Test Bank for Reflect and Relate 6th McCornack

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Name:_____ Class:_____ Date:_____

Chapter 1

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

ANSWER: a

2. Communicating at home, at a sporting event, and at a party are all examples of contexts.
   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. The interactive communication model differs from the linear model in that it includes multiple senders.
   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 primary difference between intrapersonal and interpersonal communication is that intrapersonal communication is more often transactional.
   a. True
   b. False

ANSWER: b

7. A group of six friends talking together at a party is engaged in dyadic communication.
   a. True
   b. False

ANSWER: b

8. Impersonal communication significantly impacts our thoughts, behaviors, emotions, and relationships.
   a. True
   b. False

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ANSWER: b

9. Sharing feelings with another person is an example of interpersonal communication.
   a. True
   b. False

ANSWER: a

10. Buber suggests that in an I-Thou relationship, people forge more meaningful bonds with others.
   a. True
   b. False

ANSWER: a

11. In an I-It relationship, people are more likely to communicate with others in manipulative or disrespectful ways.
   a. True
   b. False

ANSWER: a

12. People primarily communicate relationship information through their verbal communication.
   a. True
   b. False

ANSWER: b

13. Ending a text message with “lol” to signal a person is joking about a topic is an example of meta-communication.
   a. True
   b. False

ANSWER: a

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

ANSWER: b

15. You are responsible for inferences that other people may make from your unintentional behavior.
   a. True
   b. False

ANSWER: b

16. Interpersonal communication is reversible.
   a. True

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b. False

ANSWER: b

17. According to Maslow's hierarchy of needs, people must satisfy social and self-esteem needs before self-actualization needs.

a. True

b. False

ANSWER: a

18. People strive to achieve physiological needs by gaining the respect and admiration of others.

a. True

b. False

ANSWER: b

19. Research has shown that competent communicators report better psychological and physical health.

a. True

b. False

ANSWER: a

20. The guidelines for competent communication must be followed more closely when using technologically mediated communication than when engaging in face-to-face communication.

a. True

b. False

ANSWER: b

21. The three components of interpersonal communication competence are communicating appropriately, effectively, and ethically.

a. True

b. False

ANSWER: a

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

a. True

b. False

ANSWER: b

23. The MOST important characteristic of competent communicators is the ability to respond immediately to others.

a. True

b. False

ANSWER: b

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24. 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

25. A person who ignores text messages and focuses instead on a face-to-face conversation with another is phubbing.

a. True

b. False

ANSWER: b

26. Competent communicators consistently prioritize self-presentation goals over instrumental goals.

a. True

b. False

ANSWER: b

27. The minimum ethical expectation for communication is to avoid intentionally hurting others through communication.

a. True

b. False

ANSWER: a

28. A goal of competent communicators is to communicate honestly and kindly.

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 is learned from mass media, teachers, peers, parents, and religious leaders.

a. True

b. False

ANSWER: a

31. Culture does NOT include sexual orientation or gender.

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a. True
b. False

ANSWER: b

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

ANSWER: a

33. According to research into sexual orientation, LGBTQ+ people form, maintain, and dissolve relationships in distinctly different ways than do heterosexual people.
a. True
b. False

ANSWER: b

34. The basic foundational component of an interaction between two people is the:
a. sharing of a physical location.
b. exchange of messages.
c. use of verbal language.
d. development of a personal bond.

ANSWER: b

35. A person makes eye contact with the server at a restaurant to indicate that they would like to speak to them. This person is:
a. pursuing a self-presentation goal.
b. engaging in meta-communication.
c. using a visual channel to communicate.
d. creating a shared field of experience with the server.

ANSWER: c

36. When someone describes the different forms of communication a person uses, they are describing:
a. contexts.
b. fields of experience.
c. noise.
d. modalities.

ANSWER: d

37. A person sends a text message to a friend. This BEST represents which communication model?
a. transactional
b. interactive

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c. multidimensional
d. linear

ANSWER: d

38. Which element is a component of all communication models?
a. collaboration
b. noise
c. feedback
d. fields of experience

ANSWER: b

39. Noise in communication is BEST described as anything that:
a. prevents harm to others.
b. is conveyed via nonverbal cues.
c. is of an impersonal nature.
d. can prevent a message from being received.

ANSWER: d

40. Two individuals with different fields of experience are interacting. Because of their fields of experience, they are more likely to:
a. use more impersonal communication.
b. experience misunderstandings.
c. have an I-It relationship.
d. focus on instrumental goals.

ANSWER: b

41. 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

42. Which of these communication models is considered collaborative and multidirectional?
a. transactional communication model
b. multidimensional communication model
c. linear communication model
d. interactive communication model

ANSWER: a

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43. 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 the room and the tone of his voice. You decide to let him have it. This example BEST demonstrates what type of communication?

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

ANSWER: d

44. Collaboration is associated with which communication model?

a. linear
b. interactive
c. transactional
d. multidimensional

ANSWER: c

45. What is meant by the statement, “Interpersonal communication is dynamic”?

a. Communication involves at least two people.
b. Communication is an intentional act.
c. Communication creates connection to others.
d. Communication is always changing.

ANSWER: d

46. Communication that changes the emotions, thoughts, behaviors, and relationships of those involved is classified as:

a. intrapersonal communication.
b. meta-communication.
c. linear communication.
d. interpersonal communication.

ANSWER: d

47. Which statement BEST represents a dyad?

a. Jazmin gives a lecture presentation to a class of 20 students.
b. Sam and Blake discuss the movie they just watched.
c. Clarice says each step out loud to herself as she installs a new router.
d. Sayyid reads an email that was sent to him and his supervisor.

ANSWER: b

48. Which scenario represents intrapersonal communication?

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a. Carter is mentally rehearsing how he plans to ask for a raise tomorrow.
b. Pooja gives a friend directions to a nearby restaurant.
c. Lonnie tells his coworkers about the time he was stranded on the highway.
d. Eleanor complains about how loud a TV commercial is to her partner.

ANSWER: a

49. An I-Thou relationship is characterized by all of these actions EXCEPT:
a. treating other people as equals.
b. focusing on the differences between oneself and other people.
c. striving to see things from other people's point of view.
d. communicating honestly with other people.

ANSWER: b

50. What type of communication is MOST likely to create bonds between individuals?
a. intrapersonal
b. I-It
c. impersonal
d. interpersonal

ANSWER: d

51. Which statement BEST represents impersonal communication?
a. “I'm nervous about my job interview tomorrow.”
b. “I'm so impressed by how patient you are.”
c. “We never have any pens that work in the house.”
d. “I can't believe my sister is having a baby!”

ANSWER: c

52. Which is a component of I-Thou relationships?
a. respecting the other person's views
b. agreeing with everything the other person says
c. avoiding conflict with the other person
d. engaging primarily in impersonal communication

ANSWER: a

53. Nelson met Jason when playing an online game. Although they initially talked about the game only, by the end of the day, they were sharing personal stories and advice. Both were interested in helping the other. What type of relationship is this?
a. Me-You
b. It-Thou

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c. I-It

d. I-Thou

ANSWER: d

54. Although Heba goes to the same coffee shop every morning, she hasn't learned the barista's name and sometimes fails to notice when a different barista is working. Heba's relationship with the barista can best be described as:

a. I-Thou.

b. I-It.

c. interactional.

d. intrapersonal.

ANSWER: b

55. While at a restaurant, one's date treats the server disrespectfully by snapping their fingers, pointing, and demanding, “Server, bring more coffee.” One's date is illustrating what kind of relationship with the server?

a. Me-You

b. It-Thou

c. I-It

d. I-Thou

ANSWER: c

56. Which is a characteristic of I-It relationships?

a. listening more than talking

b. having a difference of opinion on multiple topics

c. viewing the other person as being superior

d. refusing to accept the other person's experiences

ANSWER: d

57. 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

58. Relationship information is primarily communicated through:

a. verbal messages.

b. online messages.

c. nonverbal cues.

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d. impersonal communication.

ANSWER: c

59. Content information is primarily communicated through:

a. verbal messages.

b. body language.

c. facial expressions.

d. meta-communication.

ANSWER: a

60. Savannah and Rizwan have an argument in front of friends, which causes embarrassment to them both. Later they get together in person and discuss 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. phubbing.

c. meta-communication.

d. mediated communication.

ANSWER: c

61. Meta-communication involves communicating about what?

a. people

b. emotions

c. events

d. communication

ANSWER: d

62. What is the meaning of the statement, “One cannot not communicate”?

a. People's intentions and meanings are always clear.

b. People will always verbalize their thoughts, even if it takes a while.

c. People who do not communicate are often ostracized in society.

d. People are always sending messages, even if unintentionally.

ANSWER: d

63. Which is NOT a characteristic of interpersonal communication?

a. It is reversible.

b. It can be unintentional.

c. It conveys content information.

d. It conveys relationship information.

ANSWER: a

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64. The fact that communication changes based on people's perceptions, thoughts, feelings, and emotions is illustrative of which characteristic of communication?

a. its linear flow
b. its irreversibility
c. its susceptibility to noise
d. its dynamic nature

ANSWER: d

65. According to Maslow, the highest-level needs are:

a. self-actualization needs.
b. self-esteem needs.
c. social needs.
d. physical needs.

ANSWER: a

66. Which human need in Maslow's hierarchy has to do with the desire for recognition and admiration?

a. self-actualization needs
b. self-esteem needs
c. safety needs
d. physical needs

ANSWER: b

67. According to Maslow's hierarchy of needs, what is the MOST basic need that must be met before other needs can be satisfied?

a. self-actualization needs
b. self-esteem needs
c. safety needs
d. physical needs

ANSWER: d

68. Which need in Maslow's hierarchy involves job stability and protection from violence?

a. self-actualization needs
b. self-esteem needs
c. safety needs
d. physical needs

ANSWER: c

69. Which need in Maslow's hierarchy involves forming satisfying and healthy emotional bonds with others?

a. self-actualization needs

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b. self-esteem needs
c. safety needs
d. social needs

ANSWER: d

70. 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 goals
b. relationship goals
c. instrumental goals
d. personal goals

ANSWER: a

71. Chris meets with his partner to discuss ending their relationship. What type of interpersonal goal is he seeking?
a. self-presentation goals
b. relationship goals
c. instrumental goals
d. self-actualization goals

ANSWER: b

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

ANSWER: d

73. Suppose you had been looking forward all month to seeing a show with your partner; however, your partner is having a bad week and wants to stay home. You decide to go see the show without them. What type of specific goal are you prioritizing?
a. instrumental goals
b. fields of experience
c. self-presentation goals
d. relationship goals

ANSWER: a

74. Interpersonal communication competence requires all of these EXCEPT:
a. an awareness of accepted norms.
b. a desire to achieve your goals.

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c. a desire to treat people with respect and honesty.

d. an adherence to a strict set of communication rules.

ANSWER: d

75. Communication competence involves practicing repeatable goal-directed behavioral patterns in your interpersonal relationships, which are referred to as:

a. communication motivations.

b. effectiveness.

c. ethics.

d. communication skills.

ANSWER: d

76. Which scenario BEST exemplifies appropriateness in communication?

a. Darren wants to be perceived as competent, so he talks about his accomplishments.

b. Leo shares stories of his childhood with the person he is dating.

c. Adeline lies and tells her boss that she is too sick to go to work.

d. Marcela uses formal language for work presentations but informal language with her friends.

ANSWER: d

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

a. appropriateness

b. effectiveness

c. ethics

d. behavioral flexibility

ANSWER: a

78. All of these actions are 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

79. Trey is overly concerned about the thoughts and feelings of others, often leaving his own needs unmet. What component of communication competence is he lacking?

a. appropriateness

b. effectiveness

c. ethics

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d. behavioral flexibility

ANSWER: b

80. Communication that is used to threaten and scare another person is violating which aspect of competent communication?

a. intentionality
b. effectiveness
c. ethics
d. dynamic nature

ANSWER: c

81. You are spending time with a friend. Both of you have your phones with you. Which behavior is likely to have the MOST positive effect on your relationship?

a. If someone calls, answer on speaker phone so your friend can be included.
b. If someone texts, excuse yourself from your friend and respond from another room/location.
c. Set your phone to silent and put it out of sight for the duration of your visit.
d. Respond to incoming messages via text but assure your friend you are still listening.

ANSWER: c

82. The goal of doing no harm in communication is associated with which dimension of competent communication?

a. effectiveness
b. ethics
c. self-presentation
d. noise reduction

ANSWER: b

83. As an employee for a cell-phone company, Zach sells many phones by misleading customers about their monthly fees. Zach's communication would be described as lacking:

a. effectiveness.
b. noise.
c. ethics.
d. instrumental goals.

ANSWER: c

84. Which of these behaviors is NOT an example of technologically mediated communication?

a. texting
b. using email
c. posting a comment on Instagram
d. meeting someone at a coffee shop

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ANSWER: d

85. In which situation would technologically mediated communication be the BEST option?
a. to remind someone about an upcoming appointment
b. to communicate sensitive personal information
c. to brainstorm ways to solve a problem
d. to ask a question that needs an immediate response

ANSWER: a

86. You receive an email that requires a response. Why is it recommended that you create a draft email and review it later before ultimately responding?
a. to allow time for the other person to think about their original message
b. to give the appearance of being busy
c. to build anticipation for your response
d. to help ensure you create a competent message

ANSWER: d

87. Which statement is true regarding online communication?
a. This form of communication is best for communicating relationship information.
b. Unlike with face-to-face communication, online communication can be reversed.
c. This is the most efficient means of communicating.
d. Any online message can be shared with others outside of your intended audience.

ANSWER: d

88. Which statement BEST describes the relationship between interpersonal communication and societal changes?
a. Interpersonal communication influences societal changes.
b. Societal changes influence interpersonal communication.
c. Interpersonal communication and societal changes both influence and change the other.
d. There is no relationship between interpersonal communication and societal changes.

ANSWER: c

89. A scholar writes an article examining interpersonal communication styles of men, women, and people who identify as nonbinary. What is the focus of this article?
a. ethics
b. effects of noise
c. sensory channels
d. gender

ANSWER: d

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90. When someone refers to a person's sexual orientation, they are referring to:

a. the person's biological sex.

b. whether the person's gender and sex assigned at birth are the same.

c. whether the person identifies as male, female, or nonbinary.

d. for whom the person experiences emotional, romantic, and/or sexual feelings.

ANSWER: d

91. Two people who live in different states are communicating with one another from their homes. What is MOST likely true about their interaction?

a. They have similar fields of experience.

b. They are using technologically mediated communication.

c. They are focused on relationship goals.

d. They are exclusively engaged in transactional communication.

ANSWER: b

92. Define communication

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

93. Identify three communication modalities.

ANSWER: Student answers will vary. Examples include video calls, texting, social media, email, handwritten letters, and face-to-face interactions.

94. What benefit is associated with being a strong interpersonal communicator?

ANSWER: Interpersonal communication skills are key to developing and maintaining healthy relationships with others.

95. 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.

96. Give an example of intrapersonal communication.

ANSWER: Intrapersonal communication is communication involving only one person. Examples include talking to the TV, talking to yourself, and having a mental conversation in your head.

97. 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.

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98. 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.

99. 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.

100. What are the four defining principles of interpersonal communication?

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

101. What are the MOST basic needs defined by Maslow in his hierarchy of needs?

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

102. Explain how Maslow's hierarchy of needs relates to motivation in interpersonal communication.

ANSWER: According to Maslow, people have basic needs that must be met before they can address higher-order needs. From lowest to highest, the needs are physical, safety, social, self-esteem, and self-actualization. Physical needs must be met before someone can focus on higher level needs like social needs. Therefore, someone whose physical needs have not yet been met is more motivated by instrumental goals than other interpersonal goals. In contrast, someone whose physical and safety needs have been met is more likely motivated by relationship goals to meet their social needs.

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

ANSWER: The three goals of interpersonal communication are self-presentation goals, instrumental goals, and relationship goals. An example of communication to achieve a self-presentation goal is communicating empathy to your best friend who is stressed because you want to appear caring. An example of communication to achieve an instrumental goal is offering to help your sister with her homework in exchange for borrowing her car. An example of communication to achieve a relationship goal is asking your online, virtual friend to meet face-to-face for coffee so you can get to know each other better.

104. 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.

105. 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).

106. Explain the relationship between interpersonal goals and effectiveness of interpersonal communication.

ANSWER: Effectiveness of interpersonal communication refers to achieving your goals through

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communication. Therefore, to be a competent communicator, you need to understand your interpersonal goals and create a message that will help achieve your desired outcome.

107. 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.)

108. Two people are engaged in a long-distance romantic relationship and have a strong, close relationship. Knowing this, what would you expect to be true about their use of technologically mediated communication (TMC)?

ANSWER: It would be expected that they communicate frequently using TMC. They likely text each other often and spend long periods speaking on the phone or via video calls.

109. One way to increase your communication competence is to choose your medium wisely. Explain what this means.

ANSWER: Choosing your medium wisely refers to carefully considering your communication modality. Simply put, this means that it is important to know when to communicate online versus offline. Consider the goals of your communication as well as the overall goals for interpersonal communication. For example, if your communication goal is simply to pass data or work out simple logistics, then a quick text may be better than a phone call, which could be disruptive.

110. Why is culture considered a critical issue in interpersonal communication?

ANSWER: Culture can affect communication. As the communities in which we engage become more diverse, different communication skills and styles may be need to ensure effective communication.

111. What is the difference between biological sex and gender?

ANSWER: Biological sex is assigned at birth. Gender is largely learned and consists of the social and cultural traits associated with one sex or the other.

112. What is sexual orientation?

ANSWER: Sexual orientation refers to a person's emotional, romantic, and/or sexual feelings toward other people.

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