

Chapter 1: Introduction to Interpersonal Communication

Multiple Choice Questions

- 1) What three elements distinguish interpersonal communication from other forms of human communication?
- A) It is a distinctive, transactional form of human communication involving mutual influence for the purpose of managing relationships.
 - B) It involves treating people as objects, responding to roles rather than the person, and distinctive conversations.
 - C) It is a mechanical, transactional form of human communication, where each person has a role to perform.
 - D) It involves communicating with someone you care about, communicating in an I-It relationship, and treating people as individuals.

Answer: A

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.

Topic: Interpersonal Communication Defined

Difficulty: Easy

Skill: Remember the Facts

- 2) When Sandy and Annie discuss what issues in their relationship are acceptable to discuss in front of friends and which are acceptable only to discuss between themselves, they are engaging in
- A) impersonal communication.
 - B) metacommunication.
 - C) content communication.
 - D) asynchronous communication.

Answer: B

Chapter number: 01

Module number: 1.4

Learning Objective: 1.4 Discuss five principles of interpersonal communication.

Topic: Interpersonal Communication Principles

Difficulty: Moderate

Skill: Apply the Concepts

- 3) Alicia tells Zoe that “this is NOT the place to tell Fred that he failed to qualify for the interview.” She is referring to
- A) feedback.
 - B) complication.
 - C) context.
 - D) decoding.

Answer: C

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Describe the key components of the communication process, including communication as action, interaction, and transaction.

Topic: Interpersonal Communication and the Communication Process

Difficulty: Moderate

Skill: Understand the Concepts

- 4) When Gladys says, "I'm sorry, Pete. I take it back. Your new haircut isn't REALLY atrocious," she is forgetting that communication
- A) is irreversible.
 - B) is complicated.
 - C) is governed by rules.
 - D) involves both content and relationship dimensions.

Answer: A

Chapter number: 01

Module number: 1.4

Learning Objective: 1.4 Discuss five principles of interpersonal communication.

Topic: Interpersonal Communication Principles

Difficulty: Moderate

Skill: Apply What You Know

- 5) Beth sends Julian an e-mail asking him to meet her at the bank at 2:30 p.m. When she gets to the bank, Julian doesn't arrive until 3:15 p.m. When she asks him why he is late, he replies, "I came as soon as I got your message." The problem they are encountering may stem from the fact that a message sent by e-mail is
- A) synchronous.
 - B) instantaneous.
 - C) asynchronous.
 - D) unreliable.

Answer: C

Chapter number: 01

Module number: 1.5

Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.

Topic: Interpersonal Communication and Social Media

Difficulty: Moderate

Skill: Apply the Concepts

- 6) A hyperpersonal relationship is an electronically mediated relationship that is
- A) more personal than a face-to-face relationship.
 - B) less personal than a face-to-face relationship.
 - C) energetic.
 - D) charismatic.

Answer: A

Chapter number: 01

Module number: 1.5

Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.

Topic: Interpersonal Communication and Social Media

Difficulty: Easy

Skill: Remember the Facts

7) The theory that emotional expression is severely restricted when we use only text-based messages to communicate is called _____ theory.

- A) media richness
- B) cues-filtered-out
- C) diminished capacity
- D) transactional interference

Answer: B

Chapter number: 01

Module number: 1.5

Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.

Topic: Interpersonal Communication and Social Media

Difficulty: Easy

Skill: Remember the Facts

8) Which of the following is defined as “the process of acting on information”?

- A) human communication
- B) interpersonal communication
- C) communication
- D) impersonal communication

Answer: C

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.

Topic: Interpersonal Communication Defined

Difficulty: Easy

Skill: Remember the Facts

9) Communication author Virginia Satir calls _____ "the largest single factor determining the kinds of relationships [people make] with others."

- A) context
- B) ethics
- C) family communication
- D) content

Answer: C

Chapter number: 01

Module number: 1.2

Learning Objective: 1.2 Explain why it is useful to study interpersonal communication.

Topic: Interpersonal Communication's Importance to Your Life

Difficulty: Moderate

Skill: Understand the Concepts

10) Bob went to dinner with his good friend Megan. They stayed at the restaurant for hours simply because they were enjoying each other's conversation. Their relationship is *best* described as

- A) I-It.
- B) It-Thou.
- C) I-Thou.
- D) It.

Answer: C

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.

Topic: Interpersonal Communication Defined

Difficulty: Moderate

Skill: Apply What You Know

11) Sammy and Jo are considering moving in together. Sammy is unsure, so she sits down to make a list of the pros and cons of cohabitating with Jo. This is an example of which form of communication?

- A) interpersonal communication
- B) impersonal communication
- C) intrapersonal communication
- D) intermediate communication

Answer: C

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.

Topic: Interpersonal Communication Defined

Difficulty: Moderate

Skill: Apply What You Know

12) Which form of communication occurs when someone communicates the same message to many people at once but the creator of the message is usually *not* physically present?

- A) mass communication
- B) public communication
- C) small group communication
- D) intrapersonal communication

Answer: A

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.

Topic: Interpersonal Communication Defined

Difficulty: Moderate

Skill: Understand the Concepts

- 13) When we create a message without giving much thought to the person who is listening, we are engaging in
- A) thinking.
 - B) egocentric communication.
 - C) ethics.
 - D) interpersonal communication.

Answer: B

Chapter number: 01

Module number: 1.6

Learning Objective: 1.6 Identify strategies that can improve your communication competence.

Topic: Interpersonal Communication Competence

Difficulty: Moderate

Skill: Understand the Concepts

- 14) Communication as _____ is the oldest and most simplistic of the models of human communication.
- A) action
 - B) interaction
 - C) transaction
 - D) contraction

Answer: A

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Describe the key components of the communication process, including communication as action, interaction, and transaction.

Topic: Interpersonal Communication and the Communication Process

Difficulty: Easy

Skill: Remember the Facts

- 15) Which of the following models is considered by the authors to be the most realistic model of interpersonal communication?
- A) communication as action
 - B) communication as interaction
 - C) communication as transaction
 - D) communication as contraction

Answer: C

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Describe the key components of the communication process, including communication as action, interaction, and transaction.

Topic: Interpersonal Communication and the Communication Process

Difficulty: Easy

Skill: Remember the Facts

16) The message transfer model of communication portrays human communication as a _____ process.

- A) revolving
- B) linear
- C) circular
- D) helical

Answer: B

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Describe the key components of the communications process, including communication as action, interaction, and transaction.

Topic: Interpersonal Communication and the Communication Process

Difficulty: Easy

Skill: Remember the Facts

17) Which of the following actions *best* describes *encoding*?

- A) translating ideas, feelings, and thoughts into words or nonverbal cues
- B) filtering messages through past experiences
- C) minimizing external and psychological noise
- D) making sense out of words or nonverbal cues

Answer: A

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Describe the key components of the communication process, including communication as action, interaction, and transaction.

Topic: Interpersonal Communication and the Communication Process

Difficulty: Moderate

Skill: Understand the Concepts

18) Which of the following actions *best* describes *decoding*?

- A) putting thoughts, ideas, and feelings into words or nonverbal cues
- B) filtering messages through past experiences
- C) minimizing external and psychological noise
- D) interpreting ideas, feelings, and thoughts that have been translated into a code

Answer: D

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Describe the key components of the communication process, including communication as action, interaction, and transaction.

Topic: Interpersonal Communication and the Communication Process

Difficulty: Moderate

Skill: Understand the Concepts

19) Which of the following statements describes *noise*?

- A) the physical and psychological environment for communication
- B) the filters through which messages pass
- C) anything that interferes with the message being interpreted in the way it was intended
- D) the transmission of a thought or feeling

Answer: C

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Describe the key components of the communication process, including communication as action, interaction, and transaction.

Topic: Interpersonal Communication and the Communication Process

Difficulty: Moderate

Skill: Understand the Concepts

- 20) Gary has decided to break up with Hortensia and has decided to break the news at a high-class restaurant in hopes of avoiding an unpleasant scene. Even though this might not work, Gary's decision reflects his understanding of the importance of which component of communication?

- A) noise
- B) feedback
- C) context
- D) episodes

Answer: C

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Describe the key components of the communication process, including communication as action, interaction, and transaction.

Topic: Interpersonal Communication and the Communication Process

Difficulty: Moderate

Skill: Apply What You Know

- 21) Monica is being punished by her teacher because the teacher didn't care for the way Monica said, "Yes, Ma'am." Her nasal rendition of "yes" and the long drawn out "Ma'am" suggested a lack of respect that the teacher considered unacceptable. The teacher's dissatisfaction with Monica's statement demonstrates which characteristic of interpersonal relationships?

- A) Interpersonal communication has both systems and processes.
- B) Interpersonal communication has both content and relationship dimensions.
- C) Interpersonal communication is irreversible.
- D) Interpersonal communication is governed by social rules.

Answer: B

Chapter number: 01

Module number: 1.4

Learning Objective: 1.4 Discuss five principles of interpersonal communication.

Topic: Interpersonal Communication Principles

Difficulty: Moderate

Skill: Apply What You Know

22) *Ethics* are _____ by which a person determines what is right or wrong.

- A) beliefs
- B) values
- C) moral principles
- D) beliefs, values, and moral principles

Answer: D

Chapter number: 01

Module number: 1.6

Learning Objective: 1.6 Identify strategies that can improve your communication competence.

Topic: Interpersonal Communication Competence

Difficulty: Easy

Skill: Remember the Facts

23) The social information-processing theory explains how

- A) information about society is conveyed to the public by the mass media.
- B) family members convey essential information to one another through e-mail.
- C) information about social groups learned over the Internet is used to form opinions that affect communication with those groups.
- D) we can develop quality relationships with others via e-mail and other electronic means.

Answer: D

Chapter number: 01

Module number: 1.5

Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.

Topic: Interpersonal Communication and Social Media

Difficulty: Easy

Skill: Remember the Facts

24) Lance and Margarita are having a conversation online. Lance knows that, according to social information-processing theory, the information shared will be exchanged

- A) more quickly than if it were face to face.
- B) at the same rate as if it were face to face.
- C) more slowly than if it were face to face.
- D) Social information-processing theory does not apply here.

Answer: C,

Chapter number: 01

Module number: 1.5

Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.

Topic: Interpersonal Communication and Social Media

Difficulty: Moderate

Skill: Apply What You Know

25) _____ has transformed the way we make, maintain, and dissolve relationships in the twenty-first century.

- A) Social media

- B) Synchronous communication
- C) Social presence
- D) Ethical communication

Answer: A

Chapter number: 01

Module number: 1.5

Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.

Topic: Interpersonal Communication and Social Media

Difficulty: Easy

Skill: Remember the Facts

True/False Questions

- 1) Impersonal communication differs from interpersonal communication in that it treats people as objects rather than unique individuals.

Answer: TRUE

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.

Topic: Interpersonal Communication Defined

Difficulty: Easy

Skill: Remember the Facts

- 2) There is one definition of communication with which most experts agree.

Answer: FALSE

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.

Topic: Interpersonal Communication Defined

Difficulty: Moderate

Skill: Understand the Concepts

- 3) The receiver is the person who decodes and attempts to make sense out of what the source encoded.

Answer: TRUE

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Describe the key components of the communication process, including communication as action, interaction, and transaction.

Topic: Interpersonal Communication and the Communication Process

Difficulty: Easy

Skill: Remember the Facts

- 4) The interaction model of communication views communication as a linear, step-by-step process.

Answer: TRUE

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Describe the key components of the communication process, including communication as action, interaction, and transaction.

Topic: Interpersonal Communication and the Communication Process

Difficulty: Moderate

Skill: Understand the Concepts

- 5) Research by Tidwell and Walther found that people in computer-mediated “conversations” asked less direct questions than people in face-to-face interactions, which resulted in people revealing less information about themselves.

Answer: FALSE

Chapter number: 01

Module number: 1.5

Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.

Topic: Interpersonal Communication and Social Media

Difficulty: Easy

Skill: Remember the Facts

- 6) Interpersonal messages can be taken back and erased, like hitting the delete key on a computer.

Answer: FALSE

Chapter number: 01

Module number: 1.4

Learning Objective: 1.4 Discuss five principles of interpersonal communication.

Topic: Interpersonal Communication Principles

Difficulty: Easy

Skill: Remember the Facts

- 7) When we are aware of the thoughts, needs, experiences, personality, emotions, motives, desires, culture, and goals of our communication partners while still maintaining our own integrity, we are engaging in other-orientation.

Answer: TRUE

Chapter number: 01

Module number: 1.6

Learning Objective: 1.6 Identify strategies that can improve your communication competence.

Topic: Interpersonal Communication Competence

Difficulty: Easy

Skill: Remember the Facts

- 8) Because we can be anonymous on the Internet, we may say things that are bolder, more honest, or even more outrageous than we would if our audience knew who we were.

Answer: TRUE

Chapter number: 01

Module number: 1.5

Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.

Topic: Interpersonal Communication and Social Media

Difficulty: Easy

Skill: Remember the Facts

- 9) Research shows that the lack or loss of a close relationship can lead to ill health and even death.

Answer: TRUE

Chapter number: 01

Module number: 1.2

Learning Objective: 1.2 Explain why it is useful to study interpersonal communication.

Topic: Interpersonal Communication's Importance to Your Life

Difficulty: Easy

Skill: Remember the Facts

- 10) Interpersonal communication does *not* apply in work relationships.

Answer: FALSE

Chapter number: 01

Module number: 1.2

Learning Objective: 1.2 Explain why it is useful to study interpersonal communication.

Topic: Interpersonal Communication's Importance to Your Life

Difficulty: Easy

Skill: Remember the Facts

- 11) All interpersonal relationship problems are communication problems.

Answer: FALSE

Chapter number: 01

Module number: 1.4

Learning Objective: 1.4 Discuss five principles of interpersonal communication.

Topic: Interpersonal Communication Principles

Difficulty: Moderate

Skill: Understand the Concepts

- 12) Mediated communication is a new, recent form of communication.

Answer: FALSE

Chapter number: 01

Module number: 1.5

Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.

Topic: Interpersonal Communication and Social Media

Difficulty: Easy

Skill: Remember the Facts

- 13) Receiving a tweet from a friend letting us know what he or she is doing at that moment gives us the feeling of being instantly connected to that person. This is known as social presence.

Answer: TRUE

Chapter number: 01

Module number: 1.5

Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.

Topic: Interpersonal Communication and Social Media

Difficulty: Moderate

Skill: Understand the Concepts

- 14) If you can memorize the characteristics of a good listener, you will be a good listener.

Answer: FALSE

Chapter number: 01

Module number: 1.6

Learning Objective: 1.6 Identify strategies that can improve your communication competence.

Topic: Interpersonal Communication Competence

Difficulty: Easy

Skill: Remember the Facts

- 15) A relationship is a connection established when you communicate with another person.

Answer: TRUE

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.

Topic: Interpersonal Communication Defined

Difficulty: Easy

Skill: Remember the Facts

Essay

- 1) Describe the differences between impersonal and interpersonal communication.

Answer:

- Impersonal: people treated as objects; people communicate in “I-It” relationships; mechanical, stilted interaction, and no honest sharing of feelings; communicating with people with whom you have no history and expect no future.
- Interpersonal: people treated as unique individuals; people communicate in “I-Thou” relationships; true dialogue and honest sharing of self with others; communicating with someone you care about such as a friend or family member.

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.

Topic: Interpersonal Communication Defined

Difficulty: Moderate

Skill: Understand the Concepts

- 2) What makes interpersonal communication inescapable?

Answer: Unless you live in isolation, you communicate interpersonally every day. Listening to your roommate, talking to a teacher, texting a friend, and talking to your parents or your spouse in person or via Skype are all examples of interpersonal communication. People always interpret what you say or do as a message, whether they are correct or not. So, as long as people are in contact with other people, communication will take place.

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.

Topic: Interpersonal Communication Defined

Difficulty: Moderate

Skill: Understand the Concepts

- 3) Define *ethics* and discuss the behaviors of an ethical communicator.

Answer: *Ethics* are the beliefs, values, and moral principles by which we determine what is right or wrong. An ethical communicator is sensitive to the needs of others, and gives people choices rather than forcing them to act a certain way. Ethical communicators keep confidences; they keep private information that others wish to be kept private. They also do not intentionally decrease others' feelings of self-worth, and they are honest. Additionally, ethical communicators don't tell people only what they want to hear.

Chapter number: 01

Module number: 1.6

Learning Objective: 1.6 Identify strategies that can improve your communication competence.

Topic: Interpersonal Communication Competence

Difficulty: Moderate

Skill: Apply the Concepts

- 4) Define *explicit* and *implicit* rules in interpersonal communication, and give your own example of each.

Answer: Explicit rules are stated or written; implicit rules are not spelled out. An example of an implicit rule is that each person in a conversation speaks in turn and does not talk over the conversational partner. An example of an explicit rule is that there is no loud talking in the college library, so conversational partners know to keep their volume low when discussing the research they are seeking. Loud talking will result in being asked to leave the library.

Chapter number: 01

Module number: 1.4

Learning Objective: 1.4 Discuss five principles of interpersonal communication.

Topic: Interpersonal Communication Principles

Difficulty: Moderate

Skill: Apply What You Know

- 5) Name the four criteria of richness of a communication channel and how they can be applied.

Answer: Media richness theory suggests that the richness of a communication channel is based on four criteria: (1) the amount of feedback that the communicator can receive, (2) the number of cues that the channel can convey and that can be interpreted by a receiver, (3) the variety of language that a communicator uses, and (4) the potential for expressing emotions and feelings. Using these four criteria, researchers have developed a continuum of communication channels, from communication-rich to communication-lean. Further, some evidence suggests that those wishing to communicate a negative message, such as a message ending a relationship, may select a less rich communication medium and those who want to share good news communicate in person, so they can enjoy the positive reaction to the message. Media richness theory also suggests that the restriction of nonverbal cues, which provides information about the nature of the relationship between communicators, hampers the quality of relationships that can be established using EMC.

Chapter number: 01

Module number: 1.5

Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.

Topic: Interpersonal Communication and Social Media

Difficulty: Moderate

Skill: Apply What You Know

- 6) Briefly describe the differences between *communication*, *human communication*, and *interpersonal communication*.

Answer: *Communication* is a process of acting on information, while *human communication* is a process of making sense out of the world and sharing it with others by creating meaning through the use of verbal and nonverbal messages. *Interpersonal communication*, distinct from the others, is a transactional form of human communication that incorporates mutual influence primarily for the purpose of influencing relationships.

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.

Topic: Interpersonal Communication Defined

Difficulty: Moderate

Skill: Understand the Concepts

- 7) Using an example, briefly explain the difference between the content and the relationship dimensions of interpersonal communication.

Answer: Jill tells Jack to clean the kitchen. Jack says it's Jill's turn. Content: topic of cleaning the kitchen—what was said. Relationship: offers cues about the emotions, attitudes, and amount of power and control the speaker feels with regard to the other person; who can tell whom what to do—how it was said.

Chapter number: 01

Module number: 1.4

Learning Objective: 1.4 Discuss five principles of interpersonal communication.

Topic: Interpersonal Communication Principles

Difficulty: Moderate

Skill: Understand the Concepts

- 8) Discuss in which communication model the sources can be both sender and receiver.

Answer: The model of *communication as transaction* acknowledges that when we talk to another person face to face, we are constantly reacting to our partner's responses. Thus, all the components of the communication process in this model are simultaneous.

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Describe the key components of the communication process, including communication as action, interaction, and transaction.

Topic: Interpersonal Communication and the Communication Process

Difficulty: Moderate

Skill: Understand the Concepts

- 9) What are some disadvantages of using electronically mediated communication in a particular relationship?

Answer: The nature or type of the relationship will influence the answers given.

Disadvantages may include: the asynchronous nature of some electronic messages, the potential for deception, the limits on the nonverbal cues available, the skill and ability the interactants have with typing and writing, and the limitations that some media have for expressing emotions.

Chapter number: 01

Module number: 1.5

Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.

Topic: Interpersonal Communication and Social Media

Difficulty: Moderate

Skill: Understand the Concepts

- 10) You want to talk to your neighbor about sharing the cost of carpooling, and prefer to discuss it with her without the other carpoolers present. Describe a conversation you might have with her that incorporates the strategies of being *effective* and *appropriate*.

Answer: Student answers may vary, but must include that to be effective, messages must be understood by others and achieve their desired effects. In this case, the desired effect is that the neighbor chips in for carpooling. Students must also include that messages must be appropriate, by taking into account the time, place, and overall context of the message in order to be sensitive to the feelings and attitudes of the neighbor.

Chapter number: 01

Module number 1.6

Learning objective: 1.6 Identify strategies that can improve your interpersonal communication competence.

Topic: Interpersonal Communication Competence

Difficulty: Difficult

Skill: Apply What You Know