Test Bank for Interpersonal Communication Everyday Encounters 9th Wood

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Name:_____ Class:_____ Date:_____

Chapter 01

1. Communication is considered interpersonal only when it occurs between just two people.
   a. True
   b. False

ANSWER: False

2. In I–It communication, we do not acknowledge the humanity of other people; we may not even affirm their existence.
   a. True
   b. False

ANSWER: True

3. The majority of our interactions involve I–It communication.
   a. True
   b. False

ANSWER: False

4. Interpersonal communication is both selective and systemic.
   a. True
   b. False

ANSWER: True

5. *Physiological noise* is distraction caused by hunger, fatigue, headaches, medications, and other factors that affect how we feel and think.
   a. True
   b. False

ANSWER: True

6. *Psychological noise* is interference in our environments, such as noises made by others, overly dim or bright lights, spam and pop-up ads, extreme temperatures, and crowded conditions.
   a. True
   b. False

ANSWER: False

7. Every utterance contains either content meaning or relationship meaning.
   a. True
   b. False

ANSWER: False

8. The content meaning of an utterance is the literal, denotative meaning.
   a. True
   b. False

ANSWER: True

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9. There are three dimensions of relationship meaning: responsiveness, affection, and power.
   a. True
   b. False

ANSWER: True

10. The early linear communication models showed communication as a one-way flow and had no serious shortcomings.
   a. True
   b. False

ANSWER: False

11. The transactional model of interpersonal communication emphasizes the dynamism of interpersonal communication and the multiple roles people assume during the process.
   a. True
   b. False

ANSWER: True

12. The transactional model recognizes that noise is absent throughout interpersonal communication.
   a. True
   b. False

ANSWER: False

13. Humans generally do not focus on higher (more abstract) needs until more basic needs are first met.
   a. True
   b. False

ANSWER: True

14. Self-actualization is the need that humans generally try to address first.
   a. True
   b. False

ANSWER: False

15. The likelihood of meeting the needs Maslow discussed depends on our ability to participate effectively in a very diverse social world.
   a. True
   b. False

ANSWER: True

16. It is impossible to avoid communicating when we are with others.
   a. True
   b. False

ANSWER: True

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17. Both men and women appreciate metacommunication, but women tend to appreciate it more when there is no conflict to be resolved.

a. True
b. False

ANSWER: True

18. Engaging in a dual perspective allows us to understand how someone else thinks and feels.

a. True
b. False

ANSWER: True

19. Appropriately adapted communication is sensitive to goals, contexts, and other people.

a. True
b. False

ANSWER: True

20. Online communication is irreversible just as face-to-face communication is.

a. True
b. False

ANSWER: True

21. In which level of communication do people acknowledge one another as people but don't fully engage each other as unique individuals?

a. I–It communication
b. I–You communication
c. I–Thou communication
d. I–Me communication
e. I–Us communication

ANSWER: b

22. Jenema is walking in a mall and a homeless person approaches her and asks for money. Jenema keeps walking without speaking to or looking at the person. The relationship between Jenema and the homeless person is

a. I–You.
b. I–Thou.
c. I–It.
d. I–Me.
e. I–Us.

ANSWER: c

23. An example of psychological noise is

a. poor health.
b. being preoccupied with a problem.

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c. cigarette smoke in a crowded room.
d. fatigue.
e. poor sound.

ANSWER: b

24. An example of physiological noise is
a. puppies.
b. being preoccupied with a problem.
c. cigarettes.
d. fatigue.
e. poor sound.

ANSWER: d

25. Mariko used so much jargon in her presentation that most people in the audience couldn't understand her. This is an example of what kind of noise?
a. Preoccupied
b. Physical
c. Physiological
d. Psychological
e. Semantic

ANSWER: e

26. Miguel tries to concentrate during a class lecture, but he can't get his mind off a personal problem. His preoccupation with his personal problem is an example of _____ noise.
a. psychological
b. physical
c. semantic
d. syntactic
e. behavioral

ANSWER: a

27. Which model of communication views communication as flowing only in one direction, from sender to receiver?
a. Transactional
b. Linear
c. Relational
d. Interactive
e. Metacommunicative

ANSWER: b

28. The _____ model of interpersonal communication is most accurate because it emphasizes the multiple roles that people take during the communication process.

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a. transactional
b. linear
c. dual perspective
d. metacommunicative
e. interactive

ANSWER: a

29. Which psychologist first described the hierarchy of five human needs?
a. Wilbur Schramm
b. Claude Shannon
c. Abraham Maslow
d. Warren Weaver
e. Julia Wood

ANSWER: c

30. Love would be placed in which level of Maslow's Hierarchy of Needs?
a. Self-actualization
b. Safety
c. Belonging
d. Self-esteem
e. Physical

ANSWER: c

31. Linnea's parents praise her for earning high marks in her first year in college. Linnea's parents are addressing her _____ needs.
a. self-actualization
b. safety
c. belonging
d. self-esteem
e. physical

ANSWER: d

32. The author of your text argues that
a. self-actualization needs must be satisfied before we can address other needs through communication.
b. self-esteem needs are influenced by individuals' interpersonal communication skills.
c. belonging needs are not essential to everyone, as some individuals don't need others to enjoy life.
d. only physical needs can be met by communicating with others.
e. safety needs cannot be met through communication.

ANSWER: b

33. Monica and Chandler have an argument over whose turn it is to do clean their house. In the heat of the argument,

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Chandler calls Monica a "slob." Then, Monica calls Chandler a "self-centered moron." Later, after they have made up, Chandler tries to apologize to Monica. However, Monica is still hurt and complains that no matter what Chandler says now he must have meant what he said. According to the communication principles, Chandler doesn't realize that

a. interpersonal communication is unrepeatable.
b. interpersonal communication is irreversible.
c. interpersonal communication is complicated.
d. interpersonal communication is inescapable.
e. None of these choices are correct.

ANSWER: b

34. Communication about communication is

a. Metacommunication.
b. channel.
c. noise.
d. impersonal.
e. linear communication.

ANSWER: a

35. Zach says to his friend, "I meant that as a sarcastic remark, not as a comment on you at all." Zach's statement is an example of

a. metacommunication.
b. emoticons.
c. conveyors.
d. illustrators.
e. distortion.

ANSWER: a

36. According to research discussed in Chapter 1, for intimates, talking about a vision of a shared future is

a. one of the most powerful ties that link people.
b. uncommon in romantic relationships.
c. common in romantic relationships but not friendships.
d. inappropriate for professional settings.
e. harmful for most interpersonal relationships.

ANSWER: a

37. Jen and Mark are happily married. Recently, Mark had an affair. He tells Jen about his infidelity, and she is deeply hurt by his actions. It doesn't matter what Mark says to her, she is very upset and cannot get over his betrayal. This is indicative of how interpersonal communication is

a. unintentional.
b. processual.
c. transactional.
d. unrepeatable.

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e. not a panacea.

ANSWER: e

38. When communicating online, many people use _____ to communicate nonverbal information.

a. monitoring
b. emoticons
c. conveyors
d. illustrators
e. distortion

ANSWER: b

39. According to the book, all of the following are guidelines for interpersonal communication competence EXCEPT:

a. Develop a range of skills.
b. Adapt communication appropriately.
c. Engage in dual perspective.
d. Encourage your imagination.
e. Commit to ethical communication.

ANSWER: d

40. Manjeet notices that she is the only person who has not spoken in a group conversation. She reminds herself to be involved and to show she's interested in the group's talk, so she speaks up. Manjeet's noticing and changing her communication to be more effective in the situation is an example of

a. irreversibility.
b. monitoring.
c. person-centeredness.
d. systemic thinking.
e. content-level meaning.

ANSWER: b

41. Write out the textbook definition of interpersonal communication. Using a personal example, explain the various parts of the definition.

ANSWER: The textbook definition of interpersonal communication can be found on p. 10, followed by several pages exploring the different elements of the definition.

42. Compare and contrast what happens in one of your I–You relationships with what happens in one of your I–Thou relationships.

ANSWER: Responses will vary, but I–You relationships are characterized by people acknowledging each other as more than objects, but not engaging each other as unique individuals. Examples of I–You relationships include interactions with a salesclerk or an acquaintance. In I–Thou relationships, people treat each other as unique individuals rather than simply as occupants of social roles. Examples include relationships with siblings, parents, intimates, and best friends. See p. 11–12.

43. Define the relational level of meaning in interpersonal communication. Describe and provide an example of each dimension of relational-level meanings.

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ANSWER: Meanings can be broken down into content- (the literal meaning) and relational-level meanings. The three relationship level meanings are responsiveness (e.g., indicating interest to another), affect (e.g., expressing like or dislike for another), and power or control (e.g., referring to the power balance between communicators). See p. 17–19.

44. Briefly describe each of the three models of interpersonal communication discussed in the text and identify the strengths and limitations of each model.

ANSWER: The three models are discussed on p. 18–21. Students should identify three limitations of linear models (communication as one-directional, listeners as passive, communication as a step-by-step process), three limitations of interactive models (communication as sequential, one person as sender and one person as receiver, communication as static), and the multiple strengths of the transactional model (e.g., adds noise, shared and personal systems, changes over time, individuals as senders and receivers simultaneously).

45. What are some guidelines for interpersonal communication competence?

ANSWER: Five skills are closely tied to competence in interpersonal communication: (1) developing a range of communication skills, (2) adapting communication appropriately, (3) engaging in dual perspective, (4) monitoring communication, and (5) committing to effective and ethical interpersonal communication. See p. 29–33.

46. Choose three of the principles of interpersonal communication stated in the text. Use personal experiences to explain why you agree or disagree with them.

ANSWER: Communication principles can be found on p. 21–27, along with examples that illustrate each.

47. Briefly describe the eight principles of interpersonal communication.

ANSWER: Communication principles can be found on p. 21–27, along with examples that illustrate each.

48. The author of your textbook argues that the likelihood of meeting Maslow's needs depends on one important ability. Identify this ability and explain why it is important to life in a diverse society.

ANSWER: According to the textbook's author, meeting Maslow's needs is dependent on our ability to participate effectively in a diverse society. Given the increasing diversity in the United States, we need to learn how to communicate in ways that show understanding and respect for others and their ways of communicating. See p. 9–10; 21–27.

49. The author of your textbook states that interpersonal communication involves ethical choices. Define ethics and explain why interpersonal communication involves ethical choices, especially in relation to other interpersonal communication principles.

ANSWER: Ethics can be defined as a set of moral principles and codes of conduct that help us decide what is right and wrong. Because our actions affect others and because our communicative actions are irreversible, we must become ethical beings. See p. 22–23 for more information.

50. Describe the four kinds of noise and give examples of each kind of noise.

ANSWER: The four types of noise are physiological noise caused by hunger, fatigue, headaches, and medications. Physical noise is interference in our environment. Psychological noise is how we communicate and how we interpret others. Semantic noise exists when the words themselves are not mutually understood. See p. 14.

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