding of the issue

B) Determine the minimal characteristics required of the alternative needed to resolve the issue

C) Identify an appropriate, adequate, and unambiguous set of alternatives

D) Identify an ambiguous, inappropriate, and inadequate set of alternatives

6. Which of the following is not one of the three advantageous of group work listed in the textbook?

A) Access to members' resources

B) Diversity of group member opinion in terms of informational diversity and value diversity

C) Group work encourages creativity

D) Support and recognition by their workplace.

7. One disadvantage to small group work can be group hate. Which of the following was not mentioned as an outcome related to group hate in classroom groups?

A) Less learning

B) Less group cohesion

C) Less relational satisfaction

D) More group consensus

8. Those group members who fail to contribute equally or equitably to a group task are referred to as \_\_\_\_\_.

A) group haters

B) slackers

C) loafers

D) idlers

9. Which stage of small group development is associated with group members sharing ideas, contributing to discussion, and engaging in low levels of self-disclosure?

A) Forming

B) Storming

C) Norming

D) Performing

10. During which stage of small group development do group members clarify their roles, determine the norms, and determine the appropriate courses of action to take?

A) Forming

B) Storming

C) Norming

D) Performing

11. The group phenomenon which occurs when group members feel a sense of belonging to their group is known as which of the following terms?

A) consensus

B) cohesion

C) synergy

D) commitment

12. Which of the following is not considered a task role?

A) Initiator-contributor role

B) Information-giver role

C) Encourager role

D) Orienteer role

13. Which task role is associated with challenging group members' ideas in a constructive manner?

A) Recorder role

B) Information-giver role

C) Initiator-contributor role

D) Orienteer role

14. Building and maintenance roles are those roles that group members use to develop and maintain \_\_\_\_\_.

A) the decision making process

B) vision and mission

C) the collective goals of the group

D) interpersonal relationships

15. The communicative behaviors any group member can enact to demonstrate leadership are referred to as \_\_\_\_\_.

A) democratic leadership

B) participatory leadership

C) shared leadership

D) functional leadership

16. Rather than electing or appointing a group member to a leadership position, group members choose to eliminate those members who do not demonstrate leadership behaviors from leadership contention. This is referred to as the \_\_\_\_\_ approach to leadership.

A) emergent leader

B) counteractive influence

C) process of elimination

D) evolving leader

17. When the group faces a task-related or a relational obstacle, a group member must draw upon persuasive skills to offset the force. This is known as the \_\_\_\_\_ approach to leadership.

A) emergent leader

B) counteractive influence

C) process of elimination

D) evolving leader

18. Barb, the newly elected president of Lambda Pi Eta, is shocked by the low attendance at weekly meetings, which are held at 8:00 on Monday mornings. What has she likely failed to consider with regard to group meeting environment?

A) Aesthetics

B) Location

C) Comfort

D) Time

19. Those who use a(n) \_\_\_\_\_ conflict-handling style strive to find a middle ground between meeting their own needs and the needs of other group members.

A) avoiding

B) compromising

C) obliging

D) integrating

20. Which conflict-handling style is preferred among group members because it produces higher-quality outcomes and supports group member satisfaction?

A) Avoiding

B) Compromising

C) Obliging

D) Integrating

**Chapter 9**

1. Communicative exchanges that occur between people within a workplace that are aimed toward accomplishing workplace goals and objectives are known as \_\_\_\_\_.

A) workplace communication

B) organizational communication

C) task-oriented communication

D) business communication

2. Organizational communication is the process through which workplace members develop, maintain, and modify workplace practices through their communication with both \_\_\_\_\_ (e.g., superior, subordinates) and \_\_\_\_\_ (e.g., clients, stakeholders) audiences.

A) external; internal

B) peer; professional

C) internal; external

D) inclusive; exclusive

3. Sarah and Joe are both sales members on their company's executive sales team. Sarah has worked for the company for about two years longer than Joe has. She experiences some of the perks of seniority (e.g., higher salary, established relationships with supervisors), but nonetheless fills the same position as him. Which type of workplace relationship is Sarah's and Joe's?

A) peer relationship

B) romantic relationship

C) inequitable relationship

D) superior–subordinate relationship

4. Robert is Sarah's assistant. Each morning, Robert presents a list of relevant updates and/or messages left for Sarah from the previous workday when he brings her a medium, double nonfat latte. Their morning exchange is an example of \_\_\_\_\_.

A) downward communication

B) upward communication

C) horizontal communication

D) informal communication

5. Face-to-face interactions, written communication, mediated communication, and mass communication are all forms of \_\_\_\_\_, or the means through which workplace messages are transmitted.

A) communication networks

B) communication climates

C) communication channels

D) communication webs

6. Which of the following is not a characteristic of a supportive communication climate?

A) Coworkers may adopt an “I don't care” attitude toward each other or the workplace.

B) Coworkers participate fully in decision making and engage in conflict.

C) Coworkers share ideas and criticize each other without taking the criticism personally.

D) Coworkers engage in confirmation, provide feedback, and listen to each other.

7. Any visible or tangible characteristics of a workplace that you can see, hear, or feel are referred to as \_\_\_\_\_.

A) artifacts

B) espoused beliefs and values

C) underlying assumptions

D) environmental factors

8. When a line cook tells a staff of servers to “86 the onion rings” because they are out of that item, their use of jargon is an example of \_\_\_\_\_ elements of workplace artifacts.

A) contextual

B) interactive

C) role

D) symbolic

9. The parameters surrounding the existence of the workplace such as its location or history are referred to as \_\_\_\_\_ elements of workplace artifacts.

A) contextual

B) interactive

C) role

D) symbolic

10. Engaging in vocational choice (i.e., information seeking about a specific job) and organizational choice (i.e., information seeking about a specific workplace) is part of which stage of workplace socialization?

A) anticipatory stage

B) assimilation stage

C) normative stage

D) exit stage

11. Which of the following is not associated with the assimilation stage of workplace socialization?

A) integration into the culture of an organization

B) a finite period of time

C) an encounter, or “breaking in,” phase

D) acquiring the attitudes and values of a workplace

12. Information seeking is the process by which workers proactively acquire feedback through the use of inquiry and monitoring. Which of the following was not mentioned as an information seeking strategy?

A) Covert

B) Indirect

C) Testing

D) Observing

13. Imagine you have just started your new job as a server at Buffalo Wild Wings. A customer asks if she can substitute cheese sticks for potato wedges, but you're not sure so you ask the shift manager. You have just used the \_\_\_\_\_ strategy to secure \_\_\_\_\_ information.

A) third-party; technical

B) testing; referent

C) indirect; normative

D) overt; technical

14. In \_\_\_\_\_ relationships, the primary purpose of communication is to provide job-related feedback while sharing mutual work and family concerns with a colleague.

A) information peer

B) collegial peer

C) associate peer

D) special peer

15. Which of the following is *not*an example of a formal communication network?

A) downward communication

B) upward communication

C) looped communication

D) horizontal communication

16. When you no longer feel as if you are a vital part of the workplace and the result is expression of disagreement or contradictory opinions about the workplace, its policies and practices, and its employees, \_\_\_\_\_ occurs.

A) relational growth

B) workplace deterioration

C) workplace dissent

D) organizational development

17. Sharing your concerns (e.g., about workplace decisions, practices, or policies) with people who do not work with you is known as \_\_\_\_\_.

A) articulated dissent

B) latent dissent

C) displaced dissent

D) outsider dissent

18. A growing number of workers are engaging in \_\_\_\_\_, which is the practice of working offsite (i.e., away from the physical workplace) while remaining connected to the workplace through a host of communication technologies such as the Internet, e-mail, voice mail, cell phones, instant messaging, and virtual private networks.

A) outsourcing

B) telepathy

C) commuting

D) teleworking

19. The 100 Best Companies to Work For website could easily function as a tool for compiling information on a variety of workplaces, otherwise known as the \_\_\_\_\_ stage of \_\_\_\_\_.

A) anticipatory; workplace socialization

B) anticipatory; acculturation

C) assimilation; acculturation

D) assimilation; workplace socialization

20. Workers may play the hero, the outlaw, the high priest, the whisperer, or a cabal member at their workplace. This is an example of \_\_\_\_\_ elements of cultural artifacts in the workplace.

A) symbolic

B) role

C) interactive

D) contextual

**Chapter 10**

1. A technological interface that allows users to communicate, interact, personalize, and own media is called \_\_\_\_\_.

A) convergence

B) New Media

C) iPhone

D) Facebook

2. When Kevin and John talk to each other on Skype, they are speaking face-to-face and using new technology to communicate. This is an example of \_\_\_\_\_\_\_\_\_, or blending new and old technologies.

A) real time

B) social media

C) New Media

D) convergence

3. Television, radio, and newspapers were the sole sources of exchanging information and communicating through media during the \_\_\_\_\_.

A) Second Media Age

B) Third Media Age

C) First Media Age

D) 1950s

4. According to Marshall McLuhan's Classical Medium Theory, media is \_\_\_\_\_.

A) a symbolic environment of any communicative act

B) newspaper or television

C) does not impact individuals but does impact society

D) does not impact individuals or society

5. From the 1980s through present day, trends have moved from broadcast media to New Media ushering in the Second Media Age. Which of these is *not*a characteristic of the Second Media Age?

A) Fear of the disappearance of newspapers, radio, and television

B) New uses for broadcast media

C) Decreased interest in media studies

D) The need for a New Media Theory

6. All of these are characteristics of your experiences with New Media *except* \_\_\_\_\_.

A) two-way communication

B) loss of individuality

C) many speaking too many

D) democratizing

7. Before getting ready for class in the morning, Lisa checks her e-mail and responds to a message from her cousin, views her Facebook newsfeed and comments on several of her friends' statuses, and responds to comments from her blog's followers. All of these actions demonstrate which aspect of New Media?

A) Democratizing

B) Two-way communication

C) Many speaking too many

D) New Media is beyond the state's control

8. Jake is using Amazon.com to order his textbooks. At the same time, he is watching a YouTube video a friend posted on his Facebook page while chatting on Facebook with his friend about that video. Jake can easily communicate with his friend, watch the video, and make his purchases at the same time. This is an example of which characteristic of New Media Theory?

A) Interactivity

B) Creativity

C) Personalization

D) Flexibility

9. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a characteristic of New Media that makes it drastically different from broadcast media. This characteristic allows us to choose where we get our news from, what we want our homepage to look like, and how we design a blog.

A) Flexibility

B) Always evolving

C) Personalization

D) Creativity

10. Unlike traditional broadcast media of television, radio, and newspapers, New Media provides a platform for the expression of self to other. This is part of the \_\_\_\_\_\_\_\_\_\_\_\_ aspect of New Media.

A) flexibility

B) interactive

C) always evolving

D) creativity

11. Megan comes home from work around 6:00 p.m. every day and spends several hours with her children before putting them to bed. Because she has been at work all day, she has not seen the day's news headlines, so before she goes to bed, she goes to her computer to pull up CNN.com. In the morning, she has a little extra time before the kids wake up so she decides to go online and watch the episode of *The Bachelor* that she missed the night before. From this example, we see that New Media is \_\_\_\_\_.

A) flexible

B) always evolving

C) interactive

D) personalized

12. Human communication facilitated by a wide range of New Media technologies such as chat rooms, e-mail, and online games are \_\_\_\_\_.

A) social media

B) computer-mediated communication

C) peripheral information

D) virtuality

13. Irving Goffman's theory of self-presentation relates to New Media and CMC because \_\_\_\_\_.

A) identities are fixed and rigid within New Media

B) individual expressiveness is limited with New Media

C) we cease to give off nonverbal cues in CMC

D) there is a relationship between our performance aspects and our identity online because we become what we type

14. A web-based service that allows individuals to create a public profile and to maintain and view a list of users who share a common interest is \_\_\_\_\_.

A) avatar

B) screen name

C) social media

D) e-mail

15. The last part of an e-mail address, such as .com, .edu, or .gov is called the \_\_\_\_\_.

A) top-level domain

B) domain name

C) screen name

D) website

16. One of the primary differences between New Media and the term *social media* is that \_\_\_\_\_.

A) New Media is a more specific type of social media

B) social media includes all types of news websites, cell phones, blogs, instant messaging, etc.

C) social media places priority on and refers to the significance of the social and relational aspects of today's media

D) the social aspect of Social Media is downplayed

17. People tend to self-disclose more online than in person because \_\_\_\_\_.

A) people are less aware of themselves and more aware of the people they are talking to during CMC

B) people are more aware of themselves and less aware of the people they are talking to during CMC

C) it is easier to be intimate with strangers than it is with friends

D) people do not tend to self-disclose more online than in person

18. A term originally coined by William Gibson, \_\_\_\_\_\_\_\_\_\_\_\_ is a place that collects all the information in the world and can be accessed and entered by any capable person.

A) Internet

B) real time

C) virtual reality

D) Cyberspace

19. \_\_\_\_\_\_\_ is composed of activities or resources whose action and reactions occur immediately with no delay.

A) Cyberspace

B) Real time

C) Virtuality

D) Computer-mediated communication (CMC)

20. All of these are characteristics of the E.net self *except* that \_\_\_\_\_.

A) E.net self can easily go from high-context to low-context communication systems

B) E.net self can only have internal facets

C) internally, one can hold hybrid components of ethnic cultural values

D) net self has both internal and external facets

E) none of the above

**Chapter 11**

1. The general subject of a presentation is referred to as the \_\_\_\_\_.

A) topic

B) general purpose

C) specific purpose

D) demographics

2. Which of the following is not true of specific purpose statements?

A) Specific purpose statements make a declaration.

B) Specific purpose statements ask a question.

C) Specific purpose statements focus on one idea.

D) Specific purpose statements narrow down the general topic.

3. \_\_\_\_\_ presentations occur when you are introducing yourself, another person, celebrating an event, or commemorating a special occasion (e.g., award, funeral).

A) Informative

B) Epideictic

C) Persuasive

D) Informal

4. Which of the following is not one of the purposes of informative presentations?

A) To explain a concept or process

B) To describe an event or idea

C) To change attitudes or behaviors

D) To demonstrate how to do something

5. When choosing a topic, which of the following is not a factor to be considered?

A) Audience

B) Occasion

C) Family and friends

D) Yourself

6. The process of gathering and analyzing information about an audience to make informed choices about the content and delivery of a presentation is known as \_\_\_\_\_.

A) audience analysis

B) audience inventory

C) target analysis

D) demographic analysis

7. The \_\_\_\_\_ consist(s) of the size of the audience, the environment, and the occasion.

A) demographics

B) speaking situation

C) analytical frame

D) presentation episode

8. Many times, the speaker will not be able to control the \_\_\_\_\_ and will have to make adjustments to suit the location.

A) occasion

B) audience

C) environment

D) atmosphere

9. The \_\_\_\_\_, or the reason for or the event at which you are speaking, will help you decide on the topic, tone, and length of the presentation, or the style you choose.

A) occasion

B) audience

C) environment

D) atmosphere

10. Age, ethnicity, religious preference, income, and education level are all examples of \_\_\_\_\_, or the personal characteristics or attributes of an audience.

A) character traits

B) personality

C) cultural background

D) demographics

11. Imagine you are to give a presentation about the importance of mammograms to an audience of men. You will need to approach the \_\_\_\_\_, or structure, of your argument in a different way considering the gender demographic of your audience.

A) angle

B) framing

C) outlining

D) foundation

12. A person's race, ethnicity, or country of origin is referred to as their \_\_\_\_\_.

A) ethnic background

B) religious background

C) racial background

D) cultural background

13. When U.S. Americans assume the best way of doing something is the way it is done in the United States, that line of thinking is labeled \_\_\_\_\_.

A) ethnocentric

B) egocentric

C) patriotic

D) racist

14. \_\_\_\_\_ are learned thought processes that guide behavior and thinking, and represent likes or dislikes of a target.

A) attitudes

B) beliefs

C) rationalizations

D) values

15. \_\_\_\_\_ are ideas that a person holds true or false and are formed from attitudes, significant relationships and experiences in the world.

A) attitudes

B) beliefs

C) rationalizations

D) values

16. One method you may use for audience analysis is through seeking out a (n) \_\_\_\_\_.

A) researcher

B) mole

C) informant

D) investigator

17. Which of these is not needed to create a good survey?

A) Keep it brief and to the point.

B) Write clear and concise questions.

C) Ask only open-ended questions.

D) Ask a variety of questions.

18. The type of question that allows a person to choose an answer between two points is known as an \_\_\_\_\_.

A) open-ended question

B) scaled question

C) category question

D) closed question

19. In which section of a presentation will a speaker use most of their research and evidence?

A) Introduction

B) Body

C) Conclusion

D) Preview

20. The method used to end a presentation, through the use of statistics, quotations, rhetorical questions, and the like, is known as the \_\_\_\_\_.

A) attention getter

B) transition

C) concluding device

D) closing statement

**Chapter 12**

1. The grievous act of using someone else's language, ideas, or other material as your own without giving them credit is known as \_\_\_\_\_.

A) plagiarism

B) stealing

C) research

D) interpretation

2. Which of the following is not a type of plagiarism identified in Chapter 12?

A) Global plagiarizing

B) Patchwork plagiarism

C) Self-plagiarism

D) Digital plagiarism

3. Which system of specific guidelines do most communication instructors require you to use to format a reference list?

A) Modern Language Association (MLA)

B) American Psychological Association (APA)

C) *The Chicago Manual of Style*

D) American Sociological Association (ASA)

4. Which of the following statements do not require a citation of their source if given during a presentation to a classroom of college freshmen?

A) Bees have three simple eyes and two compound eyes.

B) Facebook has more than 500 million users.

C) Alaska is part of the United States.

D) China has the largest number of Internet users.

5. Newspapers, magazines, documentaries, books, government documents, online journals, news shows, interviews, and websites are all examples of \_\_\_\_\_, or research and information attained through others' work.

A) sources

B) periodicals

C) references

D) multimedia

6. Imagine you were visiting family in Alabama when a tornado touched down causing devastating damage. When you got home, you wrote an article for the college paper about your experience. Which type of source would you be?

A) Primary source

B) Secondary source

C) Tertiary source

D) Field source

7. Within a library's catalog are \_\_\_\_\_, which include general materials such as encyclopedias and dictionaries. These are generally a good place to start your information search.

A) academic journals

B) periodical databases

C) electronic databases

D) reference works

8. If you find that the best source of information for your research is an expert in the field, or someone with firsthand experience, you may want to conduct a/an \_\_\_\_\_.

A) interrogation

B) interview

C) Boolean search

D) experiment

9. This type of question should make up the majority of an interview because they look for perspective, insight, attitudes, and opinions.

A) Closed question

B) Open question

C) Mediated question

D) Provocative question

10. “Can you talk about how hard it was to vote against bringing Phish to campus?” is an example of which type of interview question?

A) Neutral question

B) Biased question

C) Leading question

D) Closed question

11. You are considering using information from an .edu website for your presentation. In evaluating your source, what can the preceding information help you establish?

A) Author's expertise

B) Publisher's authority

C) Accuracy

D) Timeliness

12. Bias occurs when the author or the publication has a particular point of view that will \_\_\_\_\_ the information.

A) skew

B) validate

C) clarify

D) certify

13. Which of the following is not a type of evidence used to engage your audience and confirm your credibility?

A) Examples

B) Statistics

C) Inferences

D) Testimony

14. Which of the following is not a method for helping your audience make sense of the statistics you include in your presentation?

A) Rounding to whole numbers

B) Using graphs and charts

C) Providing exact numbers (up to 3 decimal places)

D) Establishing a context

15. \_\_\_\_\_ testimony comes from everyday people who have firsthand experience on a topic.

A) Expert

B) Professional

C) Field

D) Lay

16. Which of the following newspaper article titles is formatted correctly for a written citation in APA format?

A) Hope for Haiti: a locally based NGO helps to rebuild after earthquake.

B) Hope for Haiti: A locally based NGO helps to rebuild after earthquake.

C) Hope for Haiti: A Locally Based NGO Helps to Rebuild After Earthquake.

D) Hope for Haiti: a locally based ngo helps to rebuild after earthquake.

17. Establishing credibility has to do with your audience seeing you as \_\_\_\_\_ and \_\_\_\_\_.

A) charismatic; persuasive

B) kind; caring

C) trustworthy; believable

D) passionate; invested

18. Which term coined by Aristotle refers to a speaker's emotional appeal?

A) Ethos

B) Pathos

C) Logos

D) Ergos

19. A used car dealer who begins by persuading you that foreign car companies make better, longer lasting vehicles and then tries to sell you a 1997 Mitsubishi Galant from his lot is using which basic type of reasoning?

A) Deductive reasoning

B) Inductive reasoning

C) Productive reasoning

D) Conductive reasoning

20. The argument “I'll never attend that university because my neighbor went there and he's a loser” is an example of which common fallacy of logic and reason?

A) Non sequitur

B) Ad hominem

C) Red herring

D) Slippery slope

**Chapter 13**

1. Walter Fisher argues that \_\_\_\_\_ are how we build communities and relationships and create our lives.

A) politics

B) narratives

C) occupations

D) families

2. In order to judge the quality of a narrative, one should consider narrative \_\_\_\_\_, or how well a story hangs together or makes sense, and narrative \_\_\_\_\_, or how well a story matches our lived experience.

A) coherence; fidelity

B) fidelity; consensus

C) consensus; reliability

D) fidelity; coherence

3. A(n) \_\_\_\_\_ helps you define the points of your presentation and keep the audience on track, and is often determined by your topic.

A) topical index

B) table of contents

C) organizational pattern

D) thematic structure

4. Which of the following organizational patterns uses a five-step process to persuade an audience?

A) Chronological

B) Topical

C) Problem-Cause-Solution

D) Monroe's Motivated Sequence

5. Which organizational pattern should a speaker use for a presentation about the development of Facebook?

A) Chronological

B) Topical

C) Problem-Cause-Solution

D) Monroe's Motivated Sequence

6. Which organizational pattern is prepared according to subject matter and is the most commonly used among speakers?

A) Chronological

B) Topical

C) Problem-Cause-Solution

D) Monroe's Motivated Sequence

7. The first step in an introduction, which can utilize a number of different methods such as asking a question or telling a story, is known as \_\_\_\_\_.

A) the attention getter

B) the preview of main points

C) audience relevance

D) the introduction of topic

8. A question asked in a manner that does not invite an actual response is known as a \_\_\_\_\_.

A) direct question

B) rhetorical question

C) closed question

D) show-of-hands

9. Which attention-getting device can also be used as “on the spot” audience analysis?

A) Humor

B) Personal reference

C) Quotation

D) Asking a question

10. The third step of the introduction, demonstrating the importance of the topic, lets the audience know why they should care about the topic. This process should accomplish all of the following, except \_\_\_\_\_.

A) establishing audience relevance

B) establishing credibility through relationship with the audience

C) establishing credibility through experience with the topic

D) establishing expertise or celebrity-standing

11. Generally the body of a speech comprises about \_\_\_\_\_ of the presentation.

A) one third

B) two thirds

C) three quarters

D) one half

12. Which of the following is not true with regard to the development of the main points of your presentation?

A) Main points can be thought of as mini-speeches.

B) Main points should be proportional.

C) Main points should be stated as simply as possible.

D) Main points should not be limited in number.

13. A great conclusion should do all of the following, except \_\_\_\_\_.

A) introduce additional main points

B) solidify the audience's relationship with the speaker

C) prompt further discussion

D) cause the audience to reflect on the topic

14. Sentences or phrases that connect what you were just speaking about with what you will be speaking about next are known as \_\_\_\_\_.

A) linkages

B) transitions

C) ties

D) connecting devices

15. Which type of transition indicates that the speaker is moving from one main point to another?

A) Internal preview

B) Internal summary

C) Section transition

D) Signpost

16. Which of the following types of transitions is not typically used with section transitions (to move from one main point to the next), but instead used to hold smaller, supporting material together?

A) Nonverbal transition

B) Internal preview

C) Internal summary

D) Signpost

17. Words and phrases such as “first,” “beginning with,” “to clarify,” and “for example” are examples of \_\_\_\_\_, which let the audience know exactly where the speaker is within a presentation.

A) internal previews

B) signposts

C) linkages

D) road signs

18. A \_\_\_\_\_ outline helps a speaker organize his or her presentation and build an argument, whereas an \_\_\_\_\_ outline is used to follow during a presentation.

A) key word; full sentence

B) preliminary; speaking

C) full sentence; key word

D) preliminary; full sentence

19. All of the following statements are associated with a consistent outline format, except \_\_\_\_\_.

A) main points are indicated by a Roman numeral

B) sub points are indicated by a lower-case letter

C) sub-sub points are indicated by Arabic numerals

D) each numeration should be indented differently

20. With regard to outlines, all of the following guidelines should be followed, except \_\_\_\_\_.

A) outlines follow a consistent format.

B) points need to be balanced.

C) each point should provide several ideas.

D) facts and statistics should be cited.

**Chapter 14**

1. PowerPoint slides, handouts, and images projected using a document camera are all possible \_\_\_\_.

A) nonverbal behaviors

B) multimedia presentational aids

C) vocal fillers

D) effective delivery tools

2. Objects that reinforce your message, create emotion, or add new information using a variety of senses are \_\_\_\_\_.

A) extemporaneous presentations

B) mediated presentations

C) multimedia presentational aids

D) vocal fillers

3. According to McCroskey (1984), an individual's level of fear or anxiety associated with either real or anticipated communication with another person or persons is \_\_\_\_\_.

A) performance anxiety

B) systematic desensitization

C) a normal reaction to public speaking

D) communication apprehension

4. Lisa is very anxious about giving her speech. She has spent the last three days imagining negative feedback from her audience and worrying about her presentation aids while her speech sat on her desk untouched. Which solution to communication apprehension is Lisa overlooking?

A) Practicing her presentation

B) Beathing deeply

C) Systematic desensitization

D) Memorizing her presentation

5. The more you give presentations and practice speaking in front of others, the more you will be aware of the symptoms of communication apprehension without suffering too much from them. This is often called \_\_\_\_\_.

A) vocal fillers

B) extemporaneous delivery

C) mediated delivery

D) systematic desensitization

6. Professor Rawlins often stands in front of his class and reads from the papers in front of him. This is an example of a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_ presentation.

A) manuscript

B) mediated

C) extemporaneous

D) impromptu

7. On the first day of class, Alex's teacher asked each student to stand up at his or her seat and talk about his or her summer vacation. This is an example of a(n) \_\_\_\_\_\_\_\_\_ speech.

A) extemporaneous

B) impromptu

C) mediated

D) memorized

8. One of the disadvantages to giving a manuscript presentation is \_\_\_\_\_.

A) the risk of using too many distracting hand gestures

B) audience interference

C) losing eye contact with the audience

D) the risk of failing technology

9. A speech where the speaker has carefully prepared notes and an outline and has practiced a great deal is a(n) \_\_\_\_\_.

A) extemporaneous presentation

B) mediated presentation

C) memorized presentation

D) manuscript presentation

10. John likes to watch YouTube clips to learn how to perform various tricks on his bike. YouTube clips are an example of a(n) \_\_\_\_\_.

A) manuscript presentation

B) extemporaneous presentation

C) impromptu presentation

D) mediated presentation

11. \_\_\_\_\_\_\_\_\_\_\_ skills, or how we use our voices, are an important part of effective speech delivery.

A) technology

B) paralinguistic

C) pitch

D) volume

12. \_\_\_\_\_\_\_\_\_ is the level and variety of loudness in your voice, and \_\_\_\_\_\_\_\_ is the amount of vocal inflections in your voice.

A) rate; fluency

B) volume; fluency

C) volume; pitch

D) fluency; vocal fillers

13. Casey is sitting in class listening to one of her classmates deliver a presentation. She is continually distracted by her classmate's use of the word *like*. The problem with this presentation is \_\_\_\_\_.

A) there are too many vocal fillers

B) too much volume

C) the speaker is speaking too quickly

D) the speaker's pitch is too high

14. \_\_\_\_\_\_\_\_\_, or hand movements, should be \_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_.

A) nonverbal behaviors; exaggerated; lively

B) attire; understated; rehearsed

C) gestures; scripted; forced

D) gestures; natural; spontaneous

15. Because we live in a digital age and our presentations may be available for viewing for years to come, we have to be careful of our \_\_\_\_\_\_\_\_ so we do not date ourselves too badly.

A) movement

B) eye contact

C) attire

D) nonverbal behaviors

16. \_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_ are both aspects of movement in your presentation and can help you communicate confidence to your audience.

A) volume; attire

B) posture; attire

C) posture; eye contact

D) posture; poise

17. The most commonly used form of presentational aids is \_\_\_\_\_.

A) text

B) graphs

C) models

D) photographs

18. \_\_\_\_\_\_\_\_\_\_\_ are ways of presenting numerical information with visual representations

A) Text

B) Graphs

C) Models

D) Photographs

19. \_\_\_\_\_\_\_\_\_\_ are useful if you need to show a 3-D representation or something on a small scale.

A) Photographs

B) Audio clips

C) Models

D) Graphs

20. The most commonly used method of multimedia presentations are \_\_\_\_\_,

A) video clips

B) audio clips

C) photographs

D) PowerPoint

**Chapter 15**

1. Living in the Communication Age, we have greater access to information than ever before. Although this can be a positive, it also puts us in danger of \_\_\_\_\_, which refers to the negative feelings associated with being given too much information.

A) communication apprehension

B) information overload

C) knowledge crisis

D) over report anxiety

2. Which organizational pattern groups information around central themes or ideas, which can help audience members remember the new information in chunks or groupings?

A) Chronological

B) Topical

C) Spatial

D) Cause–effect

3. Which organizational pattern would be most effective for a demonstration speech on how to set up a Twitter account?

A) Chronological

B) Topical

C) Spatial

D) Cause–effect

4. What is the fundamental difference between informative presentations and persuasive presentations?

A) Only persuasive presentations require timely information.

B) Only informative presentations require credible information.

C) Only informative presentations need to be concerned with the amount of information.

D) Only persuasive presentations seek to change the audience's behavior or belief.

5. Which type of informative presentation shows the audience how to do something and often gives them a chance to try what they have learned?

A) Demonstrative

B) Explanatory

C) Descriptive

D) Exploratory

6. Which of the following is an example of a demonstrative presentation topic?

A) Concept of body art

B) Finding a summer job

C) A recent family vacation

D) Evolving family dynamics

7. Which of the following statements does not apply to explanatory informative presentations?

A) They explain a concept, an idea, or a phenomenon.

B) Topics are made relevant to the audience by relating them to current events.

C) A speaker may conduct research and present their findings.

D) They are presented by a chronological organizational pattern.

8. Which of the following statements does not accurately describe exploratory informative presentations?

A) Assumes the audience has some previous knowledge about the topic

B) Invites the audience to learn or discover

C) Experts on the subject may be tentative with their conclusions

D) Leaves the audience with a sense of wonderment

9. What is a common reason why it might be necessary for a speaker to define new terms or ideas for the audience?

A) Most of the audience has never heard of their topic.

B) Most of the audience speaks a different language.

C) The topic is uninteresting and definitions will make it more exciting.

D) The topic is technical and complex.

10. Which of the following is not a strategy used to reduce audience misunderstanding?

A) Paying attention to the audience's nonverbal cues.

B) Presenting as much information as possible.

C) Using your audience's prior knowledge.

D) Giving internal previews and internal summaries.

11. An audience that knows that they will receive a(n) \_\_\_\_\_, or the psychological or physical benefit to be obtained, will be more eager to hear what you have to say.

A) award

B) bribe

C) reward

D) accolade

12. What is an effective way to let the audience know what reward they can gain from your presentation early on?

A) Create flyers that advertise hors d'oeuvres.

B) Set up drawings and offer door prizes.

C) Passing around a signup sheet for extra credit points.

D) Use a reward in the attention getter.

13. Which of the following is not a reason why a speaker should get his or her audience involved during a presentation?

A) It can help keep their attention because they might be asked to participate.

B) It helps the speaker connect and engage with the audience.

C) Research shows that involvement is important in a learning environment.

D) It can help audience members get over their stage fright.

14. Which of the following is not an effective strategy to use when planning and delivering an informative presentation?

A) Define necessary terms and ideas.

B) Present the information according to your own learning style.

C) Give the audience incentive to listen by offering a reward.

D) Get the audience involved through participation.

15. The different ways individuals like to obtain and process information are known as \_\_\_\_\_.

A) Information processing preferences

B) Learning styles

C) Left- or right-brain favoritism

D) Cognitive dispositions

16. Improving upon your paralinguistic delivery skills, or the way you use your voice, for your presentation will best help \_\_\_\_\_ retain the information better.

A) auditory learners

B) visual learners

C) kinesthetic learners

D) olfactory learners

17. When a speaker presents their information in pictures, graphs, and diagrams, they are most significantly helping \_\_\_\_\_ retain the information better.

A) auditory learners

B) visual learners

C) kinesthetic learners

D) olfactory learners

18. Imagine you are giving a demonstrative presentation on relaxation through basic yoga and you select four audience members to each demonstrate one basic yoga position. This technique would help those audience members better retain the information if they are \_\_\_\_\_.

A) auditory learners

B) visual learners

C) kinesthetic learners

D) olfactory learners

19. Which of the following is the best way for you as a speaker to address learning styles during your presentation?

A) Figure out your favored learning style and stick with it.

B) Use a variety of tools that favor all four learning styles.

C) Tend toward the learning style that your instructor prefers.

D) Don't worry about it; you can't please everyone.

20. Another form of informative presentations that use entertainment, often humorous stories, sad tales, or daring narratives of adventure, as a way to inform audiences about important social issues is referred to as \_\_\_\_\_.

A) reality television

B) a public service announcement

C) edutainment

D) fake news

**Chapter 16**

1. When you are using persuasion regarding to questions of policy, you are persuading for a change to \_\_\_\_\_.

A) an existing law

B) an existing plan

C) an existing policy

D) all of the above

2. Persuasive topics revolve around questions of \_\_\_\_\_.

A) policy

B) values

C) fact

D) all of the above

3. To effectively persuade your audience in regard to a political party, you must \_\_\_\_\_.

A) refute the opposing argument

B) explain your own position

C) utilize some degree of fear tactics

D) not only refute the opposing perspective but also simultaneously build up your own perspective

4. A persuasive presentation on the morality of the death penalty focuses on \_\_\_\_\_.

A) questions of policy

B) questions of value

C) questions of logistics

D) questions of fact

5. To prove the argument that culture has more to do with gendered behavior than biology, you are using what persuasion topic?

A) Questions of fact

B) Questions of values

C) Questions of ethics

D) Questions of policy

6. If you are using specific examples to support a larger theory within your presentation, you are using what method of reasoning?

A) Deductive

B) Inductive

C) Logistical

D) Argument by example

7. How does argument by definition differ from argument of analogy?

A) One uses the definition of a concept while the other compares different ideas to reach a conclusion.

B) One uses definitions of a concept while the other uses examples as the main support.

C) One uses persuasion on a massive scale, while the other uses deductive reasoning.

D) One uses persuasion on a smaller scale, while the other uses inductive reasoning.

8. Trying to persuade an audience that the social networking site Linkedin.com is an important tool to network with future employees, uses argument by \_\_\_\_\_.

A) causality

B) analogy

C) relationship

D) definitions

9. The sufficiency of evidence strategy indicates that you should \_\_\_\_\_.

A) provide sufficient correlations to your topic

B) provide multiple visual aids to persuade your audience

C) provide overwhelming evidence based on research

D) provide alternative viewpoints to strengthen your inductive conclusion

10. Which of the following is not a delivery technique that appeases your audience?

A) Demonstration of benefits

B) Asking for a suspended judgment

C) Seeking out micro changes

D) Asking for your audience to make a snap judgment

11. When does a *latitude of noncommitment* occur?

A) When the new argument is still too close to the reject category

B) When the new information does not cause the person to accept/reject the position but instead to maintain his or her original position

C) When your own belief is too far from credibility

D) When your own belief infringes upon a person's right to analyze

12. What is the organizational pattern of a persuasive speech?

A) Call to action, summary, conclusion

B) Cause and effect

C) Problem, cause, solution

D) Solution, vision, conclusion

13. What is the correct order of Monroe's Motivated Sequence?

A) Attention, need, satisfaction, visualization, and action

B) Action, need, satisfaction, attention, visualization

C) Attention, satisfaction, solution, visualization, action

D) Need, plead, visualize, and call to action

14. What is persuasion all about?

A) What your audience wants to hear

B) What your audience needs to hear

C) Helping to meet the needs of your audience in ethical ways

D) Helping people see the bigger picture, no matter what the cost

15. In a persuasive presentation, when should you establish your credibility to your audience?

A) After your second paragraph

B) At the end, to give backing to what you have presented

C) You shouldn't; let the facts speak for themselves.

D) Early on in the introduction

16. What is a key technique in guiding a clear persuasive argument?

A) Using the floor to invade people's space, causing them to engage

B) Knowing your objective for the presentation

C) Using visual aids to engage focus

D) Knowing the demographic of your audience

17. What is the best way to propose solutions to an issue?

A) Present only one, focusing solely on the main topic and solution.

B) Present only one, immediate solution to prevent overwhelming your audience.

C) Present as many solutions as possible, in the hope of uplifting your audience.

D) Present two solutions: one that focuses on the larger social change and one that focuses on what an individual can change.

18. Leaving your audience with the option of writing a letter to Congress is an example of \_\_\_\_\_.

A) Call and response

B) A solution that focuses on individual action

C) A summary of argument

D) A donation response

19. The problem, cause, and solution pattern is best used to organize persuasive presentations based on

A) Questions of value or questions of position

B) Questions of fact or questions of value

C) Questions of policy or questions of fact

D) Questions of policy or questions of ethics

20. Media mogul Tyra Banks is an example of \_\_\_\_\_.

Personal Branding

**Chapter 17**

1. An interview is \_\_\_\_\_ because there is a sharing or process of exchange regarding a variety of topics.

A) interactional

B) unidirectional

C) multidirectional

D) transactional

2. An interview is an interaction where new information emerges while attitudes and reactions change. This describes which essential element of interviews?

A) Process

B) Parties

C) Purpose

D) Questions

3. Interviews may involve more than two \_\_\_\_\_, but can never involve more than two \_\_\_\_\_.

A) people; objectives

B) parties; people

C) people; parties

D) questions; people

4. A predetermined and serious \_\_\_\_\_ distinguishes an interview from the other social conversations that occur in everyday life.

A) script

B) purpose

C) person

D) outcome

5. Similarity, inclusion, affection, control, and trust are the five primary \_\_\_\_\_ dimensions related to interviews.

A) psychological

B) relational

C) cognitive

D) communicative

6. Relationships are enhanced when there is some level of liking, warmth, and openness. This refers to which relational dimension of interviews?

A) Similarity

B) Inclusion/involvement

C) Affection

D) Control

7. Which approach related to control is an interviewer using if he or she attempts to control aspects such as time, direction, and types of questions?

A) Relational

B) Directive

C) Manipulative

D) Nondirective

8. “Are you willing to travel?” is an example of which type of interview question?

A) Open-ended question

B) Closed question

C) Primary question

D) Probing question

9. Which of the following is an example of an open-ended question?

A) “Tell me about your ideal career.”

B) “How many employees did you manage at your last job?”

C) “Did you read the job description carefully?”

D) “What led to your interest in training and development?”

10. Questions that are usually scripted prior to the interview to support a list of key topics the interviewer has for the interviewee are known as \_\_\_\_\_.

A) neutral questions

B) open-ended questions

C) primary questions

D) bipolar questions

11. Which type of questions allow the interviewer to present a possible situation and ask the interviewee how he or she would react?

A) Illegal questions

B) Primary questions

C) Closed questions

D) Hypothetical questions

12. \_\_\_\_\_ is a process of establishing trust and comfort during the interview process, using self-introductions and simple greetings among other practices.

A) Friendship

B) Orientation

C) Rapport

D) Opening

13. An outline of interview questions used to structure an interview is known as a(n) \_\_\_\_\_.

A) keyword outline

B) interview guide

C) questionnaire

D) survey

14. Time, place, noise, and proxemics are all examples of factors that influence the communication process of an interview, known as the \_\_\_\_\_.

A) interview environment

B) interview habitat

C) interview setting

D) interview atmosphere

15. An interview in which the interviewer and interviewee are not necessarily face-to-face, but communicating through some form of technology is known as a(n) \_\_\_\_\_.

A) performance interview

B) information-gathering interview

C) selection interview

D) mediated interview

16. An interview that occurs when you are being evaluated for promotion, selected for an academic award, scholarship, or for admittance to a graduate program is known as a(n) \_\_\_\_\_.

A) performance interview

B) information-gathering interview

C) selection interview

D) mediated interview

17. A(n) \_\_\_\_\_ occurs whenever you are seeking facts or opinions.

A) performance interview

B) information-gathering interview

C) selection interview

D) mediated interview

18. A survey is an example of which type of interview?

A) Performance interview

B) Information-gathering interview

C) Selection interview

D) Mediated interview

19. As issues across organizational contexts emerge, \_\_\_\_\_ are sometimes used by external consultants or members of the management team to describe an issue and work towards a solution.

A) performance interviews

B) exit interviews

C) problem-solving interviews

D) helping interviews

20. This type of interview is usually conducted on an annual basis and involves a supervisor who asks questions related to review documents to be filed in an employee's permanent record.

A) Performance interviews

B) Exit interviews

C) Problem-solving interviews

D) Helping interviews

**Planning a speech begins with**

**-being aware of your audience**

**TRUE**