# Test Bank for Exploring Interpersonal Communication 2 2nd McLean

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## Chapter 2
## Why Don't We All See Things the Same Way?

**True/False Questions**

1. Public communication starts with interpersonal communication.
   **False; Easy**

2. The communication process itself is the foundation for oral and written communication.
   **True; Easy**

3. Communication processes vary across the various types of communication: face-to-face conversation, voice over Internet protocol (VOIP), chat via audio and visual channels, emoticons and IMHO (In My Humble Opinion) abbreviations.
   **False; Easy**

4. Expressions of personality, like oral and written communication, were once thought to have a genetic component.
   **True; Moderate**

5. Recent studies suggest that much of personality is flexible and dynamic and changes over a person's life span.
   **True; Easy**

6. Unlike personality, the self is a fixed and absolute entity.
   **False; Easy**

7. Beliefs may not necessarily be based on logic or fact.
   **True; Easy**

8. Unlike beliefs, our values may be based on empirical research or rational thinking.
   **False; Easy**

9. Values are even more resistant to change than are beliefs.
   **True; Easy**

10. To undergo a change in values, a person may need to undergo a transformative life experience.
    **True; Easy**

11. Self-image also includes your knowledge, experience, interests, and relationships.
    **True; Moderate**

12. Your self-image also involves your expectations of yourself.
    **True; Moderate**

13. We "understand" before we experience.
    **True; Easy**

14. People use conventions to guide them every day.
    **True; Easy**

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15. As an intercultural communicator, your goal is to help the audience connect the dots in a way to provide alternative solutions to the audience.
**False; Easy**

16. Selection is one very important part of perception and awareness.
**True; Easy**

17. Gestalt principles may be applied only to images or objects.
**False; Easy**

18. You can associate two or more bits of information in predictable ways, but your own perspective can influence your view of the overall idea.
**True; Easy**

19. In communication, sometimes we "fill in the blanks" without even being aware of it.
**True; Moderate**

20. Our preference for things to be orderly and our brain's perception of lines and movement where none exist is an example of the principle of closure.
**False; Easy**

21. In a communication scenario, leaving a "hole" in our presentation and forcing the audience to jump to conclusions is a disadvantage, irrespective of the situation.
**False; Moderate**

22. When a stage designer knows that the audience will tend to pay attention to objects in the foreground, he is being influenced by the principle of proximity.
**True; Moderate**

23. Physical characteristics do not have any significant influence on how we perceive and respond to information.
**False; Easy**

24. Our perceptual set helps to form our mental expectations of what is happening and what will happen.
**True; Easy**

25. Demographic traits can give us insight into our audience and allow for an audience-centered approach.
**True; Easy**

26. A nonjudgmental speaker searches for common ground and understanding with his or her audience, establishing this space and building on it throughout the speech.
**False; Moderate**

27. Paying attention to the actual words and listening for other clues to meaning, such as tone of voice, is an example of passive listening.
**False; Easy**

28. Mutual respect and understanding are built one conversation at a time.
**True; Easy**

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**Multiple Choice Questions**

1. _____ is the ability to be conscious of events and stimuli.
   a. Intuition
   b. Awareness
   c. Self-concept
   d. Interactivity
   e. Self-perception
   **b; Moderate**

2. _____ determines what you pay attention to, how you carry out your intentions, and what you remember of your activities and experiences each day.
   a. Consciousness
   b. Conditioning
   c. Self-perception
   d. Self-concept
   e. Awareness
   **e; Moderate**

3. _____ is defined as one's own sense of individuality, motivations, and personal characteristics.
   a. Character
   b. Personality
   c. Consciousness
   d. Self
   e. Individualism
   **d; Moderate**

4. _____ is the learned predisposition to a concept or object.
   a. Experiential learning
   b. Acculturation
   c. Acclimatization
   d. Prejudice
   e. Attitude
   **e; Moderate**

5. Which of the following is true about values?
   a. Can change easily and frequently
   b. Are convictions or expressions of confidence
   c. Are generally long-lasting
   d. Are learned predispositions to a concept or object
   e. Are not central to our self-image
   **c; Moderate**

6. _____ are core concepts and ideas of what we consider good or bad, right or wrong, or what is worth sacrifice.
   a. Values
   b. Beliefs
   c. Morals
   d. Self-concepts

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e. Aesthetics
**a; Moderate**

7. Your self-concept is composed of two main elements: _____ and _____.
   a. consciousness; ego
   b. perception; attitude
   c. self-image; values
   d. personality; self-esteem
   e. self-image; self-esteem
   **e; Moderate**

8. Which of the following is not part of your self-image?
   a. Your eye color, hair length, and height
   b. How you feel about yourself
   c. Your knowledge, experience, interests, and relationships.
   d. How you see yourself
   e. How you would describe yourself to others
   **b; Moderate**

9. Your _____ is your central identity and set of beliefs about who you are and what you are capable of accomplishing.
   a. self-concept
   b. self-image
   c. ego
   d. self-esteem
   e. superego
   **a; Moderate**

10. Cooley's _____ reinforces how we look to others and how they view us, treat us, and interact with us to gain insight of our own identity.
    a. self-fulfilling prophecy
    b. looking-glass self
    c. Pygmalion effect
    d. expectancy effect
    e. developing self-esteem
    **b; Moderate**

11. The concept in which someone's behavior comes to match and mirror others' expectations is referred to as _____.
    a. looking glass self
    b. reflexivity social theory
    c. self-fulfilling prophecy
    d. predestination paradox
    e. experimenter effect
    **c; Moderate**

12. Which of the following statements is not one of the principles observed by Robert Rosenthal while studying the interaction between expectations and performance?
    a. We form certain expectations of people or events.
    b. Our expectations are based on the real potential of people.
    c. We communicate our expectations with various cues, verbal and nonverbal.

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d. People tend to respond to cues by adjusting their behavior to match the expectations.
e. The outcome is that the original expectation becomes true.
**b; Hard**

13. _____ is a set of expectations and assumptions from previous experience that we apply to a new problem or situation.
a. Prejudgment
b. Premise
c. Prejudice
d. Preunderstanding
e. Preconcepts
**d; Moderate**

14. Once you have solved a puzzle, the next time you see the same puzzle, it is almost impossible to NOT see the solution. This, according to the text, is a result of:
a. prejudice.
b. preunderstanding.
c. prejudgment.
d. attribution.
e. conventions.
**b; Moderate**

15. The customary forms and configurations (of communication) that members expect are called _____.
a. contexts
b. conventions
c. structural designs
d. expectancy structures
e. norms
**b; Moderate**

16. The _____ refers to the setting, scene, and context of the communication interaction, and can be equally applied to written or oral communication.
a. stage
b. platform
c. venue
d. page
e. period
**a; Moderate**

17. Which of the following is not true regarding the perceptual process in communication?
a. In intercultural communication, conventions are always in place.
b. Expectations affect our perceptions.
c. We "understand" before we experience.
d. Selection is one very important part of perception and awareness.
e. Selection has two main parts: external cues and internal processing.
**e; Moderate**

18. _____ is both information we choose to pay attention to and information that we choose to ignore or that is unavailable to us.
a. Perceptual constancy

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b. Selective retention
c. Selective exposure
d. Selective distortion
e. Synesthesia
**c; Moderate**

19. _____ is the process of sorting information into logical categories or series.
a. Selective perception
b. Organization
c. Selective processing
d. Classification
e. Sequencing
**b; Moderate**

20. According to _____, context matters, and the whole is greater than the sum of the parts.
a. context theory
b. form perception
c. space perception
d. Jung's hypothesis
e. Gestalt theory
**e; Moderate**

21. One of the Gestalt principles, _____, refers to the perceptual organization of information based on the physical relationship of space to objects.
a. proximity
b. spatial organization
c. continuity
d. symmetry
e. sequencing
**a; Moderate**

22. One of the Gestalt principles, _____, refers to drawing connections between things that occur in sequence.
a. sequencing
b. temporal organization
c. logical flow organization
d. continuity
e. proximity
**d; Moderate**

23. Our tendency to like things to be orderly and to see lines and movement where none exist is attributed to the Gestalt principle of _____.
a. continuity
b. proximity
c. interconnectivity
d. variability
e. completion
**a; Moderate**

24. One of the Gestalt principles, _____, is a tendency to use previous knowledge to fill in the gaps in an incomplete idea or picture.

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a. symmetry
b. closure
c. completion
d. connecting the dots
e. holism

**b; Moderate**

25. Which of the following is not true about Gestalt principles?
a. Gestalt principles apply not only to images or objects.
b. Gestalt principles apply only to ideas and concepts.
c. According to Gestalt principles, the whole is greater than the sum of the parts.
d. According to Gestalt principles, context matters.
e. According to Gestalt principles, you yourself play a role in that perception of organization.

**b; Moderate**

26. If you are talking to a friend on your cellphone and the connection breaks up for a few seconds, you may miss some words, but you can grasp the main idea by automatically guessing what your friend said. This is an example of the principle of _____.
a. temporal organization
b. spatial organization
c. proximity
d. continuity
e. closure

**e; Hard**

27. After selection and organization, _____ is the third step in the perception process.
a. reorganization
b. prioritizing
c. follow up
d. interpretation
e. filtering

**d; Moderate**

28. The attributes that cause people to perceive things differently are known as _____.
a. unique attributes
b. personal perspectives
c. perceptual variances
d. individual differences
e. learned perceptions

**d; Moderate**

29. Which of the individual differences influences our decisions if we come across a board that says, "Watch your head," hanging above the entrance to a pub?
a. Psychological state
b. Cultural background
c. Physical characteristics
d. Attitude
e. Beliefs

**c; Moderate**

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30. _____ refer to the characteristics that make someone an individual but that he or she has in common with others.
a. Unique attributes
b. Personality features
c. Individual differences
d. Demographic traits
e. Common features
**d; Moderate**

31. One key fairness principle, _____, refers to a relationship of mutual exchange and interdependence.
a. mutuality
b. uniformity
c. reciprocity
d. interactivity
e. complementarity
**c; Moderate**

32. _____ involves examining viewpoints other than your own and taking steps to insure your speech integrates an inclusive, accessible format rather than an ethnocentric one.
a. Mutuality
b. Complementarity
c. Commonality
d. Interactivity
e. Uniformity
**a; Moderate**

33. _____ involves willingness to examine diverse ideas and viewpoints.
a. Diversity orientation
b. Mutuality
c. Multilateralism
d. Globalism
e. Nonjudgmentalism
**e; Moderate**

34. _____ is recognizing that each person has basic rights and is worthy of courtesy.
a. Mutuality
b. Respect
c. Reciprocity
d. Liberalism
e. Fraternity
**b; Moderate**

35. Which of the following is not one of the tips to facilitate active listening and reading?
a. Maintain eye contact with the speaker.
b. Don't interrupt; if reading, don't multitask.
c. Focus your attention on your own internal monologue.
d. Restate the message in your own words and ask if you understood correctly.
e. Ask clarifying questions to communicate interest and gain insight.
**c; Moderate**

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36. Which of the following is not one of the tips to keep in mind when a difficult communication situation arises?
    a. Don't interrupt.
    b. Take turns.
    c. Acknowledge.
    d. Keep your cool.
    e. Be nonjudgmental.
    **d; Moderate**

37. Why does active listening improve your communication skills?
    a. People communicate only with their voices.
    b. People communicate with words, expressions, and even silence.
    c. People communicate with gestures more frequently than with words.
    d. People forget to say key things that you can pick up from their gestures.
    e. People need your help to determine what they want to say.
    **b; Moderate**

38. How are mutual respect and understanding established?
    a. They are built one conversation at a time.
    b. Quickly – no patience is required.
    c. When one party always wins over the other.
    d. When the relationship is less valuable than winning.
    e. When channels of communication are closed.
    **a; Moderate**

**Short Answer Questions**

1. What is awareness?
   Awareness is the ability to be conscious of events and stimuli. Awareness determines what you pay attention to, how you carry out your intentions, and what you remember of your activities and experiences each day. Your perspective is a major factor in this dynamic process.
   **Moderate**

2. Discuss the change in perspectives on personality.
   Your personality, and expressions of it like oral and written communication, was long thought to have a genetic component. According to recent studies, far from being simply encoded in the genes, much of personality is a flexible and dynamic thing that changes over the life span and is shaped by experience. You should know this: You can change. You can shape your performance through experience.
   **Moderate**

3. Provide a definition of self.
   The self is defined as one's own sense of individuality, motivations, and personal characteristics. This concept is not fixed or absolute; instead, it changes as we grow and change across our lifetimes.
   **Moderate**

4. Differentiate between attitudes and beliefs.
   An attitude is your immediate disposition toward a concept or an object. Attitudes can change easily and frequently. Beliefs are ideas based on our previous experiences and convictions and

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may not necessarily be based on logic or fact. These beliefs may not have been formed through rigorous study, but you nevertheless hold them as important aspects of self. Beliefs often serve as a frame of reference through which we interpret our world. Although they can be changed, it often takes time, or strong evidence, to persuade someone to change a belief.
**Hard**

5. Discuss the role of values in one's self-concept.
Values are core concepts and ideas of what we consider good or bad, right or wrong, or what is worth sacrifice. Our values are central to our self-image, to what makes us who we are. Like beliefs, our values may not be based on empirical research or rational thinking, but they are even more resistant to change than are beliefs. To undergo a change in values, a person may need to undergo a transformative life experience.
**Moderate**

6. Describe the components of one's self-concept.
Your self-image is how you see yourself, how you would describe yourself to others. It includes your physical characteristics and also your expectations of yourself. Your self-esteem is how you feel about yourself: your feelings of self-worth, self-acceptance, and self-respect. Putting your self-image and self-esteem together yields your self-concept: your central identity and set of beliefs about who you are and what you are capable of accomplishing.
**Moderate**

7. How does one's self-concept influence learning?
Your self-concept is your central identity and set of beliefs about who you are and what you are capable of accomplishing. If you view yourself as someone capable of learning new skills and improving as you go, you will have an easier time learning to be an effective communicator. Positive or negative, your self-concept influences your performance and the expression of that essential ability: communication.
**Hard**

8. Elaborate on Cooley's looking-glass self.
Cooley's looking-glass self reinforces how we look to others and how they view us, treat us, and interact with us to gain insight of our own identity. We place an extra emphasis on parents, supervisors, and on those who have some degree of control over us when we look to others. Developing a sense of self as a communicator involves balance between constructive feedback from others and constructive self-affirmation.
**Moderate**

9. What is the self-fulfilling prophecy? How does it affect one's performance? Is there a connection between potential and expectation of performance?
The concept of a self-fulfilling prophecy is one in which someone's behavior comes to match and mirror others' expectations. When people encourage you, it affects the way you see yourself and your potential. The expectations put on you encourage you to improve your performance. Researchers have observed that the opposite effect can also happen. For example, when students are seen as lacking potential, teachers tend to discourage them or, at a minimum, fail to give them adequate encouragement. As a result, the students do poorly. As the experiment cited in the text says, there need not be any connection between the real potential and expectation of performance. Conscious or unconscious encouragement of performance is found to lead to improved performance by people who are not necessarily identified as having any special potential.
**Moderate**

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10. Describe preunderstanding.
    The German philosopher Jürgen Habermas uses the term "preunderstanding" to refer to a set of expectations and assumptions from previous experiences that we apply to a new problem or situation. We draw from our experiences to help guide us to our goal, even when the situations may be completely different. We "understand" before we experience, because we predict or apply our own mental template to what we think is coming.
    **Moderate**

11. How do expectations influence communication?
    Expectations affect our perceptions. When communicating to an audience, the audience will have a set of expectations you need to consider, and you need to keep an open mind about the importance of those expectations, but you also need to achieve your goal of informing, persuading, or motivating them. The customary forms and configurations (of communication) that members expect are called conventions.
    **Hard**

12. What should one consider to avoid confusion in communication?
    We often make assumptions about what others are communicating and connect the dots in ways that were not intended by the speaker. As an intercultural communicator, your goal is to help the audience connect the dots in the way you intend while limiting alternative solutions that may confuse and divide the audience.
    **Moderate**

13. What is selection? Why is it important?
    The action of sorting competing messages, or choosing stimuli, is called selection. Selection is one very important part of perception and awareness. It is impossible to perceive, remember, process, and respond to every action, smell, sound, picture, or word that we see, hear, smell, taste, or touch. We would be lost paying attention to everything, being distracted by everything, and lack focus on anything. Since we cannot pay attention to everything at once, we choose to pay attention to what appears to be the most relevant for us. You select what to pay attention to based on what is important to you or what you value, and that is different for each person.
    **Moderate**

14. What does stage refer to?
    A stage is a useful way to think about your focus or attention. The stage refers to the setting, scene, and context of the communication interaction and can be equally applied to written or oral communication.
    **Easy**

15. Why should a communicator be aware of the various types of stimuli?
    Internal stimuli are those that arise from within one's self. External stimuli involve stimulation from outside of one's self. As a communicator, your awareness of both of these sources of stimuli will help you recognize the importance of preparation, practice, and persistence as you prepare your message with them in mind.
    **Moderate**

16. List and describe the three parts of selection.
    Selection has three main parts: exposure, attention, and retention. Selective exposure is both information we choose to pay attention to and information that we choose to ignore or that is unavailable to us. Selective attention involves focusing on one stimulus. Selective retention involves choosing to remember one stimulus over another.

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**Moderate**

17. What is the difference between hearing and listening?
    In a discussion, although you may have heard the words, you may not have chosen to listen to them. Hearing means you heard words, but listening implies you actively chose to listen to the program, process the sounds, and follow the thread of discussion, making it easier for you to recall.
    **Moderate**

18. What is organization?
    Organization is the process of sorting information into logical categories or series. We often take things we perceive and organize them into categories based on what we have perceived previously.
    **Moderate**

19. Describe Gestalt principles of organization.
    The German word "Gestalt" refers to the unified whole. According to Gestalt theory, context matters, and the whole is greater than the sum of the parts. What you see and how you see it matters, and you yourself play a role in that perception of organization. Gestalt principles apply not only to images or objects but also to ideas and concepts. We don't always have all the information we need to draw a conclusion, so we guess and make logical leaps, even suspend disbelief, in an effort to make sense of our experiences.
    **Moderate**

20. List and describe some of the Gestalt principles.
    Some of the Gestalt principles are as follows:
    - Proximity: organization based on relationship of space to objects
    - Continuity: drawing connections between things that occur in sequence
    - Similarity: grouping things or concepts by properties they share
    - Uniformity/homogeneity: noting ways in which concepts or objects are alike
    - Figure and ground: emphasis on a single item that stands out from its surroundings
    - Symmetry: balancing objects or ideas equally from one side to the other
    - Closure: tendency to use previous knowledge to fill in the gaps in an incomplete idea or picture

    **Hard**

21. In communication, which step follows selection and organization?
    After selection and organization, interpretation is the third step in the perception process. From your past experiences combined with your current expectations, you assign meaning to the current stimuli.
    **Moderate**

22. What are the attributes that influence our perceptions?
    The attributes that cause people to perceive things differently are known as individual differences. Some of them are as follows: physical characteristics, psychological state, and your cultural background.
    **Moderate**

23. How does your psychological state influence your perceptions? Explain with an example.

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Your psychological state can also influence what you read and listen to and why you do so. For example, the emergency procedures binder on the wall next to the first-aid kit doesn't mean much to you until a co-worker falls and suffers some bad cuts and bruises.
**Moderate**

24. What is the significance of our perceptual set?
Our perceptual set involves our attitudes, beliefs, and values about the world. We experience the world through mediated images and mass communication. We also come to know one another interpersonally in groups. All of these experiences help to form our mental expectations of what is happening and what will happen.
**Moderate**

25. In communication, what is the significance of the Iceberg model?
When you see an iceberg on the ocean, the great majority of its size and depth lie below your level of awareness. When you write a document or give a presentation, each person in your reading or listening audience is like the tip of an iceberg. You may perceive people of different ages, races, ethnicities, and genders, but those are only surface characteristics. At first glance you may think you know your audience, but if you dig a little deeper, you will learn more about them and become a better speaker.
**Hard**

26. How do demographic traits apply to communication?
Demographic traits refer to the characteristics that make someone an individual but that he or she has in common with others. For example, if you were born female, then your view of the world may be different from than that of a male and may be similar to that of many other females. If you were giving a presentation on nutrition to a female audience, you would likely include more information about nutrition during pregnancy than you would if your audience were male.
**Moderate**

27. Why should you tailor your message to your audience?
Audiences tend to be interested in messages that relate to their interests, needs, goals, and motivations. Demographic traits can give us insight into our audience and allow for an audience-centered approach to your assignment that will make you a more effective communicator. Thus, you would tailor your message differently for different audiences.
**Moderate**

28. List six ways suggested by Seiler and Beall to improve perceptions of an audience.
Seiler and Beall offer us six ways to improve our perceptions:
- Become an active perceiver.
- Recognize each person's unique frame of reference.
- Recognize that people, objects, and situations change.
- Become aware of the role perceptions play in communication.
- Keep an open mind.
- Check your perceptions.

**Hard**

29. What is reciprocity?
Reciprocity is a key fairness principle. It is defined as a relationship of mutual exchange and interdependence. Reciprocity has four main components: mutuality, nonjudgmentalism, honesty, and respect.
**Easy**

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30. What does mutuality involve?
Mutuality means that the speaker searches for common ground and understanding with his or her audience, establishing this space and building on it throughout the speech. This involves examining viewpoints other than your own and taking steps to insure the speech integrates an inclusive, accessible format rather than an ethnocentric one.
**Moderate**

31. Describe a nonjudgmental communicator.
Nonjudgmentalism involves willingness to examine diverse ideas and viewpoints. A nonjudgmental communicator is open-minded and able to accept ideas that may be strongly opposed to his or her own beliefs and values.
**Moderate**

32. What constitutes honesty in communication?
Honesty is stating the truth as you perceive it. When you communicate honestly, you provide supporting and clarifying information and give credit to the sources where you obtained the information. In addition, if there is significant evidence opposing your viewpoint, you acknowledge this and avoid concealing it from your audience.
**Moderate**

33. What should you do to fully share and understand the meaning?
Communication involves the sharing and understanding of meaning. To fully share and understand, practice active listening and reading so that you are fully attentive, fully present in the moment of interaction. Pay attention to both the actual words and for other clues to meaning, such as tone of voice or writing style. Look for opportunities for clarification and feedback when the time comes for you to respond, not before.
**Moderate**

34. How should one manage difficult situations in communication? Provide a few tips.
In a difficult situation, it is worth taking extra effort to create an environment and context that will facilitate positive communication. Some of the tips are:
- Don't interrupt. Keep silence while you let the other person "speak their piece."
- To have the difficult conversation or read the bad news, set aside a special time when you will not be disturbed.
- Receive the message without judgment or criticism. Set aside your opinions, attitudes, and beliefs.
- Wait until it is your turn to respond, then measure your response in proportion to the message that was delivered to you.

**Hard**

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**Completion**

1. _____ determines what you pay attention to, how you carry out your intentions, and what you remember of your activities and experiences each day.
**Awareness; Easy**

2. _____ are ideas based on our previous experiences and convictions.
**Beliefs; Easy**



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3. Your _____ is how you see yourself, how you would describe yourself to others.
**self-image; Moderate**

4. Your eye color, hair length, height, and so forth are your _____ and are part of your self-image.
**physical characteristics; Moderate**

5. Your _____ is how you feel about yourself: your feelings of self-worth, self-acceptance, and self-respect.
**self-esteem; Moderate**

6. _____ stimuli are those that arise from within one's self.
**Internal; Easy**

7. _____ is stimulation from outside of one's self.
**External stimuli; Easy**

8. Selection has three main parts: _____, _____, and _____.
**exposure/attention/retention; Moderate**

9. _____ is focusing on one stimulus.
**Selective attention; Moderate**

10. _____ is choosing to remember one stimulus over another.
**Selective retention; Moderate**

11. _____ refers to the unified whole.
**Gestalt; Moderate**

12. One of the Gestalt principles, _____, refers to noting ways in which concepts or objects are alike.
**uniformity/homogeneity; Moderate**

13. One of the Gestalt principles, _____, refers to emphasis on a single item that stands out from its surroundings.
**figure and ground; Moderate**

14. _____ can lead to a well-known logical fallacy, or false belief, involving sequence and cause-effect relationships.
**Continuity; Hard**

15. Our attitudes, beliefs, and values about the world constitute our perceptual _____.
**set; Easy**

16. When you communicate with a diverse audience, you are engaging in _____ communication.
**intercultural; Easy**

17. _____ means that the speaker searches for common ground and understanding with his or her audience, establishing this space and building on it throughout the speech.
**Mutuality; Moderate**

18. Fairness involves _____ for the audience and individual members.
**respect; Easy**

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19. One aspect of fairness in communication is _____: stating the truth as you perceive it.
**honesty; Easy**

20. A _____ communicator is open-minded and able to accept ideas that may be strongly opposed to his or her own beliefs and values.
**nonjudgmental; Moderate**

21. _____ listening and reading refers to being fully attentive, fully present in the moment of interaction.
**Active; Easy**

22. When communicating in a difficult scenario, setting aside your opinions, attitudes, and beliefs and receiving the message without judgment or criticism refers to being _____.
**nonjudgmental; Moderate**

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