**Chapter 1:Interpersonal Process**

**Test Bank**

**Type: multiple choice question**

**Title:** Chapter 1 Question 1

**1)** Which problems are most frequently at the root of relational breakups?

**Feedback:**Surveys show that communication problems are at the root of most relational breakups, ahead of factors such as money, sex, or other conflict issues.

**Page reference:**1.1 Why We Communicate (Introduction)

**a.** Religion

**b.** Sex

**c.** Money

\***d.** Communication

**Type: multiple choice question**

**Title:** Chapter 1 Question 2

**2)** Studies of social isolation and solitary confinement discussed in the textbook demonstrate the importance of which activity?

**Feedback:**Beyond a certain point, solitude becomes loneliness because we all need to communicate with others.

**Page reference:**1.1 Why We Communicate

**a.** Positive thinking

**b.** Meditation

\***c.**Communication

**d.** Prayer

**Type: multiple choice question**

**Title:** Chapter 1 Question 3

**3)** You had an argument with your boss that left you feeling upset and anxious. What should you do to improve your mental and physical health?

**Feedback:**People who process a negative experience by putting their feelings into words report improved life satisfaction, as well as enhanced mental and physical health, compared with those who only think privately about it.

**Page reference:**1.1.1 Physical Needs

**a.** Tomorrow’s another day. Just forget about the incident.

\***b.** Express your feelings by talking to a trusted friend about what you’re experiencing.

**c.** Privately review the details of your exchange with your boss to figure out what went wrong.

**d.** Email your boss to request an apology.

**Type: multiple choice question**

**Title:** Chapter 1 Question 4

**4)** Which activities do scholars recommend to combat loneliness?

**Feedback:**Changing your self-talk is the starting point for changing your feelings and consequent behavior. Another recommendation is volunteer service, where you’re likely to communicate with likeminded people and feel positive about contributing to a larger cause.

**Page reference:**1.1.1 Physical Needs (Dark Side of Communication)

**a.** Integrating and intensifying

**b.**Code-switching and competing

\***c.** Creating positive self-talk and volunteering

**d.** Attending and agreeing

**Type: multiple choice question**

**Title:** Chapter 1 Question 5

**5)** The “Wild Boy of Aveyron” and *Dani’s Story* are case studies that illustrate the role of communication in shaping \_\_\_\_\_\_\_\_\_\_.

**Feedback:**These case studies of children deprived of human interaction demonstrate the importance of communication in identity development.

**Page reference:**1.1.2 Identity Needs

**\*a.** identity

**b.** reputation

**c.** emotional labor

**d.** symmetrical conflict

**Type: multiple choice question**

**Title:** Chapter 1 Question 6

**6)** You are confident that you are an attractive person. How do you know this?

**Feedback:**Our interactions with and the reactions of others shape our sense of identity.

**Page reference:**1.1.2 Identity Needs

**\*a.** Your interactions with others leave you with this impression.

**b.** You spend a lot of time looking in the mirror and like what you see.

**c.** You pay careful attention to your personal fashion and grooming.

**d.** Your parents are both attractive.

**Type: multiple choice question**

**Title:** Chapter 1 Question 7

**7)** Which skills do business leaders rate as the most important for college graduates to possess?

**Feedback:**Job ads ask for competence in oral and written communication more than any other skill set—by a wide margin.

**Page reference:**1.1.3 Social Needs (@work)

\***a.** Spoken and written communication

**b.** Innovative thinking

**c.** Problem solving

**d.** Planning and organizing

**Type: multiple choice question**

**Title:** Chapter 1 Question 8

**8)** In a research study, women identified which activity as the one that contributed more to a satisfying life than virtually any other?

**Feedback:**This study provides further evidence of how critical the communication involved in socializing is to a satisfying life.

**Page reference:**1.1.3 Social Needs

**a.** Exercising

**b.** Parenting

**c.** Shopping

\***d.** Socializing

**Type: multiple choice question**

**Title:** Chapter 1 Question 9

**9)** Explaining to an Amazon customer service representative why you should be refunded for the coffee table you bought online addresses which type of needs?

**Feedback:**Communication is essential in dealing with myriad practical matters at home, at work, and in life in general.

**Page reference:**1.1.4 Practical Needs

**a.**Physical

**b.**Social

\***c.**Practical

**d.**Identity

**Type: multiple choice question**

**Title:** Chapter 1 Question 10

**10)** Which series ranks Maslow’s needs in the order in which they must be satisfied?

**Feedback:**The final category of Maslow’s needs is self-actualization. This can only be achieved after satisfying physical, safety, social, and self-esteem needs in that order.

**Page reference:**1.1.4 Practical Needs

**a.** Safety, Physical, Social, Self-actualization, Self-esteem

\***b.** Physical, Safety, Social, Self-esteem, Self-actualization

**c.** Self-actualization, Self-esteem, Safety, Social, Physical

**d.** Self-esteem, Self-actualization, Physical, Social, Safety

**Type: multiple choice question**

**Title:** Chapter 1 Question 11

**11)** You teach self-defense classes on your campus. Helping others meet their \_\_\_\_\_\_\_\_\_\_ needs makes you feel like a worthwhile and valuable person, thereby satisfying your \_\_\_\_\_\_\_\_\_\_ needs on Maslow’s hierarchy.

**Feedback:**The second category of Maslow’s needs involves safety: protection from threats to our well-being. The fourth category involves self-esteem: the desire to believe we are worthwhile, valuable people.**Page reference:**1.1.4 Practical Needs

\***a.**safety; self-esteem

**b.**social; self-actualization

**c.**physical; social

**d.**safety; physical

**Type: multiple choice question**

**Title:** Chapter 1 Question 12

**12)** Which is the best definition of communication?

**Feedback:**While communication may involve restating feelings, indicating awareness, or attaching significance, using messages to generate meanings is the essence of communication, a basic definition that holds true across a variety of contexts—public speaking, small groups, mass media, and so forth.**Page reference:**1.2 The Communication Process

**a.** Restating a speaker’s thoughts and feelings in the listener’s own words

**b.** Indicating awareness of another person

\***c.** Using messages to generate meanings

**d.** Attaching significance to a particular person or phenomenon

**Type: multiple choice question**

**Title:** Chapter 1 Question 13

**13)** The first communication models characterized communication as a \_\_\_\_\_\_\_\_\_\_ process.

**Feedback:**The earlier communications view communication as linear and one-way, something a sender “does” by encoding a message and delivering it to a passive receiver who decodes it.

**Page reference:**1.2.1 Early Models of Communication

**a.** complex and interactive

\***b.** linear and one-way

**c.** transactional and two-way

**d.** simplistic and symbiotic

**Type: multiple choice question**

**Title:** Chapter 1 Question 14

**14)** What is the term for a verbal or nonverbal response to a previous message?

**Feedback:**Later models represented communication as more like a tennis game, in which players hit balls (send messages) to receivers who then respond. These responses are called feedback.

**Page reference:**1.2.1 Early Models of Communication

**\*a.** Feedback

**b.** Environment

**c.** Noise

**d.** Channel

**Type: multiple choice question**

**Title:** Chapter 1 Question 15

**15)** Your math professor is concerned about the visible confusion on student faces as she attempts to explain a difficult statistical problem. This situation illustrates how it’s often difficult to distinguish the sender from the receiver of a message, making \_\_\_\_\_\_\_\_\_\_ a better term for these roles.

**Feedback:**Because it’s often impossible to distinguish sender from receiver, the communication model preferred in the textbook replaces these roles with the more accurate term “communicator.”

**Page reference:**1.2.2 Insights from the Transactional Communication Model

**a.** listener

**b.** speaker

\***c.** communicator

**d.** partner

**Type: multiple choice question**

**Title:** Chapter 1 Question 16

**16)** Your romantic partner of 10 months broke up with you in a text message, failing to consider the importance of which element of communication?

**Feedback:**The communication channel, the medium through which messages are exchanged, affects how you respond to a message.

**Page reference:**1.2.2 Insights from the Transactional Communication Model

**a.** Environment

\***b.** Channel

**c.** Context

**d.** Noise

**Type: multiple choice question**

**Title:** Chapter 1 Question 17

**17)** The communication term “environment” is also called \_\_\_\_\_\_\_\_\_\_.

**Feedback:**Geography may be an element of environment, but “context” better captures the broader nature of environment that includes both physical setting and personal perspectives that people bring to a conversation.

**Page reference:**1.2.2 Insights from the Transactional Communication Model

**a.** noise

**b.** feedback

\***c.** context

**d.** geography

**Type: multiple choice question**

**Title:** Chapter 1 Question 18

**18)** Mei-Ling, who enjoys a close relationship with her large extended family, was unhappy to learn that her new romantic interest, Ryan, is only close to his mother. Her reaction can be explained by differences in their \_\_\_\_\_\_\_\_\_\_\_\_.

**Feedback:**Whereas similar environments, or fields of experience, often facilitate communication, different backgrounds and experiences can make effective communication more challenging.

**Page reference:**1.2.2 Insights from the Transactional Communication Model

**a.** conformity

**b.** feedback

**c.** cognitive complexity

\***d.** environments

**Type: multiple choice question**

**Title:** Chapter 1 Question 19

**19)** A headache that hampers your ability to listen actively to another constitutes which kind of noise?

**Feedback:**Physiological noise involves biological factors in the receiver that interfere with accurate reception.

**Page reference:**1.2.2 Insights from the Transactional Communication Model

**a.** Background

**b.** Psychological

\***c.** Physiological

**d.** External

**Type: multiple choice question**

**Title:** Chapter 1 Question 20

**20)** You received no reply to the email you sent your English professor at the end of semester, a nonresponse which you interpreted to mean that she was very busy. Which principle of communication does this illustrate?

**Feedback:**We unintentionally send many messages even when we apparently say or do nothing. We cannot *not* communicate.

**Page reference:**1.2.3 Communication Principles

**\*a.** Communication can be intentional or unintentional.

**b.** Not all communication seeks understanding.

**c.** Communication is unrepeatable.

**d.** The communication channel affects the message.

**Type: multiple choice question**

**Title:** Chapter 1 Question 21

**21)** You note with concern the interviewer’s frown as you explain why you left your last job. This scenario demonstrates which principle of communication?

**Feedback:**The transactional nature of communicationsuggests that communicators create meaning through their interaction with one another.

**Page reference:**1.2.3 Communication Principles

**a.** Communication solves all problems.

**b.** Communication is unrepeatable.

\***c.** Communication is transactional.

**d.** Not all communication seeks understanding.

**Type: multiple choice question**

**Title:** Chapter 1 Question 22

**22)** Insurance ads that employ irrelevant humor rather than explain the advantages of buying their product illustrate which principle of communication?

**Feedback:**Many attempts at persuading others don’t involve a desire for understanding, just for compliance with our wishes.**Page reference:**1.2.4 Communication Misconceptions

**a.** More communication isn’t always better.

\***b.** Not all communication seeks understanding.

**c.** Communication will not solve all problems.

**d.** Communication is irreversible.

**Type: multiple choice question**

**Title:** Chapter 1 Question 23

**23)** The number of people interacting is one way to identify communication as interpersonal. What is the other?

**Feedback:**Aqualitative approach, focused on the quality of a relationship, is the other major way of thinking about interpersonal communication in addition to the quantitative approach.

**Page reference:**1.3.1 Defining Interpersonal Communication

**a.** The location of the interaction

**b.** The complexity of the interaction

**c.** The length of the interaction

\***d.** The quality of the interaction

**Type: multiple choice question**

**Title:** Chapter 1 Question 24

**24)** A nurse is updating your medical history at the hospital before you see the doctor. What do social scientists call your interaction with the nurse?

**Feedback:**Interacting with one other person, such as a nurse, is a two-person exchange, known as a dyad.

**Page reference:**1.3.1 Defining Interpersonal Communication

**a.** triad

**b.** monad

\***c.** dyad

**d.**biad

**Type: multiple choice question**

**Title:** Chapter 1 Question 25

**25)** Which of the following qualities distinguish interpersonal relationships from less personal ones?

**Feedback:**Self-disclosure and intrinsic rewards are two of the four central characteristics of interpersonal relationships.

**Page reference:**1.3.1 Defining Interpersonal Communication

**a.** Intrinsic rewards and empathy

\***b.** Self-disclosure and intrinsic rewards

**c.**Uniqueness and independence

**d.** Extrinsic rewards and self-disclosure

**Type: multiple choice question**

**Title:** Chapter 1 Question 26

**26)** The death of someone you read about in the news affects you less than the illness of a friend because of which quality of interpersonal relationships?

**Feedback:**In qualitatively interpersonal relationships, people are interdependent; their lives affect each other.

**Page reference:**1.3.1 Defining Interpersonal Communication

**a.** Uniqueness

**b.**Intrinsic rewards

**c.** Self-disclosure

\***d.** Interdependence

**Type: multiple choice question**

**Title:** Chapter 1 Question 27

**27)** Which is the best metaphor for qualitatively interpersonal communication?

**Feedback:**Interpersonal communication is like rich food in that too much can make you uncomfortable.**Page reference:**1.3.2 Interpersonal and Impersonal Communication: A Matter of Balance

\***a.** Rich food

**b.** Exotic travel

**c.** Starry night

**d.**Sunny day

**Type: multiple choice question**

**Title:** Chapter 1 Question 28

**28)** Which statement is TRUE about online customer service?

**Feedback:**Speedy feedback from online service reps is seen as robotic and impersonal if it fails to answer the customer’s question.

**Page reference:**1.3.2 Interpersonal and Impersonal Communication: A Matter of Balance

\***a.** Customers prefer fast feedback unless the online service rep doesn’t answer their question.

**b.** Customers always prefer fast feedback from online service reps.

**c.** Customers dislike it when online service reps use scripts to increase speed of responses.

**d.** Customers dislike it when online service reps take shortcuts to increase speed of responses.

**Title:** Chapter 1 Question 29

**29)** Because interpersonal communication can be draining, it’s best to do what?

**Feedback:**Time away from others—even the people who matter most—can be a way of recharging your emotional batteries.

**Page reference:**1.3.2 Interpersonal and Impersonal Communication: A Matter of Balance

**a.** Avoid deliberate ambiguity and deception.

\***b.**Be sure to schedule alone time.

**c.** Recognize that communication has a content and relational dimension.

**d.** Limit the social rituals we enact every day.

**Type: multiple choice question**

**Title:** Chapter 1 Question 30

**30)** Competent communication is the ability to achieve goals in a manner that is both \_\_\_\_\_\_\_\_\_\_ and appropriate.

**Feedback:**Both criteria of effectiveness and appropriateness must be met for communication to be competent.

**Page reference:**1.4.1 Principles of Communication Competence

**a.** evaluative

**b.** empathic

**c.** essential

\***d.** effective

**Type: multiple choice question**

**Title:** Chapter 1 Question 31

**31)** After Emma honked repeatedly while tailgating the slower driver in front of her, he reluctantly pulled over. This communication may have been \_\_\_\_\_\_\_\_\_\_\_\_, but it was not \_\_\_\_\_\_\_\_\_\_\_\_.

**Feedback:**Effective communication gets the desired results, but appropriate communication does so in a way that avoids offending another.

**Page reference:**1.4.1 Principles of Communication Competence

**a.** linear; transactional

**b.** transactional; linear

\***c.** effective; appropriate

**d.** appropriate; effective

**Type: multiple choice question**

**Title:** Chapter 1 Question 32

**32)** You disclose your political views in rewarding discussions with close friends, but when you share these opinions with your neighbors, arguments ensue. Which principle of communication does this contrast illustrate?

**Feedback:**A type of communication that is competent or successful in one setting might be a blunder in another.

**Page reference:**1.4.1 Principles of Communication Competence

**\*a.** There’s no single “ideal” or “effective” way to communicate.

**b.** Communication competence can be learned.

**c.** Not all communication seeks understanding.

**d.** Effective communication is not a natural ability.

**Type: multiple choice question**

**Title:** Chapter 1 Question 33

**33)** After an awkward get-together with the in-laws, you respond to your spouse’s criticism about your comments at dinner by noting your glowing student evaluations as a professor. This scenario illustrates which principle about communication competence?

**Feedback:**Communication competence often varies from situation to situation.

**Page reference:**1.4.1 Principles of Communication Competence

**a.** Competence can be learned.

\***b.** Competence is situational.

**c.** Competence requires cognitive complexity.

**d.** Competence involves self-monitoring.

**Type: multiple choice question**

**Title:** Chapter 1 Question 34

**34)** Your brother rarely filters his observations and often makes insensitive comments that offend others. What skill does he need to work on?

**Feedback:**Self-monitoring refers to the process of paying close attention to one’s own behavior and using these observations to shape it.

**Page reference:**1.4.2 Characteristics of Communication Competence

**a.** Multimodality

**b.** Code-switching

**c.** Circumscribing

\***d.** Self-monitoring

**Type: multiple choice question**

**Title:** Chapter 1 Question 35

**35)** You can readily imagine a number of different reasons for why people do the things they do, and your friends appreciate your empathy, which is related to \_\_\_\_\_\_\_\_\_\_.

**Feedback:**The more ways you have to understand and interpret the behavior of others (cognitive complexity), the more likely you are to see and communicate about the world from their perspective (empathy).

**Page reference:**1.4.2 Characteristics of Communication Competence

**a.** uncertainty avoidance

**b.** privacy management

\***c.** cognitive complexity

**d.** task-oriented listening

**Type: multiple choice question**

**Title:** Chapter 1 Question 36

**36)** Who can consider their behavior from a detached viewpoint, allowing for multiple observations about it?

**Feedback:**High self-monitors pay close attention to their own behavior and use these observations to shape it.

**Page reference:**1.4.2 Characteristics of Communication Competence

**a.**Low self-monitors

\***b.**High self-monitors

**c.**High facilitators

**d.**Low facilitators

**Type: true-false**

**Title:** Chapter 1 Question 37

**37)** Psychologists have concluded that solitary confinement is a form of torture.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.1 Why We Communicate

\***a.** True

**b.** False

**Type: true-false**

**Title:** Chapter 1 Question 38

**38)** Loneliness primarily affects older people.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.1.1 Physical Needs

**a.** True

\***b.** False

**Type: true-false**

**Title:** Chapter 1 Question 39

**39)** Each of us enters the world with a strong sense of identity.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.1.2 Identity Needs

**a.** True

\***b.** False

**Type: true-false**

**Title:** Chapter 1 Question 40

**40)** In today’s high-tech workplace, oral and written communication skills aren’t as important as they once were.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.1.3 Social Needs

**a.** True

\***b.** False

**Type: true-false**

**Title:** Chapter 1 Question 41

**41)** Mediated channels have greater appeal for sending negative messages.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.2.2 Insights from the Transactional Communication Model

**\*a.** True

**b.** False

**Type: true-false**

**Title:** Chapter 1 Question 42

**42)** Tweets sent from mobile devices, compared to those sent from desktop computers, tend to be more negative in their wording and content.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.2.2 Insights from the Transactional Communication Model

**\*a.** True

**b.** False

**Type: true-false**

**Title:** Chapter 1 Question 43

**43)** If you remain silent with a poker face, you are not communicating.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.2.3 Communication Principles

**a.** True

\***b.** False

**Type: true-false**

**Title:** Chapter 1 Question 44

**44)** Communication can solve any problem.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.2.4 Communication Misconceptions

**a.** True

\***b.** False

**Type: true-false**

**Title:** Chapter 1 Question 45

**45)** A qualitative approach defines interpersonal communication by the number of communicators.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.3.1 Defining Interpersonal Communication

**a.** True

\***b.** False

**Type: true-false**

**Title:** Chapter 1 Question 46

**46)** In highly interpersonal communication exchanges, the fate of the partners is connected.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.3.1 Defining Interpersonal Communication

**\*a.** True

**b.** False

**Type: true-false**

**Title:** Chapter 1 Question 47

**47)** Most relationships are either highly interpersonal or entirely impersonal.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.3.2 Interpersonal and Impersonal Communication: A Matter of Balance

**a.** True

\***b.** False

**Type: true-false**

**Title:** Chapter 1 Question 48

**48)** Even good times in a close relationship can leave you tired.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.3.2 Interpersonal and Impersonal Communication: A Matter of Balance

**\*a.** True

**b.** False

**Type: true-false**

**Title:** Chapter 1 Question 49

**49)** Adaptability is so important that competence researchers call it “the hallmark of interpersonal communication skills.”

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.4.1 Principles of Communication Competence

**\*a.** True

**b.** False

**Type: true-false**

**Title:** Chapter 1 Question 50

**50)** A type of communication that is competent in one setting will be competent in another.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.4.1 Principles of Communication Competence

**a.** True

\***b.** False

**Type: true-false**

**Title:** Chapter 1 Question 51

**51)** Self-monitoring is an asset for communicators.

**Feedback:**Type general feedback here (maximum of 1000 characters (including spaces))

**Page reference:**1.4.2 Characteristics of Competent Communication

**\*a.** True

**b.** False

**Type: essay/short answer question**

**Title:** Chapter 1 Question 52

**52)** Identify the four categories of needs that communication attempts to satisfy

**Feedback:**Communication attempts to satisfy physical, identity, social, and practical needs.

**Page reference:**1.1 Why We Communicate

**Type: essay/short answer question**

**Title:** Chapter 1 Question 53

**53)** Why does the textbook use the term “communicator” rather than sender and receiver?

**Feedback:**This term reflects the fact that—at least in face-to-face situations—people are simultaneously senders and receivers who exchange multiple messages.

**Page reference:**1.2.2 Insights from the Transactional Communication Model

**Type: essay/short answer question**

**Title:** Chapter 1 Question 54

**54)** Define the content and relational dimensions of communication.

**Feedback:**Thecontent dimension involves the information being explicitly discussed. The relational dimension expresses how you feel about the other person.

**Page reference:**1.2.3 Communication Principles

**Type: essay/short answer question**

**Title:** Chapter 1 Question 55

**55)** Describe what may be the most important consequence of communication’s transactional nature.

**Feedback:**Perhaps the most important consequence of communication’s transactional nature is mutual influence. Communication creates meaning through interaction: It isn’t something we do *to* others; rather, it is an activity we do *with* them.

**Page reference:**1.2.3 Communication Principles

**Type: essay/short answer question**

**Title:** Chapter 1 Question 56

**56)** Identify the two ways to think about what makes some communication interpersonal.

**Feedback:**There are two ways to think about what makes some communication interpersonal: (1) the *number* of people interacting and (2) the *quality* of the interaction.

**Page reference:**1.3.1 Defining Interpersonal Communication

**Type: essay/short answer question**

**Title:** Chapter 1 Question 57

**57)** Which qualities distinguish interaction as interpersonal communication?

**Feedback:**The qualities of uniqueness, interdependence, self-disclosure, and intrinsic rewards distinguish interaction as interpersonal.

**Page reference:**1.3.1 Defining Interpersonal Communication

**Type: essay/short answer question**

Title: Chapter 1 Question 58

**58)** Why is it best to have a large repertoire of skills as a communicator?

**Feedback:**The chances of reaching your personal and relational goals increase with the number of options you have about how to communicate. A competent communicator can draw from a large array of potential behaviors.

**Page reference:**1.4.2 Characteristics of Competent Communication

**Type: essay/short answer question**

**Title:** Chapter 1 Question 59

**59)** Describe how communication satisfies practical needs.

**Feedback:**

* A wealth of research demonstrates that communication is an essential ingredient for success in virtually every career.
* Communication is also important in marriages. Across cultures, couples who are effective communicators report happier relationships than those who are less skillful. And the effects of work–family conflict—a common occurrence that negatively affects marital satisfaction—can be mitigated with constructive communication.

In school, communication competence is a strong predictor of academic success. In addition, school adjustment, dropout rate, and overall school achievement are highly related to students having strong, supportive relationships.

**Page reference:**1.1.4 Practical Needs

**Type: essay/short answer question**

**Title:** Chapter 1 Question 60

**60)** Compare earlier to later models of communication.

**Feedback:**

* Early, simplistic models characterized communication as a one-way, linear event—something a sender “does” by encoding a message and delivering it to a passive receiver who decodes it.
* Early models presented a one-way process that resembled an archer (the sender) shooting an arrow (the message) at a target (the receiver).
* Later models represented communication as more of a tennis game, in which players hit balls (send messages) to receivers who then respond.

Later models incorporated feedback, or response to a previous message, which can be verbal or nonverbal.

**Page reference:**1.2.1 Early Models of Communication

**Type: essay/short answer question**

**Title:** Chapter 1 Question 61

**61)** Define the three types of noise, and provide an example of each.

**Feedback:**

* *External noise* includes factors outside the receiver that make it difficult to hear, as well as many other kinds of distractions (e.g., loud music in a bar or a jackhammer grinding in the street).
* *Physiological noise* involves biological factors in the receiver that interfere with accurate reception (e.g., hearing loss or illness).

*Psychological noise* refers to cognitive factors that make communication less effective (e.g., anxiety or prejudice).

**Page reference:**1.2.2 Insights from the Transactional Model