**Students, I have reviewed these questions they are great and very thorough. My apologies to the off-sites today...we got cut off (sorry!). Study from this review (no answers this time but page numbers will guide you). I have omitted a couple of confusing questions. Make sure to review the major concepts from the chapters: nature of language, 10 channels of nonverbals, 5 characteristics of nonverbal communication, listening myths/barriers, relationship theories. There won’t be any surprises on the test. I will do my best not to make it confusing or tricky.**

**Study hard!!! Happy Halloween.**

**Chapter 5 (first Half)**

Short Answer

1. What are some examples of an **onomatopoeia?**(167)
2. Give an example of **Anchor and Contrast** and explain.(177)

T/F

1. A word’s literal meaning or dictionary definition is it’s **connotative meaning**. (168)
2. **Weasel Words** are terms and phrases that are intended to mislead listeners by implying something that they don’t actually say. (181)

Multiple Choice

1. The **Sapir-Whorf hypothesis** is the idea that…(172)
   1. language influences how we see and think.
   2. how we think determines the language we use.
   3. that wolf teeth are made out of sapphire.
   4. a term can carry strong positive or negative connotations.
2. A \_\_\_\_\_\_ is simply a linguistic device that identifies something or someone.(175)
   1. word
   2. symbol
   3. name
   4. description

**Chapter 5 (½)**

S.A.-

1.Draw and describe the Semantic Triangle. (169)

2.Draw an example of the ladder of abstraction. (172)

T/F-

1.Language varies in clarity? (170)

2.Loaded language only carries negative connotations? (169)

M.C.-

1.Norm of reciprocity is? (178)

1. Crafting an outrageous request, then settling for something less.
2. The idea that when someone has helped you in the past you will feel obligated to help that person in the future.
3. People will comply with requests if they believe others are also complying.

2.Credibility is affected by? (179)

1. Ambiguous language
2. Our name and identity
3. Equivocation

Chapter 5

T/F

1. Euphemism is a vague mild expression that symbolizes something more blunt or harsh. (187)
2. Libel and slander are harmful ways of communicating (189)

M.C

1. Which one of the following is not a piece of advice that can help you become a better verbal communicator? (193)
2. Consider the effect you wish to create.
3. Separate the opinions from factual claims.
4. Speak with a simple confident level.
5. Own your thoughts and feelings.
6. Good communicators take responsibility for their own thoughts and feelings by using which of the following? (198)
7. I-statements
8. we-statements
9. you-statements
10. they-statements

Short answer

1. Why do you think so many people laugh at jokes that put down others? (186)
2. What is the difference between “you” and “I” statements? (198)

**Chapter 5 (¾)**

S.A.

1. How can humor benefit our interpersonal interactions? (p.186)
2. How do factual claims differ from separate opinions? (p.195)

T/F

1. Slander is a defamatory statement made aloud. (p.189)
2. An I-statement is a statement that shifts responsibility for one’s own thoughts or feelings to the listener. (p.198)

Mult. Choice

1. Profanity is all of the following except. (p.190)
2. obscene
3. rude
4. deceitful
5. vulgar
6. Which of the following is a component of a constructive I-statement? (p.200)
7. identifies your feeling
8. identifies the behavior that prompts your feeling
9. identifies what you find problematic about the behavior
10. all of the above

CH 6. 1st half

T/F two especially important properties of assessing physical attractiveness are symmetry and proportionality.

Chronemics is best defined as:     Pg 233

* time travel
* the argument that time is not linear
* the way we use time
* communicative behavior that is not affected by time

1. Define one characteristic of nonverbal communication, and give one example of it. Pg 210
2. How is chronemics used non-verbally? give an example.
3. T/F Non-verbal communication is easy to fake. answer
4. T/F facial expressions are our primary means of conveying emotion.

Which one of the following is not a touch behavior?

* power and control touch
* aggressive touch
* affectionate touch
* accidental touch

1. Which of the following is not one of the 6 functions of nonverbal communication?
2. 246
3. managing conversations
4. interpreting conversations
5. expressing emotions
6. influencing others
7. It is important to be sensitive to nonverbal communication. T/F p 247
8. T/F To influence others we use nonverbal behaviors to create credibility, promote affiliations, and maximize our attractiveness.

p 247 sec 3

1. Which of the following is not a way to improve your ability to decipher nonverbals messages?
2. 249
3. Be aware of the situation
4. Keep culture in mind
5. Look for facial cues
6. Ask for clarification
7. What are some of the characteristics of a surprised face?
8. 250
9. Which of the following is not one of the 6 functions of nonverbal communication?
10. 246
11. managing conversations
12. interpreting conversations
13. expressing emotions
14. influencing others
15. It is important to be sensitive to nonverbal communication. T/F p 247 sec 4
16. What facial and eye behaviors are most reliably associated with deception?
17. 233 sec 3
18. Which of the following is not a way to improve your ability to decipher nonverbals messages?
19. 249 sec 4
20. Be aware of the situation
21. Keep culture in mind
22. Look for facial cues
23. Ask for clarification

**Chapter 7 (½) (Team Awesomeness!)**

Short Answer

1. What are the six elements of the HURIER model? (p264-267)
2. What are the differences between hearing and listening? (p259,p262)

True/False

1. Most people can recall 40% of what they hear accurately. (p265)
2. All listeners hear the same thing? (p263)

Multiple Choice

1. What is the most challenging form of listening according to the book for most people? (p267-268)
2. Empathetic
3. Informational
4. Sympathetic
5. Critical
6. Which one of these choices is the ***least*** passive response? (p266)
7. Stonewalling
8. Supporting
9. Advising
10. Paraphrasing

Chapter 7, ¾ (Dons)

**Short Answer:**

What is Selective Attention and why would you use it?  (Page 271)

Name the three ways to listen: (277-283 Paragraph Headers)

**True/False:**

Everyone is a good listener

Close-Mindedness is the tendency to listen to everything that you disagree with (274)

**Multiple Choice:**

Information Overload is: (272)

A. Daydreaming with the time not spent listening

B. the state of being overwhelmed by the amount of information one takes in

C. listening to learn something

D. having your brain blow up with the amount of information that you process in class

Which of these ways will make you not a better listener? (277-283/common sense Yo!)

A. Acknowledging your friends feelings

B. Try to understand what your boss is telling you thoroughly

C. Interrupting with your own ideas

D. Showing empathy towards the other person

**Chapter 8, ½. enraged penguin, wc.**

**What are the five social relationship theories and list the definition of two**.

**attraction theory:** attraction to a person by physical appearance interpersonal traits.

**uncertainty reduction theory**: people feel uncomfortable in the unknow so they try to fill that void

**predicted outcome value:** a theory prediction that we form relationships when we think the effort will be worth it.

**social exchange theory:** we seek to maintain and form relationships where the benefits outweigh the costs.

**equity:** relationship reward is equal to each other in the relationship and over time are acquired.

1. T/F. People seek to maintain relationships that are costly instead of beneficial because they feel good about contributing to the relationship.
2. Which relationship theory’s definition is based around the idea of an equal amount of balanced benefits achieved over time?
3. interpersonal attraction
4. predicted outcome
5. equity
6. social exchange
7. Which of the following is a relational maintenance behavior?
8. positivity
9. interested
10. assertion
11. all of the above

Chapter 8

Short Answer

1. Name two of the friendship rules and explain why each is important in a friendship you are involved in. (pg. 313)

  2. Why is it important when in a friendship with a coworker that you balance personal and            professional life? (pg. 320)

T/F

1. A peer is someone with similar power or status. (pg. 312)
2. There is a possibility that developing a personal friendship with customers can cause tension in the business. (pg. 322)

Multiple Choice:

1. How many stages are in the friendship life span? (pg. 316)
2. 4
3. 6
4. 7
5. 11
6. Over benefited is… (pg.307)
7. the state in which your relational rewards exceed your relational costs.
8. the state in which your relational costs exceed your relational rewards.
9. a theory predicting that a good relationship is one in which your ratio of costs and rewards is equal to your partner’s.
10. a theory predicting that people seek to form and maintain relationships in which the benefits outweigh the costs.

Chapter 8

S.A.

1. What are the two emotional rewards of friends?(pg. 294)

2. What is social attraction?(pg. 297)

T/F

1. Social relationships cost as well as reward(pg. 296)
2. In  the social exchange theory the cost outweighs the benefits (pg. 304)

Multiple Choice

1. Which is not a factor of attraction(pg. 298)

A. Similarity

B. Personal appearance

C. Wealth

D. Proximity

2. Which is not a type of attraction (pg.297)

A. Proximity

B. Task

C. Social

D. Physical