Chapter 7 : United State Culture

In Bridging Cultures, Carlone and Lewis (2006) argue that communication advice may reflect the values and practices of the culture with its contexts and exigencies (needs, necessities, constrains). The goals of culture and interactions demand that we think in specific, practical, and immediately applicable ways as we bridge cultures.

Bullivant (1993) defines culture as a group’s program for survival in and adapta- tion to its environment. The cultural program consists of knowledge, concepts, and values shared by group members through systems of communication. Culture also consists of the shared beliefs, symbols, and interpretations within a human group. Most social scientists today view culture as consisting primarily of the symbolic, ideational, and intangible aspects of human societies. The essence of a culture is not its artifacts, tools, or other tangible cultural elements, but in how the members of the group interpret, use, and perceive them. It is the values, symbols, interpretations, and perspectives that distinguish one group from another in modernized societies.

Poor white men gained vote = **1820**

Louisiana Purchase of **1803**

In **1838**, President Andrew Jackson rounded up thousands of Cherokees from North Carolina and marched them to “Indian territory,” then a large area that included Oklahoma. One of every four Cherokees died of cold, hunger, or disease; the Cherokees named this march the Trail of Tears.

Another major expansion occurred after the Mexican-American War. In **1848**, Mexico was compelled to sell its northern territories to the United States.TheTreaty of Guadalupe-Hidalgo conceded California and what is now the southwest, consider- ably expanding the continental United States and broadening its ethnic and linguistic profile.

In **1890**, at the Battle of Wounded Knee, many of the Sioux were massacred and the survivors were forced onto Pine Ridge Reservation.This battle marked the disap- pearance of the traditional Native American way of life. In the same year, the Census Bureau observed that the continental United States had been settled by whites in virtually every corner.The American frontier was considered closed.

The scientific structure includes detailed procedures of inquiry and follows a traditional form for reporting research that includes the introduction, the procedures, the findings and the discussion. For most Americans, science and technology take on the qualities of everyday life. Americans believe that nothing is impossible when scientists, researchers, engineers, and inventors put their minds to a task or problem. From fixing interpersonal relationships to walking on the moon, science has the answers.

The American respect for science is based on the assumption that reality can be rationally ordered by humans and that such an ordering, using the scientific method, allows people to predict and control much of life.Very broadly, this empha- sis on science reflects the values of the rationalistic-individualistic tradition that is so deeply embedded in Western civilization. From John Locke to Francis Bacon, Rene Descartes, Bertrand Russell, and Albert Einstein,Western cultures have long believed that all problems can be solved by science. This emphasis on rationality and science, according to Macaronis, helps “explain the cultural tendency (especially among men) to devalue emotion and intuition as sources of knowledge” (Crystal 1987).

What do you think? Do you believe science and a rationalistic-individualistic tradition are the routes to solving all problems? Do you personally believe other approaches are valid? Explain your answer.

The belief in science as the most influential catalyst for change is a default considered behavior in my opinion. This is to say that when cheerfully considered and not when on autopilot science and rational thinking is the only option that we can participate in with some marginal hope of success. All of us, regardless of our background and religious affiliation, when faced with a shocking or dangerous situation respond with some form of plea to the higher power. “Oh, my God …”, “Holy mother …”, “What in the name of God …”, or my own favorite “In the name Zeus and Metra” are to name a few.

But as soon as the initial shock has passed, if we don’t feel utterly powerless relative to the issue, and if we want to work toward a solution or change than science and logical thinking is the only option. Even in the cases where we are not able to provide first hand assistance we still wish for others that could to provide an answer, as in: “I’d wish they finally find the cure for cancer”. This is to say although I am not able to provide a cure, I wish other humans who are more knowledgeable to eventually provide an answer. In contrast wishing for a supernatural being to provide a solution seems to be the option of last resort. I think by the time we resort to invoking the name of a supreme being (at least in some subconscious level) we have given up on a favorable outcome. By that point payers and chanting my very well be a technique to help ourselves deal with the unpleasant event rather than a tack to influence it.

Individualism = 17th century English philosopher John Locke.

The American respect for science is based on two assumptions: that reality can be rationally ordered by humans, and that such an ordering, using the scientific method, can enable people to predict and control much of life.

When we hear the term verbal, we sometimes think only of spoken language. In fact, written messages are also verbal, because they also use words.

Canary, Cody, and Manusov (2008) state that in the United States, for two peo- ple to participate jointly in the same communication episode, they must be in con- versational alignment, which refers to the degree to which both parties share in the construction of the interaction. Alignment does not mean that two people must agree on the issues they discuss; rather, alignment “involves fitting lines of action into a set” of sequences that involve both parties (Jacobs and Jackson 1983, 34).To fit their lines of action together, the people communicating must cooperate. Cooperative principal says: Contribute what is required to keep your conversation progressing so it meets both parties’ pragmatic objectives”. There are 4 maxims:

Quantity : provide as much information as needed but not more

Quality: most critical maxims: telling the truth

Relation: be relevant

Manner: be clear – avoid obscure expressions

Bach and Harnisch (1979) identified four types of illocutionary acts: constat- ives, directives, commissives, and acknowledgments (see also Searle and Venderven- ken 1985). Speakers use constatives when they want a listener to believe something. Assertions (in which one claims that something exists or is fact), predictions, descrip- tions (such as classification systems like this one), information (including giving advice), and disputations (where one disagrees with a point of view) are examples of constatives. Directives are intended to affect the probable behavior of the listener. Examples of directives include requests, permissions, requirements, and prohibitions (e.g., “I forbid you to drive my car”). Whereas constatives and directives seek to affect the partner’s behavior, the two remaining illocutionary acts are concerned with one’s own behavior. Commissives concern obligating oneself to accomplish something. Common commissives include promises to negotiate a contracted agreement, to guarantee that something will occur, or to bet on the future and offers to engage in future behavior. Acknowledgments are speech acts that express one’s feelings for the listener. Apologies, condolences (commiserations), congratulations (including compliments), greetings, thanks, good wishes, and rejections (refusals) all indicate our attitudes toward the other person (Bach and Harnisch 1979).

An idea or experience does not become evi- dence, however, until it is selected for use in the persuasive interaction.What we choose from among all of the available cues is highly influenced by our culture.

Hi Yvette

Perhaps the concept of not taking a vacation does not have to directly correlate to working hard. Working hard means (at least to me) persevering in labor that is not pleasant. I’d rather think that the Americans have a better chance of earning a living a field that also validates their life. In such a situation a vacation might not be the ideal thing. I am not saying that no one goes to work just or earn a living. There certainly a large group of people that goes to a J.O.B and having a chance to not do that for a few days or a few week is considered a rasped. On the other hand there are people whose job is fulfilling enough that being away from it feels more like delaying a goal.

Cheers, Casey

Hi Clark

I can appreciate that living in America was more advantageous for you but was there a disadvantage that you noticed? What if your parents were affluent and you had grown up in the Philippines? Would you have gained anything particularly special or advantageous simply for having been fully emerged in that culture? How does you knowledge of Philippines and what you remember from living there influence you American views? Do you consider yourself a hyphenated American?

Cheers, Casey

QUIZ

1. **Social relations orientation** describes how the people in a culture organize themselves and relate to one another.
2. **Individualism** holds that each person is unique, special, completely different from all other individuals, and “the basic unit of nature.”
3. For most Americans, work represents a cluster of moral and effective conditions of great attractiveness, while voluntary idleness is often seen as a severely threatening and damaging social condition. **TRUE**
4. Often referred to as a melting pot, the United States is popularly regarded as a nation that assimilates or absorbs immigrant populations to produce a standard American. **TRUE**
5. While Westerners tend to prize rationality, objectivity, empirical evidence, and the scientific method, it is important to consider when discussing worldviews that these views often mesh well with cultures that value and believe in fatalism, subjectivity, mysticism, and intuition. **FALSE**

Chapter 8: Problem Solving and Decision Making

I am middle of the roade.

Left hemisphere:

Positive Concrete Analytical Rational Linear Active Explicit Goal-oriented Sequential Verbal

Right hemisphere:

Intuitive Holistic Spontaneous Playful Emotional Diffuse Nonverbal Symbolic Visual Physical Artistic

Win Win process: state the problem, define the terms, describe the causes, name its effects, propose solutions, select the best solution that eliminates the cause of the problem

Consequences of information overload:

It impairs critical thinking

It promotes indecisiveness

It encourages information bulimia

Produces group attention deficit disorder

Coping with information overload:

Screening information

Shutting off technology

Specializing

Becoming selective

Limiting the search

Narrowing the search

QUIZ

1. A problem is a discrepancy between the current state-what actually is happening-and a desired goal-what should be happening. **TRUE**
2. **Functional Perspective**, which states that the communicative actions of group members determine decision-making and problem-solving performance.
3. Individuals can be much better problem solvers and decision makers than groups. **FALSE**
4. In a process call **Incrementalism**, decisions are made in bits and pieces, responding to pressures as they are felt.
5. **Escalation** occurs when a group continues to pursue a course of action just because it feels it has gone too far to quit. When faced with negative results of its decision, the group decides to simply keep going in its current direction and just work harder.

Hi Paula

I agree with the idea of shutting down certain sources of information. I for instance am a lot more email accessible then phone accessible. Email has a contemplated quality that is inherent in thinking about issues and expressing them in writing. Phone calls are more off the cuff so I ignore them more frequently. But the task of filtering information is very tough. I mean how much can we really trust our filters? If they worked perfectly than there wouldn’t be a thing called an executive summary. I think about the blogs I read and I wish I could filter out the nonsense and only invest time on good ones but I always feel that I might be missing something important.

Hi Liane

I think the disadvantage that you mentioned is one we ought to be very careful with and guard against. Groups, especially ones with a common interest do sometimes display a herd mentality. What is hot is hot with everyone and this cycle feeds itself to the point that other ideas become irrelevant. Whenever the Delphi method is deployed, I tend to ask for a few subject matter experts to provided extra valued ideas. Just as precaution, they may never reach the finals but at least they had more than just a single chance against the mob.

Hi Omid

I agree with your general pros/cons depiction of group verses individual but n important point to remember is how costly and slow working with a group can be. The age old phrase of execution by committee comes to mind here. This is true even in the most well intentioned assembly of motivated group members. So, like anything else, in evaluating the effectiveness of problem-solving in a group we have to keep the cost, be it in units of time, in mind and not assume auto-magic success.

Define the concept of interdependence, and discuss how it relates to conjunctive tasks. How does working interdependently become an effective strategy in group work?

In chapter six we defined interdependency in the context of interpersonal communication by saying that in an interdependent system “members depend on each other and are affected by one another”. The world of software development, as I see it, offers a valuable demonstration of interdependence in groups. This sector, when working properly, is also very well versed in problem solving. Many software development groups’ existence and relevance is directly related to how well they discover, describe, evaluate answers, and ultimately solve a problem. The field grows and expands quickly so becoming specialized in a segment is almost always required, yet neglecting the big picture can be disastrous. In a oversimplified example an app developer does not have the time or capacity of being an app designer too but he/she needs to be able to interface with the designer on regular bases. This interface or junction allows form and function to complement each other.

I can imagine that an app developer, though belonging to the same group, that work disjunctively with other app developers and develop his/her segment of functionally, while conversely work conjunctively with a designer, though belonging to another group, and move forward synchronously.

Chapter 9: Language in Intercultural communication

Axioms in the Language Centered Perspective on Culture

1. Cultural inherency of communication: All communication, whether verbal or nonverbal, occurs within cultural frameworks.

2. Tacit knowledge: Individuals possess tacit knowledge of the cultural systems through which they communicate. Humans are rule-using and rule-following beings, and we learn our cultures by internalizing the set of rules that underlie human conduct. The ability to organize behavior through elaborate rule systems allows for communication to occur relatively spontaneously because the rules function with awareness and exist in tacit, unspoken knowledge. Common sense resides deeply in culture.

Ideology and cultural marginalization: In multicultural societies, the ideology of dominant cultural groups produces patterns of cultural abstraction, cultural artifacts, and cultural language practices that displays silence or marginalize other cultural groups.Those in dominant cultural groups rarely need to know much about the cultural practices of marginalized groups.

4. Knowledgeorthemargins:Groupsthathavebeendominated,subjugated, marginalized, made the object of prejudice and bigotry, discriminated against, or otherwise held in relatively powerless positions possess more explicit awareness of the components of their own and other cultural systems.

5. Historicity and innovation: Culture and its discourses are both passed from one generation to another and constantly revised and changed.

6. Cultural inter-influences: In multicultural societies, cultures influence one another, which includes the inter-influence of discourse systems.

the object. The uninvited extraterrestrial guest cannot even guess the name of the object because there’s no apparent connection between what something is called (the symbol) and what something is (the referent).

The idea that words are symbolic and representative of something else is illus- trated in “the triangle of meaning.” Originally developed by linguists C. K. Ogden and I. A. Richards, the triangle of meaning shows that the relationship between words and what they stand for is arbitrary.The line that connects the symbol (word) and thought illustrates that we have our own meaning for a word that may or may not be the same meaning understood by someone else. The line that connects the referent (thing) and thought shows that we create mental images of the things we actually encounter. The broken line between the symbol and referent illustrates that there is an arbitrary rela- tionship between a symbol and what it represents. There is no connection between the symbol and referent except the one we make with our thoughts.

LANGUAGE AND WORD CHOICE

Be aware of the significance and potential power of the words you choose. Understand the difference between denotative and connotative meanings.

Consider the impact that spoken language has on your audience.

PRESENT YOUR MESSAGE CLEARLY

Use understandable language. Use concrete words. Use words properly. Use concise language.

EXPRESS YOUR IDEAS CREATIVELY

Use repetition. Use hypothetical examples. Use personal examples. Use vivid language to create imagery. Use similes and metaphors.

CHOOSE YOUR LANGUAGE APPROPRIATELY

Avoid negative stereotypes. Use gender-neutral references. Use appropriate references to ethnic groups.

Avoid unnecessary references to references to ethnicity, gender, or religion.

Six prominent motives for interpersonal communication

Pleasure – fun

Affection – caring

Inclusion – sharing feelings

Escape – filling time to avoid other behaviors

Relaxation – unwinding

Control – power

Describe an experience when you were in a situation that you did not speak the lan- guage. What was the situation? How did you communicate with those around you? What did it feel like not knowing how to communicate, not knowing how to express your needs or understand what others were sayin

What are some words used to describe you? How have these words influenced your perception of yourself? Provide an example to support your point.

Verbose has been used to describe me on more than one occasion. Though I agree with the books depiction of men’s communicative style I don’t believe that I follow it exactly. Even my wife says that I talk too much. Interestingly, I only provide detail and context if I care about the person I am talking to. Others had pointed this out in the past but I never took them seriously. I dismissed them as week, impatient communicators. I couldn’t dismiss my wife’s depiction of my speaking style as easily though. We read the chapter together and the book seems to confirm what my wife picked up on years ago. As she puts it I, left to my own devises, come across as if I didn’t trust the intelligence of my conversation partner. She demoed this by referencing how I attempted to give her father directions to the airport. In my mind I was being super careful to make sure he has all the options. But as my wife said if a stranger was listening they’d think that my father-in-law had never been to an airport.

Descriptive words

Hi All

The only thing I can add to your descriptions is that the language difference does not have to be enormous to become a communication barrier. I have had to an occasion to present in the U.K and another in Canada. On the surface the task looked easy. But how I flopped in U.K forced me to change my whole attempt for Canada. I suppose if I was going to Japan I would have automatically been careful.

QUIZ

1. **Language** is a structured symbol system of signs, sounds, gestures, and marks used to create and share meaning.
2. **Individualist Cultures** place a high degree of importance on the spoken word, and verbal communication is often used to express individuality
3. Studies demonstrate that people who are typically apprehensive about engaging in interpersonal communication are more likely to communicate for pleasure, to control others, or to express affection. **FALSE**
4. Many researchers suggest that there are more differences than there are similarities in gender communication, and that the overemphasis on differences doesn’t paint a realistic picture of gender and communication. **FALSE**
5. In multicultural societies, the ideology of dominant cultural groups produces patterns of cultural abstraction, cultural artifacts and cultural language practices that displays silence or marginalize other cultural groups. **TRUE**

Hi Antoinette,

Being that I am a man I hope to counter your bias, but not really. What you observed is very close to what the book has described. But there is no reason that these observations should be permanent. For the sake of being better communicators it is important for us to know these but we can use this to our advantage. If my client is a man I prepare myself with more factual short sentences but if my client is a woman I’ll prepare with extra contextual information. I guess what I am saying that we shouldn’t expect that these trends last perpetually. As for repeating the word like in the conversation, it’ll be like, you know, a long time before I warm up to it.

Cheers, Casey

Chapter 10 Nonverbal Communication

Have you ever seen a gesture or expression used by someone of a different culture that you did not understand? Describe the gesture/expression. What did you think it meant? How did this impact your ability to communicate with this individual?

Gesture of a different culture

My first in-depth encounter with the Ethiopian culture was in 2004 in Alexandria. I had learned that the Ethiopian bread (Injera) is high in iron but I didn’t know the grain used to make it (teff) and this sent me hunting for a knowledgeable Ethiopian grocer. One thing lead to another and soon I was fast friends with a small business owner named Slashie. Slashie has always been very polite and a great conversationalist. From our first conversation I noticed something odd about him. It took a while before or conversations involved others in the Ethiopian community and I learned that the behavior that looked so odd to me is normal among most, if not all, Ethiopians. Our ordinary way of verbally confirming and advancing the conversation by saying “yes”, “aha”, “ha”, or anything else similar to this involves exhaling our breath. But Salashie would do a short inhale and shake his head as if to say yes. This short inhale is very similar to what a baby does after crying for a few minutes and becoming short of breath. Salashie’s communicative strength and knowledgeable demeanor kept me involved and gave me a chance to learn more about him but, as I reported to my wife that original conversation, I had assumed that he has some sort of difficulty or a nervous tick.

Hi Paula,

It certainly is not lost to you that smiling and having a positive demeanor is like sugar that helps with taking any biter medicine. I listened to an NPR interview with a parking enforcement lady that managed to do her work with reasonable ease simply by smiling and being polite. Unfortunately there are people that take a welcoming manner the wrong way. We seem to have to guard against these people regularly. I recon there is no bullet proof options. You got to either be welcoming but careful, or foreboding and concern that you might deflect a valued connection.

Hi Antoinette,

I suppose the lesson learned from this chapter is to augment you mother’s advice with being aware of our surrounding. Based on what we learned from Kim and others I imagine that you might be advised to be a little more reserved if you were vacationing in Korea. The fun bit I think is being aware of these things and using them to our own advantage. My wife and I travel some and whenever we are in a place that doesn’t have price tags on items I have to force myself to almost look angry or else the prices go way up!

Quiz

1. Facilitating Turn-Taking suggests that less-assertive members need help in getting their turn to speak. If you are sensitive to the transactional process, you will know when to use nonverbal regulators to help another person get a turn. TRUE
2. Touching fills a human need. It expresses liking and affection; warmth, reassurance, and comfort.
3. There are nonverbal elements embedded in every element in the communication model. TRUE
4. Verbal communication often conveys more information than nonverbal communication. FALSE
5. EMBLEMS are specific gestures that are widely used and understood within a culture, they can enliven, clarify, and substitute for words.

Chapter 11 Case Study as Experiential Approach to Intercultural Communication

What is a “system approach” and how does it relate to the author’s conclusion as stated above? How did the “system approach” fail in this example? How might have the airline avoided this problem?

As defined by businessdictionary.com [systems approach](http://www.businessdictionary.com/definition/system-approach.html) is commonly used to evaluate market elements which affect the profitability of a business. As I understand it system approach is to business what holistic medicine is to an individual. The case is trying to illustrate that various components that make up a complex business are interconnected and need to be in harmony. Short term benefits may appear to be achievable by treating different components out of context but this is only true if sustainability and long term success is not an aim. Maybe an alternative method would have devoted funds to augment the staffing needs or at least informed the rank and file of the advertising push and enlisted their assistance. This way the entire organization would be pushing towards a goal.

Casey Carnnia

Hi Minahil,

School of hard knocks otherwise known as life is always in session. We learn from these experiences as they happen to us and even better as we see it happen to others around us. I am sure that the wrong lesson learned is that your parents should have not helped a family member. But what is the right one? How would you conduct yourself in the future when family members ask you for help? Will you go through the uncomfortable situation of establishing rules and expectations in advance? Will you try to midrate an unsuccessful engagement or just hope for the best?

Hi all,

Looks like personal experiences and what they teach us is a popular theme in this chapter. But I wonder why so much emphasis is on negative experiences. Is it because they hurt so badly? I imagine there are many joyous incidents in the past that you and others have learned from. But why did they not come to mind automatically? Is the pain of a bad experience more memorable than the pleasure of a good experience?

Cheers, Casey

Quiz

**Question 1**



The National Oceanographic and Atmospheric Administration’s (NOAA) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ converges across aspects of inclusion, supportiveness, openness, and challenging and innovative work

Answer

|  |  |  |
| --- | --- | --- |
|  |  | diversity strategy |
|  |  | employees |
|  |  | experiential learning |
|  |  | None of the above. |

1 points

**Question 2**



A case becomes a learning experience when we apply the theories and concepts we study in an effort to determine the best solutions for resolving the issues presented in the case

Answer

True

False

1 points

**Question 3**



The way employees are treated by their leaders is reflected in the ways that they treat customers. When customers are loyal and make repeated purchases, the company’s financial health increases. In other words, financial results are leading indicators of success, and leadership behaviors are lagging indicators. The reverse is true

Answer

True

False

1 points

**Question 4**



\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are examples or illustrations of problems or challenges

Answer

|  |  |  |
| --- | --- | --- |
|  |  | Illustrators |
|  |  | Emblems |
|  |  | Cases |
|  |  | None of the above. |

1 points

**Question 5**



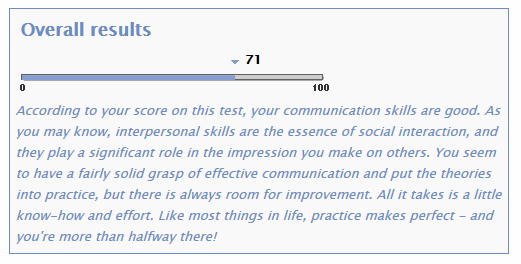
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ occurs when a person engages in activity, reviews the activity critically, abstracts some useful insight from the analysis, and applies the result in a practical situation.

Answer

|  |  |  |
| --- | --- | --- |
|  |  | Experiential learning |
|  |  | Temporal Communication |
|  |  | Doublespeak |
|  |  | None of the above. |

Chapter 12 Competent Intercultural Communication Qualities of the Culturally Experienced

How well do you communicate? Complete this free communication assessment (http:// testyourself.psychtests.com/testid/2150) online, and record your results. What does it say about your communication skills? What areas does it suggest you need to improve?



What do you believe would be some positive effects or outcomes if the United States became a more “collectivist” orientated society? What would be some negative effects or outcomes? Provide an example.

I actually don’t see a positive effect if not for any other reason than to provide a balance with all the collectivist cultures in the world. In fact sometime I feel that the U.S. is losing its edge by allowing the individualism values erode. A capitalist society is foremost concerned with maximizing profits so when the benefits of collaboration and cooperation are warranted it automatically moves to it. But as way to experimenting with new ideas agility of an individual supersedes a group’s ability to see multiple angles for example. From Wright brother’s first flight to NASA’s test pilots the spirit of the individual is dominant. I even think that some of the most memorable moments of our collectivist actions (enlisting in the Military, participating in various drives, run for the cure, marching for civil rights …) stem from our appreciation and commitment to our own selves and this is a source endurance.

Hi Jennifer

My wife and I get invited to the Azerbaijan embassy for Norooz celebrations (spring equinox, Persian New Year) regularly. The first time we attended I knew very few people there and my knowledge of Middle Eastern cultures was shallow and dormant. After the luncheon music and entertainment started. Groups of young men and women dressed in traditional cloth came out and performed folk dances. When a friend that had invited us asked if I was enjoying myself, instead of talking over the loud music I gave him two thumbs up. it was quite a while later when I was reminded that in Middle East brandishing a thumb up is equivalent to flipping someone the bird. I am sure I inadvertently insulted multiple people there but no one mentioned anything to me directly and this has always endeared them to me.

Hi Alaa,

This reminded me of the interview I listened to on NPR this morning. They were reporting on the spread on TB in Tajikistan. The health worker that was visiting a family in a village could not get the grandmother (family matriarch) accept that TB is transmitted through air. She insisted that it is caused by cold water and her grandson will get better if he stopped going to the river. The style of arguing where by you force the other side to accept your point (Jar I Arabic) is actually one of the five styles that books on debating refer to. Unfortunately is a lot more prevalent that reason.

Quiz

### Question 1



By strengthening the abilities necessary to communicate appropriately, effectively, and ethically across cultures, one can improve the quality of one's life.

Answer

True

False

1 points

### Question 2



World-mindedness is very similar to ethnocentrism, the belief that one’s own cultural beliefs, attitudes, values, and practices are superior to those of others.

Answer

True

False

1 points

### Question 3



\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_is defined as the characteristic of high-quality interaction. Research suggests that it is determined by both conversational partners, involves knowing how to communicate, references actual communication behavior, and takes into account the communicator’s success in achieving his or her goals.

Answer

|  |  |  |
| --- | --- | --- |
|  |  | Communication Apprehension |
|  |  | Communication Feedback |
|  |  | Communication competence |
|  |  | None of the above. |

1 points

### Question 4



\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_as it relates to intercultural communication competence means that one possesses a personal desire to improve communication abilities.

Answer

|  |  |  |
| --- | --- | --- |
|  |  | Motivation |
|  |  | Empathy |
|  |  | Adaptability |
|  |  | All of the above |

1 points

### Question 5



All cultures have the same degree of emphasis they place on individuals exploring their uniqueness and independence versus maintaining their conformity and interdependence.

Answer

True

False