Test Bank for Reflect & Relate An Introduction to Interpersonal Communication 5th McCornack

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Name:_____ Class:_____ Date:_____

Chapter 01: Multiple Choice

1. Your bedroom, workplace, and classroom are all examples of context.
   a. True
   b. False

ANSWER: a

2. Auditory, visual, tactile, olfactory, and oral are all types of channels.
   a. True
   b. False

ANSWER: a

3. The linear communication model conceptualizes communication as a simple one-way form of communication.
   a. True
   b. False

ANSWER: a

4. Feedback and noise are the two additional components that make up the interactive communication model.
   a. True
   b. False

ANSWER: b

5. The transactional model of communication suggests that communication is multidirectional and that senders and receivers collaboratively create meaning.
   a. True
   b. False

ANSWER: a

6. The text suggests that intrapersonal and interpersonal communication refer to basically the same phenomenon.
   a. True
   b. False

ANSWER: b

7. The dynamic nature of interpersonal communication suggests that communication is constantly in motion and changing over time.
   a. True
   b. False

ANSWER: a

8. Even in our close personal relationships, we can communicate both impersonally and personally within the same interaction.
   a. True
   b. False

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Chapter 01: Multiple Choice

ANSWER: a

9. In an I-It relationship, we are less likely to treat others as objects.
   a. True
   b. False

ANSWER: b

10. According to the text, interpersonal communication is dynamic, meaning that once it has been sent it cannot be taken back.
   a. True
   b. False

ANSWER: b

11. Impersonal communication can significantly impact our thoughts, behaviors, emotions, and relationships.
   a. True
   b. False

ANSWER: b

12. Buber suggests that in an I-Thou relationship we forge meaningful bonds with others, treating them with the same respect we demand for ourselves.
   a. True
   b. False

ANSWER: a

13. Intrapersonal communication is different from dyadic communication because it involves only one person.
   a. True
   b. False

ANSWER: a

14. Meta-communication focuses on content information rather relationship information.
   a. True
   b. False

ANSWER: b

15. Communication is reversible.
   a. True
   b. False

ANSWER: b

16. According to Maslow's hierarchy of needs, we must satisfy social and self-esteem needs before self-actualization needs.
   a. True

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Chapter 01: Multiple Choice

b. False

ANSWER: a

17. Relationship information is a specific form of meta-communication.
a. True
b. False

ANSWER: a

18. Whether or not we intend to communicate, our words and actions can communicate meanings to others.
a. True
b. False

ANSWER: a

19. Self-actualization needs include our desire to have others' respect and admiration.
a. True
b. False

ANSWER: b

20. According to communication competence research, communication skills cannot be learned; we are either born with them or not.
a. True
b. False

ANSWER: b

21. Interpersonal communication competence cannot be improved.
a. True
b. False

ANSWER: b

22. Interpersonal communication competence is simply a matter of acquiring knowledge about communication.
a. True
b. False

ANSWER: b

23. Appropriateness is a characteristic of communication competence that takes into account the "shoulds," "shouldn'ts," and norms of communication.
a. True
b. False

ANSWER: a

24. High self-monitors are not likely to change their communication behavior based on the context or situation.
a. True

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Chapter 01: Multiple Choice

b. False

ANSWER: b

25. Low self-monitors assess their communication according to context.
a. True
b. False

ANSWER: b

26. If one focused solely on appropriate communication, one would be considered a competent communicator.
a. True
b. False

ANSWER: b

27. One of the benefits of online communication—such as social networking sites and blogs—is that it can help bolster a real sense of community.
a. True
b. False

ANSWER: a

28. To practice ethical communication, one needs to avoid intentionally hurting others through communication.
a. True
b. False

ANSWER: a

29. Interpersonal communication competence consists of communicating in appropriate, effective, and ethical ways.
a. True
b. False

ANSWER: a

30. Culture does NOT include sexual orientation or gender.
a. True
b. False

ANSWER: b

31. Gender, unlike biological sex, is something that is learned.
a. True
b. False

ANSWER: a

32. The term *gender* refers to the biological differences between women and men.
a. True

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Chapter 01: Multiple Choice

b. False

ANSWER: b

33. According to research into sexual orientation, gay and lesbian individuals communicate in distinctly different ways than do straight individuals.

a. True

b. False

ANSWER: b

34. Auditory, visual, tactile, olfactory, and oral are all examples of:

a. media.

b. context.

c. channels.

d. noise.

ANSWER: c

35. The result of exchanging a series of messages is called:

a. a message.

b. an interaction.

c. communication.

d. context.

ANSWER: b

36. Which of these characteristics is NOT a feature of the interactive communication model?

a. feedback

b. fields of experience

c. collaboration

d. message

ANSWER: c

37. Which of these communication models is considered collaborative and multidirectional?

a. Transactional Communication Model

b. Action Communication Model

c. Linear Communication Model

d. Interactive Communication Model

ANSWER: a

38. Text messaging and e-mail demonstrate which type of communication model?

a. transactional

b. interactive

c. multidimensional

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Chapter 01: Multiple Choice

d. linear

ANSWER: d

39. Which of these is NOT an element found in the linear communication model?

a. sender
b. noise
c. feedback
d. receiver

ANSWER: c

40. You and your roommate are discussing which one of you will get the larger bedroom in your new apartment. He says he doesn't want the room, but you realize he does by how he keeps looking at it and the tone of his voice. You decide to let him have it. This is an example of what type of communication?

a. impersonal
b. I-It
c. intrapersonal
d. transactional

ANSWER: d

41. Collaboration is associated with which communication model?

a. linear
b. interactive
c. transactional
d. All of the options are correct.

ANSWER: c

42. An I-Thou relationship is characterized by all of these actions EXCEPT:

a. embracing similarities between yourself and others.
b. focusing on the differences between yourself and others.
c. striving to see things from others' point of view.
d. communicating honestly with others.

ANSWER: b

43. Interpersonal communication can be considered:

a. intentional.
b. dynamic.
c. irreversible.
d. All of the options are correct.

ANSWER: d

44. Interpersonal communication involves all of these characteristics EXCEPT:

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Chapter 01: Multiple Choice

a. dynamic.
b. transactional.
c. dyadic.
d. impersonal.

ANSWER: d

45. Although Mark goes to the same coffee shop every morning, he hasn't learned the barista's name and sometimes fails to notice when someone else is working her shift. Mark's relationship with the barista can BEST be described as:

a. I-Thou.
b. I-It.
c. interactional.
d. intrapersonal.

ANSWER: b

46. Dyadic communication usually involves:

a. one person.
b. two people.
c. a small group.
d. a large group.

ANSWER: b

47. Intrapersonal communication involves:

a. one person.
b. two people.
c. a small group.
d. a large group.

ANSWER: a

48. While having a serious conversation about your relationship, your romantic partner stops midsentence and exclaims, "We are out of milk." Your partner's comment is an example of:

a. interpersonal communication.
b. intrapersonal communication.
c. impersonal communication.
d. interactive communication.

ANSWER: c

49. Interpersonal communication occurs when the other person is viewed as:

a. I-Thou.
b. It-Thou.
c. I-It.

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Chapter 01: Multiple Choice

d. Thou-It.

ANSWER: a

50. Nelson met Jason online and began texting him. The first night they were up until dawn texting each other. Their relationship could be BEST characterized as:

a. Me-You.

b. It-Thou.

c. I-It.

d. I-Thou.

ANSWER: d

51. While on a dinner date with a person you met online, your friend treats the server disrespectfully by snapping his fingers, pointing, and demanding, "Server, we need more coffee." He is illustrating what kind of relationship?

a. Me-You

b. It-Thou

c. I-It

d. I-Thou

ANSWER: c

52. In an I-It relationship, we:

a. focus upon differences.

b. fail to acknowledge other viewpoints.

c. view the other person as an object.

d. All of the options are correct.

ANSWER: d

53. Dan and Rizwan have a conflict in front of friends, which causes embarrassment to them both. Later they have a conversation about what happened. When they discuss what they can and can't talk about in front of their friends, they are engaging in:

a. impersonal communication.

b. intrapersonal communication.

c. meta-communication.

d. instrumental goals.

ANSWER: c

54. According to Maslow, which need do we fulfill after all other needs are met?

a. self-actualization

b. self-esteem

c. social

d. physical

ANSWER: a

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Chapter 01: Multiple Choice

55. Which human need in Maslow's hierarchy has to do with the desire for recognition and admiration?
    a. self-actualization
    b. self-esteem
    c. safety
    d. physical
ANSWER: b

56. Meta-communication involves:
    a. communicating with yourself.
    b. communicating with others.
    c. communicating impersonally.
    d. communicating about communication.
ANSWER: d

57. According to Maslow's hierarchy of needs, which basic need must be met before higher-level ones can be satisfied?
    a. self-actualization
    b. self-esteem
    c. safety
    d. physical
ANSWER: d

58. Which need in Maslow's hierarchy involves job stability and protection from violence?
    a. self-actualization
    b. self-esteem
    c. safety
    d. physical
ANSWER: c

59. You are meeting your partner's parents for the first time and you want to be perceived as trustworthy, caring, and credible. What type of interpersonal goal are you hoping to accomplish?
    a. self-presentation
    b. relationship
    c. instrumental
    d. personal
ANSWER: a

60. Chris meets with his partner to discuss ending their relationship. What type of interpersonal goal is he seeking?
    a. self-presentation
    b. relationship

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Chapter 01: Multiple Choice

c. instrumental
d. personal

ANSWER: b

61. Interpersonal communication is NOT characterized by which of these qualities?
a. It is reversible.
b. It can be intentional.
c. It conveys content information.
d. It conveys relationship information.

ANSWER: a

62. Relationship information is primarily communicated through:
a. verbal messages.
b. online messages.
c. nonverbal cues.
d. Both A and B are correct.

ANSWER: c

63. Content information is primarily communicated through:
a. verbal messages.
b. body language.
c. facial expressions.
d. nonverbal cues.

ANSWER: a

64. Which need in Maslow's hierarchy involves forming satisfying and healthy emotional bonds with others?
a. self-actualization
b. self-esteem
c. safety
d. social

ANSWER: d

65. "One cannot not communicate" means that:
a. communication can be unintentional.
b. others may attach meaning to anything you say.
c. others may attach meaning to anything you do (or don't do).
d. All of the options are correct.

ANSWER: d

66. The dynamic nature of interpersonal communication implies that:
a. interpersonal communication is in flux.

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Chapter 01: Multiple Choice

b. no two interactions with the same person will ever be the same.
c. no two moments within the same interaction will ever be the same.
d. All of the options are correct.

ANSWER: d

67. According to Buber, treating others as "objects which we observe, that are there for our use and exploitation" is a characteristic of what type of relationship?
a. I-Thou
b. I-It
c. impersonal
d. dyadic

ANSWER: b

68. Which of these goals is NOT a specific goal of interpersonal communication?
a. self-presentation
b. instrumental
c. relationship
d. cultural

ANSWER: d

69. Interpersonal communication competence requires:
a. an awareness of accepted norms.
b. a desire to achieve your goals.
c. a desire to treat people with respect and honesty.
d. All of the options are correct.

ANSWER: d

70. What part of communication competence has to do with the ability to practice repeatable goal-directed behavioral patterns in your interpersonal relationships?
a. appropriateness
b. effectiveness
c. ethics
d. communication skills

ANSWER: d

71. If Marcus carefully considers the context and prefers communication to occur with clearly defined expectations, he is exemplifying:
a. neuroticism.
b. intrapersonal communication.
c. meta-communication.
d. self-monitoring.

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Chapter 01: Multiple Choice

ANSWER: d

72. Which of these behaviors is NOT an example of online communication?
    a. texting
    b. using e-mail
    c. going on Facebook
    d. using meta-communication

ANSWER: d

73. According to the textbook, all of these actions could be considered examples of ethical behavior EXCEPT:
    a. withholding important feelings and information in an interpersonal relationship.
    b. communicating in an honest, accurate, and thoughtful way.
    c. trying to understand and respect others before evaluating or responding to their messages.
    d. condemning communication that degrades people through intolerance, distortion, or intimidation.

ANSWER: a

74. What is self-monitoring?
    a. observing your own communication and the norms of the situation
    b. making sure you don't flame while communicating online
    c. understanding how gender impacts your communication decisions
    d. All of the options are correct.

ANSWER: a

75. Which of these actions should be done when communicating online?
    a. create "draft" messages before sending
    b. choose the appropriate medium
    c. remember that online posts are permanent
    d. All of the options are correct.

ANSWER: d

76. Which goals can be accomplished through effectiveness?
    a. self-presentational goals
    b. social goals
    c. relationship goals
    d. All of the options are correct.

ANSWER: d

77. Josh is very assertive and goal-oriented; however, he forgets to consider the impact of his communication on other people, who are often offended by his communication. What component of interpersonal communication competence is he lacking?
    a. appropriateness

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Chapter 01: Multiple Choice

b. effectiveness
c. ethics
d. behavioral flexibility

ANSWER: a

78. Melinda is overly concerned about the thoughts and feelings of others, often leaving her own needs unmet. What component of communication competence is she lacking?
a. appropriateness
b. effectiveness
c. ethics
d. behavioral flexibility

ANSWER: b

79. If Aaron is very sensitive to and aware of the communication context and the appropriateness of his communication, he is:
a. using meta-communication.
b. using impersonal communication.
c. being a high self-monitor.
d. being a low self-monitor.

ANSWER: c

80. Effectiveness aims to accomplish all of these goals EXCEPT:
a. self-presentational goals.
b. social goals.
c. instrumental goals.
d. relationship goals.

ANSWER: b

81. Suppose you had been looking forward all month to seeing a show with your girlfriend; however, she is having a very bad week and wants to stay home. Despite this, you go see the show without her. What goal of effectiveness are you prioritizing?
a. instrumental
b. social
c. self-presentation
d. relationship

ANSWER: a

82. If Aidan generally ignores social norms in favor of "acting like himself," he is:
a. being a high self-monitor.
b. demonstrating intrapersonal communication.
c. being a low self-monitor.

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Chapter 01: Multiple Choice

d. demonstrating meta-communication.

ANSWER: c

83. Which of these traits does NOT necessarily demonstrate ethical communication?
a. neutrality
b. positivity
c. respect
d. kindness

ANSWER: a

84. Interpersonal communication competence is composed of:
a. ethics, effectiveness, and honesty.
b. ethics, effectiveness, and appropriateness.
c. effectiveness, appropriateness, and respect.
d. ethics, appropriateness, and clarity.

ANSWER: b

85. As an employee for a cell-phone company, Zach sells many phones by misleading customers about their monthly fees. What component of competent interpersonal communication does Zach lack when he engages in his behavior?
a. effectiveness
b. appropriateness
c. ethics
d. instrumental goals

ANSWER: c

86. All of these are true statements about ethics EXCEPT that it:
a. is based upon moral codes.
b. means not intentionally hurting others.
c. means treating others with respect.
d. means attaining instrumental goals.

ANSWER: d

87. Communicating via text message, Facebook, instant message, and e-mail is referred to as:
a. meta-communication.
b. online communication.
c. mediated communication.
d. intrapersonal communication.

ANSWER: b

88. Culture is learned from:

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Chapter 01: Multiple Choice

a. mass media.
b. our teachers.
c. our parents.
d. All of the options are correct.

ANSWER: d

89. Which of these issues is NOT important to understanding the complexities of interpersonal communication?
a. culture
b. sexual orientation
c. gender
d. biological sex

ANSWER: d

90. Which of these large-group influences does culture include?
a. ethnicity
b. religion
c. sexual orientation
d. All of the options are correct.

ANSWER: d

91. Which of these is a large-group influence on your culture?
a. attitudes
b. practices
c. beliefs
d. age

ANSWER: d

92. Which of these issues is important to understanding the complexities of interpersonal communication?
a. culture
b. sexual orientation
c. gender
d. All of the options are correct.

ANSWER: d

93. Which of these statements is true regarding the issue of gender in interpersonal communication?
a. Gender refers to biological differences between women and men.
b. Gender largely consists of information that is learned.
c. Gender refers to one's attraction to men.
d. Gender refers to one's attraction to women.

ANSWER: b

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Name:_____ Class:_____ Date:_____

Chapter 01: Multiple Choice

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Name:_____ Class:_____ Date:_____

Chapter 01: FITB

1. _____ is the process through which people use messages to generate meanings within and across contexts, cultures, channels, and media.
ANSWER: Communication

2. The endless variety of communication situations is known as _____.
ANSWER: contexts

3. The "package" of information is the _____.
ANSWER: message

4. The sensory dimension along which communicators transmit information is a _____.
ANSWER: channel

5. _____ can be defined as the exchange of messages.
ANSWER: Interaction

6. _____ of communication are used for exchanging messages.
ANSWER: Modalities

7. The person for whom a message is intended and delivered is the _____.
ANSWER: receiver

8. Communication flowing in one direction, from a starting point to an end point, is portrayed in the _____ communication model.
ANSWER: linear

9. An individual who generates information to be communicated is the _____.
ANSWER: sender

10. Factors in the environment or context that impede messages from reaching their destination are referred to as _____.
ANSWER: noise

11. _____ consist(s) of attitudes, values, beliefs, and experiences that communicators bring to an event.
ANSWER: Fields of experience

12. The _____ communication model views communication as a process between senders and receivers that involves both feedback and fields of experience.
ANSWER: interactive

13. A view of communication that suggests that communication is multidirectional is represented by the _____ communication model.
ANSWER: transactional

14. _____ consists of verbal and nonverbal messages used by receivers to indicate reactions to

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Chapter 01: FITB

communication.
ANSWER: Feedback

15. _____ communication is a dynamic form of communication between two (or more) people in which the messages exchanged significantly influence their relationships, thoughts, behaviors, and emotions.
ANSWER: Interpersonal

16. _____ communication treats others as unique individuals deserving of the same respect we accord ourselves.
ANSWER: I-Thou

17. Other people are perceived as objects to be used and exploited in _____ communication.
ANSWER: I-It

18. Communication involving only one person is _____ communication.
ANSWER: intrapersonal

19. Interpersonal communication involving pairs of people is _____.
ANSWER: dyadic

20. _____ communication has a negligible impact upon our relationships, thoughts, behaviors, and emotions.
ANSWER: Impersonal

21. Communication about communication is called _____.
ANSWER: meta-communication

22. _____ are practical goals or tasks you want to achieve through interpersonal communication.
ANSWER: Instrumental goals

23. _____ communication goals are designed to ensure that a communicator is perceived in a particular way.
ANSWER: Self-presentation

24. Goals that involve building, maintaining, or terminating bonds with others are _____.
ANSWER: relationship goals

25. Consistently communicating in ways that are appropriate, effective, and ethical is a definition of _____ interpersonal communication.
ANSWER: competent

26. Communication _____ are goal-directed behaviors routinely practiced in our interpersonal relationships.
ANSWER: skills

27. _____ is the degree to which communication matches situational, relational, and cultural norms or expectations.
ANSWER: Appropriateness

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Chapter 01: FITB

28. _____ is the process of observing our own communication and the norms of a situation in order to make appropriate communication choices.
ANSWER: Self-monitoring

29. _____ is the ability to use communication to achieve interpersonal goals.
ANSWER: Effectiveness

30. _____ is/are the moral principles that guide our communication behaviors.
ANSWER: Ethics

31. Interactions via the use of new media, including social networking, texting, and Snapchat, are examples of _____ communication.
ANSWER: online

32. _____ can be defined as the social, psychological, and cultural traits associated with one sex or the other.
ANSWER: Gender

33. _____ is an enduring emotional, romantic, sexual, or affectionate attraction to others.
ANSWER: Sexual orientation

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Name:_____ Class:_____ Date:_____

Chapter 01: Essay

1. Define communication.

ANSWER: Communication is the process through which people use messages to generate meanings within and across contexts, cultures, channels, and media.

2. Identify three communication modalities.

ANSWER: Three modalities are text messages, Facebook, and Twitter.

3. Define interpersonal communication.

ANSWER: Interpersonal communication is a dynamic form of communication between two (or more) people in which the messages exchanged significantly influence their thoughts, emotions, behaviors, and relationships.

4. What is intrapersonal communication?

ANSWER: Intrapersonal communication is communication involving only one person, such as talking out loud to oneself.

5. Explain the difference between Buber's I-Thou and I-It relationships.

ANSWER: I-It suggests that communicators relate to one another as objects, while in an I-Thou relationship, communication is based on an understanding of each other as unique individuals.

6. Define meta-communication and provide an example.

ANSWER: Meta-communication is communication about communication, such as when you talk to your partner about how the two of you don't seem to talk to each other as often or as personally as you used to.

7. How can communication be both intentional and unintentional?

ANSWER: Words tend to be intentional, but much of our nonverbal communication is unintentional. For example, we may try to seem calm, but our nonverbal communication may give away our anger, frustration, or disappointment.

8. What are the four principles of interpersonal communication?

ANSWER: Interpersonal communication conveys both content and relationship information, can be intentional or unintentional, is irreversible, and is dynamic.

9. What are the most basic needs defined by Maslow in his hierarchy of needs?

ANSWER: The most basic needs are physical: air, food, water, sleep, and shelter.

10. Provide an example of each of the three interpersonal communication goals.

ANSWER: These are self-presentation goals: you communicate empathy to your best friend whose grandfather is in the hospital; instrumental goals: you offer to help write your group's presentation so your teacher sees that you did a lot of work; and relationship goals: you ask your online, virtual friend to meet face-to-face for coffee.

11. Explain the difference between low and high self-monitors.

ANSWER: High self-monitors are sensitive and adapt to the norms of a particular situation; low self-monitors

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Chapter 01: Essay

are not as sensitive to the appropriateness of particular situations.

12. What are two ways you can practice ethical communication?
ANSWER: Two ways are to do no harm and to treat others with respect. (See the NCA "Credo for Ethical Communication" for more possible answers.)

13. How can you increase communication competence and skills?
ANSWER: You can increase competence by communicating in appropriate, effective, and ethical ways and by applying new behaviors that can impact your personal relationships.

14. What is the first step in acquiring interpersonal communication competence?
ANSWER: Acquiring knowledge of what it means to communicate competently is the first step in developing interpersonal communication competence.

15. What does your textbook suggest are potential benefits of studying interpersonal communication and making informed communication decisions?
ANSWER: Benefits include having better personal, interpersonal, and relational outcomes.

16. Identify the three defining characteristics of interpersonal communication competence.
ANSWER: Interpersonal communication competence is appropriate (follows norms), effective (achieves goals), and ethical (treats people fairly).

17. Explain how people use self-monitoring in interpersonal communication.
ANSWER: People can use self-monitoring to closely attend to their communication and alter their behaviors to match the situation or context.

18. What is the difference between biological sex and gender?
ANSWER: Biological sex is what you are born with; gender is largely learned and consists of the social, psychological, and cultural traits associated with one sex or the other.

19. What is sexual orientation, and how can a continuum be used to describe it?
ANSWER: Sexual orientation is an enduring emotional, romantic, sexual, or affectionate attraction to others. It is plotted on a continuum ranging from exclusive heterosexuality to exclusive homosexuality.

20. Define interpersonal communication and its four characteristics.
ANSWER: Interpersonal communication is a dynamic form of communication between two (or more) people in which the message exchanged significantly influences their thoughts, emotions, behaviors, and relationships. It is dynamic: constantly in motion and changing over time; transactional: involving a simultaneous exchange between senders and receivers; dyadic: involving two people; and has impact: changes participants' thoughts, emotions, behavior, and relationships.

21. Identify and explain Maslow's hierarchy of needs.
ANSWER: People have basic needs that must be met before they can address higher-order needs. The hierarchy starts with physical needs such as food, water, and air. It then goes to safety needs, such as job security and protection; social needs, such as being loved and validated; self-esteem needs, such as

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sustaining healthy relationships; and finally, self-actualization needs, including self-development and creativity.

22. Identify the five suggestions for increasing online communication competence.

ANSWER: First, choose your medium wisely—that is, know when to communicate online versus offline. Second, don't assume that online communication is always more efficient; matters of relational significance are more effectively handled in person or by phone. Third, presume that your posts are public and that family or potential employees can see them. Fourth, remember that your posts are permanent—you can't take them back. Finally, practice the art of creating drafts to avoid saying something you might later regret.

23. List and describe the four critical issues impacting the study of interpersonal communication today.

ANSWER: The four critical issues are (1) culture: a set of beliefs, attitudes, values, and practices shared by a large group of people; (2) gender (social, psychological, and cultural distinctions between men and women) and sexual orientation (an enduring emotional, romantic, sexual, or affectionate attraction to others, which can be plotted on a continuum ranging from heterosexuality to homosexuality); (3) online communication: interaction via e-mail, text or instant messaging, social networking, and so on; and (4) the dark side of relationships: when our interpersonal communication and relationships negatively impact our lives.

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