

Test Bank

Chapter 1: Introduction to Human Communication

Multiple Choice

1.1. Critical thinking requires that one become a critic of one's own ____.

- a. friends and family
- b. thoughts and behavior
- c. religion and attitude
- d. identity and actions

Answer: b

Chapter: 01

Module: 1.1

Learning Objective: LO 1.1 Explain why it is important to study human communication.

Topic: The Importance of Studying Human Communication

Difficulty: Easy

Skill: Remember the Facts

1.2. The first step to critical thinking is to ____.

- a. consider other conclusions
- b. consider what the evidence means
- c. identify the assertion or action
- d. consider what evidence is available

Answer: c

Chapter: 01

Module: 1.1

Learning Objective: LO 1.1 Explain why it is important to study human communication.

Topic: The Importance of Studying Human Communication

Difficulty: Easy

Skill: Remember the Facts

1.3. When you realize you are angry and convert that anger into a scowl and a rude comment to your partner, you have ____ a message.

- a. decoded
- b. symbolized
- c. processed
- d. encoded

Answer: d

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Moderate

Skill: Apply What You Know

1.4. The use of an X to indicate that one should avoid a certain behavior (such as an X through a picture of a cigarette to indicate no smoking) is an example of ____.

- a. a symbol
- b. encoding
- c. decoding
- d. verbal communication

Answer: a

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Moderate

Skill: Understand the Concepts

1.5. If Paul's mother was cold and distant during his childhood, the ____ association with the word *mother* is likely to be negative.

- a. concrete
- b. significant
- c. connotative
- d. denotative

Answer: c

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Moderate

Skill: Apply What You Know

1.6. Which of the following is a key component of communication?

- a. channels
- b. gateways
- c. connections
- d. localities

Answer: a

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Easy

Skill: Remember the Facts

1.7. Calling someone “darling” to indicate intimacy is an example of _____.

- a. the content meaning of a message
- b. the relationship meaning of a message
- c. a nonverbal message
- d. a personal narrative

Answer: b

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Moderate

Skill: Understand the Concepts

1.8. The manner in which one disciplines one's child may differ in the grocery store and at home. This is because of the _____ component of human communication.

- a. message creation
- b. participants
- c. setting
- d. noise

Answer: c

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Moderate

Skill: Apply What You Know

1.9. A(n) _____ is the building block of communication.

- a. medium
- b. message
- c. symbol
- d. idea

Answer: b

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Easy

Skill: Remember the Facts

1.10. The component of communication that enables a sender of a message to know that the message was received is called _____.

- a. the channel
- b. noise
- c. feedback
- d. the setting

Answer: c

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Easy

Skill: Remember the Facts

1.11. Yousef ended the relationship with his girlfriend by writing “It’s over” on a sticky note. The sticky note served as which component of communication?

- a. meaning creation
- b. participants
- c. noise
- d. channel

Answer: d

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Moderate

Skill: Apply What You Know

1.12. Patsy is trying to hold a conversation with her professor, but she keeps getting distracted by the man beside her with bright purple hair. The man’s hair is a form of _____.

- a. noise
- b. feedback
- c. message creation
- d. setting

Answer: a

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Moderate

Skill: Apply What You Know

1.13. When you decide to ask your friend rather than your professor for a ride home, you are considering the _____ component of the communication process.

- a. setting
- b. message creation
- c. channels
- d. participants

Answer: d

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Moderate

Skill: Understand the Concepts

1.14. _____ models of communication reveal that communication is an ongoing process and each communicator is a sender and receiver at the same time.

- a. Linear
- b. Nonlinear
- c. Interactive
- d. Transactional

Answer: d

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain how the Synergetic Model of Communication differs from previous models.

Topic: A Model of Human Communication: The Synergetic Model

Difficulty: Easy

Skill: Remember the Facts

1.15. When two or more people create meaning as they respond to each other and their environment, it is known as _____.

- a. synergy
- b. heterogeneous
- c. transaction
- d. culture

Answer: c

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain how the Synergetic Model of Communication differs from previous models.

Topic: A Model of Human Communication: The Synergetic Model

Difficulty: Easy

Skill: Remember the Facts

1.16. Concepts such as age, race, and socioeconomic status represent _____ influences on communication.

- a. societal
- b. individual
- c. contextual
- d. cultural

Answer: b

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain how the Synergetic Model of Communication differs from previous models.

Topic: A Model of Human Communication: The Synergetic Model

Difficulty: Moderate

Skill: Understand the Concepts

1.17 Brett is a 60-year-old African American man talking to Charlie, a 12-year-old Caucasian boy, about the Civil Rights Movement. Each individual pictures the movement differently, as influenced by their field of _____.

- a. context
- b. culture
- c. society
- d. experience

Answer: d

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain how the Synergetic Model of Communication differs from previous models.

Topic: A Model of Human Communication: The Synergetic Model

Difficulty: Moderate

Skill: Apply What You Know

1.18. _____ is a term used to describe the fact that not all individual members of the same culture think and behave in the same manner.

- a. Context
- b. Heterogeneous
- c. Unique
- d. Homogeneous

Answer: b

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain how the Synergetic Model of Communication differs from previous models.

Topic: A Model of Human Communication: The Synergetic Model

Difficulty: Easy

Skill: Remember the Facts

1.19. Context includes the _____, or aspects of the physical environment, in which an interaction occurs.

- a. background
- b. culture
- c. setting
- d. society

Answer: c

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain how the Synergetic Model of Communication differs from previous models.

Topic: A Model of Human Communication: The Synergetic Model

Difficulty: Easy

Skill: Remember the Facts

1.20. _____ are the standards of right and wrong one applies to messages that are sent and received.

- a. Individual ethics
- b. Group ethics
- c. Community ethics
- d. Communication ethics

Answer: d

Chapter: 01

Module: 1.4

Learning Objective: LO 1.4 Formulate your own communication ethic.

Topic: Communication Ethics

Difficulty: Easy

Skill: Remember the Facts

1.21. In terms of communication ethics, if you fail to mention to your roommate that you accidentally scraped the bumper of her car when you pulled your car into the garage, you have engaged in _____.

- a. privacy
- b. secrecy
- c. disqualification
- d. authentic communication

Answer: b

Chapter: 01

Module: 1.4

Learning Objective: LO 1.4 Formulate your own communication ethic.

Topic: Communication Ethics

Difficulty: Moderate

Skill: Apply What You Know

1.22. Choosing not to tell a coworker that you are getting a divorce is an example of _____.

- a. secrecy
- b. privacy
- c. lying
- d. communication avoidance

Answer: b

Chapter: 01

Module: 1.4

Learning Objective: LO 1.4 Formulate your own communication ethic.

Topic: Communication Ethics

Difficulty: Moderate

Skill: Apply What You Know

1.23. If you believe some situations call for stretching the truth or being deceptive because of the circumstances, you likely adhere to a(n) _____ ethical standard.

- a. moral
- b. absolute
- c. developmental
- d. relative

Answer: d

Chapter: 01

Module: 1.4

Learning Objective: LO 1.4 Formulate your own communication ethic.

Topic: Communication Ethics

Difficulty: Easy

Skill: Remember the Facts

1.24. Communication competence is composed of two elements. One of these is _____, which involves achieving one's goals successfully.

- a. effectiveness
- b. appropriateness
- c. absolutism
- d. relativism

Answer: a

Chapter: 01

Module: 1.5

Learning Objective: LO 1.5 Articulate what makes a communicator competent.

Topic: Putting It All Together: Communicating Competently

Difficulty: Easy

Skill: Remember the Facts

1.25. Marco knows that he needs to score an "A" on his next test in order to keep his scholarship. To that end, he studies two hours every day until the day of the test. Marco is focusing on _____ goals.

- a. communication
- b. identity
- c. content
- d. relationship

Answer: c

Chapter: 01

Module: 1.5

Learning Objective: LO 1.5 Articulate what makes a communicator competent.

Topic: Putting It All Together: Communicating Competently

Difficulty: Moderate

Skill: Apply What You Know

True/False

1.26. Having good communication skills is a question of having common sense.

Answer: False

Chapter: 01

Module: 1.1

Learning Objective: LO 1.1 Explain why it is important to study human communication.

Topic: The Importance of Studying Human Communication

Difficulty: Easy

Skill: Remember the Facts

1.27. Your communication with others allows you to establish who you are to them.

Answer: True

Chapter: 01

Module: 1.1

Learning Objective: LO 1.1 Explain why it is important to study human communication.

Topic: The Importance of Studying Human Communication

Difficulty: Easy

Skill: Remember the Facts

1.28. Communication is primarily defined by our verbal messages.

Answer: False

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Easy

Skill: Remember the Facts

1.29. The symbols we use (e.g., words and gestures) to communicate are arbitrary.

Answer: True

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Easy

Skill: Remember the Facts

1.30. When John interprets his girlfriend's head shake to indicate that she does not approve of his action, he is encoding her message.

Answer: False

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Moderate

Skill: Apply What You Know

1.31. Content meaning describes what the message conveys about the relationship between the parties.

Answer: False

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Easy

Skill: Remember the Facts

1.32. Linear models of communication are more simplistic when compared to the transactional model.

Answer: True

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain how the Synergetic Model of Communication differs from previous models.

Topic: A Model of Human Communication: The Synergetic Model

Difficulty: Moderate

Skill: Understand the Concepts

1.33. Individual forces that influence communication are value laden.

Answer: True

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain how the Synergetic Model of Communication differs from previous models.

Topic: A Model of Human Communication: The Synergetic Model

Difficulty: Moderate

Skill: Understand the Concepts

1.34. Whether or not a message is truthful has little impact on the consequences of that message.

Answer: False

Chapter: 01

Module: 1.4

Learning Objective: LO 1.4 Formulate your own communication ethic.

Topic: Communication Ethics

Difficulty: Easy

Skill: Remember the Facts

1.35. Speakers are competent when they understand the expectations regarding their behavior and are able to behave in a way that fulfills those expectations.

Answer: True

Chapter: 01

Module: 1.5

Learning Objective: LO 1.5 Articulate what makes a communicator competent.

Topic: Putting It All Together: Communicating Competently

Difficulty: Easy

Skill: Remember the Facts

Fill-in-the-Blank

1.36. When using _____ thinking, once you've identified an action, your next step is to evaluate your own interpretations and beliefs.

Answer: critical

Chapter: 01

Module: 1.1

Learning Objective: LO 1.1 Explain why it is important to study human communication.

Topic: The Importance of Studying Human Communication

Difficulty: Easy

Skill: Remember the Facts

1.37. _____ communication is composed of nonlinguistic symbols such as smiles, laughter, head nods, and hand gestures.

Answer: Nonverbal

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Easy

Skill: Remember the Facts

1.38. You _____ a message when you interpret the meaning being sent.

Answer: decode

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Easy

Skill: Remember the Facts

1.39. Donald shouted at his step-father “You’re not my dad!” during an argument. Donald’s words convey _____ meaning, or how he views the connection between them.

Answer: relationship

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Moderate

Skill: Apply What You Know

1.40. The content meaning of a message contains both _____ and _____ meaning.

Answer: denotative; connotative

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Easy

Skill: Remember the Facts

1.41. The _____ Model is a transactional model of communication that emphasizes how individual and societal forces, contexts, and culture interact to affect the communication process.

Answer: Synergetic

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain how the Synergetic Model of Communication differs from previous models.

Topic: A Model of Human Communication: The Synergetic Model

Difficulty: Easy

Skill: Remember the Facts

1.42. Communication is influenced by _____ forces, such as political, historical, and economic structures.

Answer: societal

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain how the Synergetic Model of Communication differs from previous models.

Topic: A Model of Human Communication: The Synergetic Model

Difficulty: Moderate

Skill: Understand the Concepts

1.43. A message can be considered legitimately _____ when other parties have no right to expect access to it.

Answer: private

Chapter: 01

Module: 1.4

Learning Objective: LO 1.4 Formulate your own communication ethic.

Topic: Communication Ethics

Difficulty: Easy

Skill: Remember the Facts

1.44. When Carla's best friend asks for her opinion about something, Carla is always very blunt and honest. However, when her coworkers ask for her opinion, she will sometimes lie in order to keep a positive, professional relationship. She's espousing a(n) _____ standard of ethics.

Answer: relative

Chapter: 01

Module: 1.4

Learning Objective: LO 1.4 Formulate your own communication ethic.

Topic: Communication Ethics

Difficulty: Moderate

Skill: Apply What You Know

1.45. A comedian refusing to make derogatory jokes about certain members of his audience would be exhibiting the _____ element of communication competence.

Answer: appropriateness

Chapter: 01

Module: 1.5

Learning Objective: LO 1.5 Articulate what makes a communicator competent.

Topic: Putting It All Together: Communicating Competently

Difficulty: Moderate

Skill: Apply What You Know

Essay

1.46. Describe the five steps of the critical thinking process and offer examples of each.

Answer: The first step of the critical thinking process is to identify the assertion or action. For example, one could text his or her romantic partner late one evening and not receive a reply straightaway. Both non-critical thinkers and critical thinkers can understand this action, but a non-critical thinker might jump to conclusions right away, like the partner isn't responding because he or she is cheating. In the second step, once an action has been identified, your interpretations and beliefs can be evaluated. Critical thinkers do this by looking for evidence. With the messaging example, a critical thinker would ask about what evidence there is that his or her partner is cheating, if any. In the third step, once the evidence is gathered, the critical thinker would see whether the bulk of the evidence supports the assertion or action. The critical thinker would question whether this interpretation is supported by sufficient evidence and experience. For example, has his or her partner given any reason to doubt his or her fidelity in the past? In the fourth step, the critical thinker would think through other conclusions. He or she would explore other possibilities—the partner's phone died, he or she is studying for a test—instead of jumping on one idea without sufficient evidence. Finally, in the fifth step, the critical thinker would keep an open mind and evaluate information as it is presented. Even if the critical thinker had settled on an interpretation after this process, new information could alter that perspective. For example, no response from a partner might be a fluke that night, but if it becomes a pattern, a critical thinker might reevaluate his or her thought process.

Chapter: 01

Module: 1.1

Learning Objective: LO 1.1 Explain why it is important to study human communication.

Topic: The Importance of Studying Human Communication

Difficulty: Moderate

Skill: Apply What You Know

1.47. Describe three of the seven components of the communication process and apply each to a possible communication situation.

Answer: The seven basic components of communication are message creation, meaning creation, setting, participants, channels, noise, and feedback. Messages are the building blocks of communication, and they are created and interpreted through encoding and decoding. Most messages are symbolic. For example, a wedding ring is a symbol to indicate an individual is married; the idea of marriage is encoded in the action of wearing the ring, and anyone who sees the ring can decode the idea that this person is married. With meaning creation, the goal of communicating is to create meaning—bringing to each message a set of experiences, beliefs, and

values that help shape specific meaning. For example, wearing a wedding ring or holding the hand of your partner may convey relationship meaning, a specific type of content meaning that espouses the idea that you are in a romantic relationship. With setting, the physical surroundings of a communication event are taken into consideration, including the location where the communication occurs, environmental conditions, time of day or day of the week, and the proximity of the communicators. For example, couples may go on dates to different places together—a sports game, a café, a family event—and this setting will determine how they speak and act. The number of participants, as well as their characteristics, influence how the interaction unfolds. For example, a couple with many similarities may have an easier time communicating than a couple with fewer. Messages are sent through various mediums or channels, and one's choice affects how communication is perceived. For example, writing "I love you" in a text to a partner lacks the facial expressions and tone that saying "I love you" face-to-face would have, and therefore may be perceived as humorous even though the sender was serious. Various stimuli, or noise, can interfere with, or degrade, the quality of a message. For example, a couple on a date at a loud sports event may have trouble conversing because of the game itself as well as the cheering fans. Finally, with feedback, the response to a message can let a sender know if the message was received and how it was interpreted. For example, telling your romantic partner "I love you" will elicit some response that will let you know how they reacted.

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Name and describe the seven primary components of communication.

Topic: What Is Human Communication?

Difficulty: Moderate

Skill: Apply What You Know

1.48. Name the four factors that influence our communication according to the Synergetic Model and give specific examples of those four factors in the context of a class lecture.

Answer: According to the Synergetic Model, the four factors that influence communication are individual forces, societal forces, culture, and context. Individual forces include demographic characteristics, personality, cognitive and physical ability, and field of experience. In a class lecture, each student will interpret what the instructor is saying based on their own individual forces. For example, an older student who had interned at a medical lab and is motivated will be better able to understand what a biology instructor is saying in comparison to a student with no hands-on experience who is just taking the class as a core requirement. Societal forces include political, historical, economic, and social structures. In a class lecture, each student may be acting on these societal forces. For example, if the society tends to see assertiveness as a

masculine characteristic, male students may be more likely than female students to point out factual errors in the lecture. Culture is the learned patterns of perceptions, values, and behaviors shared by a group of people. In a class lecture, each student will pay more or less attention to a lecture depending on their culture. For example, a student who values education will be more likely to pay attention to the instructor, and a student who values socialization more than education will be more likely to ignore the instructor and text his or her friends. Context includes the setting, number of participants, and occasion. In a class lecture, the setting and number of students will dictate the communication. For example, if it is a large lecture hall with 100 students, the lecture will be more one-sided. In contrast, if it is a small classroom with 20 students, there is more likely to be interaction and conversation between the instructor and students.

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Explain how the Synergetic Model of Communication differs from previous models.

Topic: A Model of Human Communication: The Synergetic Model

Difficulty: Moderate

Skill: Apply What You Know

1.49. In terms of communication ethics, describe the difference between secrecy and privacy. Provide a concrete example illustrating each concept.

Answer: A message can be considered legitimately private when other parties have no right to expect access to it. Secrecy, by contrast, occurs when other parties might legitimately expect access to a message that is withheld. This distinction is important because it is generally ethical to maintain privacy, but it may be unethical to engage in secrecy. For example, if you have only dated someone once or twice, you may choose to keep private that you have a sexually transmitted disease. However, if the two of you consider becoming sexually intimate, you probably have an ethical obligation to reveal the information. Without this information, your partner cannot make an informed decision about whether to engage in sexual contact with you. What will happen to your relationship if you withhold the information and your partner contracts your disease—and finds out later that you withheld the information? By contrast, revealing information can sometimes be unethical. For example, if you have agreed to maintain confidentiality about a topic, it could be considered unethical to reveal what you know.

Chapter: 01

Module: 1.4

Learning Objective: LO 1.4 Formulate your own communication ethic.

Topic: Communication Ethics

Difficulty: Moderate

Skill: Apply What You Know

1.50. Describe the two elements of communication competence and the three goals that are important during an interaction.

Answer: Communication competence—the ability to adapt one’s communication to achieve one’s goals—is composed of two elements: appropriateness, which is defined as following the relevant rules, norms, and expectations for specific relationships and situations; and effectiveness, which involves achieving one’s goals successfully. Speakers are competent when they understand the expectations regarding their behavior and are able to behave in a way that fulfills those expectations. Generally, speakers have three types of goals that are important during an interaction: content, relationship, and identity. *Content* goals describe the concrete outcomes you would like to achieve during an interaction. *Relationship* goals refer to your desire to change or maintain your relationship with another. Finally, *identity* goals describe how we would like others to see us or help us see ourselves.

Chapter: 01

Module: 1.5

Learning Objective: LO 1.5 Articulate what makes a communicator competent.

Topic: Putting It All Together: Communicating Competently

Difficulty: Moderate

Skill: Understand the Concepts