Student name:\_\_\_\_\_\_\_\_\_\_

**1)** Which term best describes the process by which signs, symbols, and behaviors are used to exchange information and create meaning?

A) interaction   
 B) communication  
 C) talking  
 D) feedback

**2)** Solitary confinement often results in the quickly deteriorating health of prisoners. Such punishment therefore deprives prisoners of which type of basic need?

A) physical   
 B) spiritual  
 C) identity  
 D) instrumental

**3)** Robert is recently homeless and is suffering from mental illness. As a result, he feels increasingly socially isolated. Although he used to be physically healthy, he is now sick quite often. Which aspect of Robert's health is directly affected by his lack of contact with others?

A) relational   
 B) spiritual  
 C) instrumental  
 D) physical

**4)** The essential elements that we look for in our interactions with others are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ needs.

A) relational   
 B) spiritual  
 C) instrumental  
 D) physical

**5)** Which of the following is NOT a relational need?

A) affection   
 B) conflict  
 C) escape  
 D) companionship

**6)** Julio is a recent immigrant from Nicaragua. He cannot afford the technology, such as a smartphone or a computer, that would allow him to communicate with his friends and family at home, and he has yet to make friends in the United States because he is still learning English. Julio feels lonely and often ignored in his new country. Which of his needs is NOT being met?

A) physical   
 B) spiritual  
 C) relational  
 D) instrumental

**7)** Research shows that marital happiness is more important than income, job status, or education in accounting for how happy people are overall. In the case of a happy marriage, which type of need is being met?

A) spiritual   
 B) instrumental  
 C) physical  
 D) relational

**8)** Which of the following plays a critical role in the process of identity development?

A) adaptability   
 B) noise  
 C) communication  
 D) decoding

**9)** Kara views herself as a shy, introverted person, unlike her more outgoing friends. At social gatherings, Kara's friends often speak and answer questions on her behalf. Kara's shyness is based on beliefs she has about herself, but it affects the way her friends view her as well. Her social habits play an important role in establishing which aspect of Kara's sense of self?

A) identity   
 B) level of confidence  
 C) overall happiness  
 D) spirituality

**10)** Which of the following statements does NOT reflect one's orientation toward spirituality, according to the text?

A) "I believe in loyalty and honesty."   
 B) "I believe in God."  
 C) "I never think about the meaning of life."  
 D) "It's never okay to steal, no matter what."

**11)** Kyle enjoys having philosophical discussions about the meaning of life in which he often touches upon his own sense of purpose. These discussions meet which needs for Kyle?

A) physical needs   
 B) instrumental needs  
 C) relational needs  
 D) spiritual needs

**12)** Most of the communication we engage in daily is routine and not emotionally charged, thus helping us to meet \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ needs.

A) physical   
 B) instrumental  
 C) spiritual  
 D) relational

**13)** When Laura calls the salon to schedule a haircut, she is using communication to fill what type of need?

A) relational   
 B) spiritual  
 C) instrumental  
 D) physical

**14)** What term is used for the formal description of a process such as communication?

A) model   
 B) definition  
 C) analysis  
 D) channel

**15)** Which of the following is NOT a model of communication?

A) interaction   
 B) action  
 C) reaction  
 D) transaction

**16)** If you mail an annual family newsletter to update your loved ones and you don't expect a response, you are using which model of communication?

A) action   
 B) interaction  
 C) reaction  
 D) transaction

**17)** Which of the following is NOT a component of the action model of communication?

A) source   
 B) receiver  
 C) noise  
 D) feedback

**18)** Miles sends an instant message to his brother. According to the action model of communication, which term best describes Miles's role in the communication?

A) decoder   
 B) receiver  
 C) communicator  
 D) source

**19)** When you put your idea in the form of language or a gesture that the receiver can understand, you are \_\_\_\_\_\_\_\_\_\_\_\_ the message.

A) decoding   
 B) channeling  
 C) encoding  
 D) interpreting

**20)** Yani is on the phone with her mother, who is explaining how to go about preparing dinner for the family later. Yani is distracted by a humorous Twitter post by one of her friends. As dinnertime nears, Yani realizes she has no idea how to cook the family meal as her mother instructed her to do. During the conversation with her mother, Yani was experiencing which type of noise?

A) physical   
 B) psychological  
 C) physiological  
 D) practical

**21)** Fatigue and hunger are examples of \_\_\_\_\_\_\_\_\_\_\_\_\_\_ noise.

A) physical   
 B) practical  
 C) psychological  
 D) physiological

**22)** Wayne and Lindsay go on a blind date, and they both enjoy themselves. At the end of the evening, Wayne tells Lindsay he will call her "soon." Lindsay expects to hear from Wayne by the next day, as that is what "soon" means to her, but he does not call for three weeks. Lindsay most likely made an error during which stage of the communication process?

A) noise   
 B) decoding  
 C) encoding  
 D) channeling

**23)** Which two elements does the interaction model of communication add to the action model?

A) feedback and context   
 B) message and feedback  
 C) channel and noise  
 D) encoding and decoding

**24)** When Liz asks her father if he minds her borrowing the car, she notices he frowns and shakes his head. What is Liz observing in her father?

A) context   
 B) noise  
 C) feedback  
 D) decoding

**25)** According to the interaction model of communication, receivers are not passive. Instead, receivers offer various verbal and nonverbal responses to messages. What are these responses called?

A) noise   
 B) feedback  
 C) context  
 D) channels

**26)** As you tell your brother about your first assignment in speech class, he nods his head and says, "Uh huh," and even smiles when he hears you got an A. Which of the following terms best describes your brother's reaction to your story?

A) feedback   
 B) noise  
 C) messages  
 D) context

**27)** Ralph went to a party over the weekend. Excited to share stories of his antics at the party with his friend Sarah, he invites her to his house after school. While Ralph is telling his story, his mother enters the room. Ralph immediately changes his loud, boisterous tone and stops using profanity. According to the interaction model, Ralph is reacting to a change in what?

A) channel   
 B) noise  
 C) feedback  
 D) context

**28)** One limitation of the interaction model of communication is that it doesn't account for

A) the fact that communication occurs in both directions.   
 B) feedback from the receiver.  
 C) the simultaneous exchange of messages and feedback.  
 D) the interference of noise.

**29)** The \_\_\_\_\_\_\_\_\_\_\_\_ model of communication maintains that both people in a conversation are simultaneously sources and receivers.

A) action   
 B) transaction  
 C) reaction  
 D) interaction

**30)** As Professor Li lectures during class, she notices several students yawning. Only one student makes direct eye contact with her; the rest of the class is looking around the room. Professor Li interprets these nonverbal cues as messages that she is boring, reflecting the simultaneous nature of which model of communication?

A) action   
 B) reaction  
 C) interaction  
 D) transaction

**31)** Susan observes that her new classmate, Lupe, is having some difficulty keeping up in class. Because Lupe has just learned the English language and has not yet adapted to the nonverbal codes many Americans use, it takes her longer to decode messages that she receives. Susan makes sure to stay after every class to share her notes with Lupe and to answer any questions she has. According to the transaction model of communication, Susan has identified which aspect of context as affecting how Lupe receives messages?

A) culture   
 B) gender  
 C) psychological environment  
 D) social environment

**32)** Submitting a written report to your supervisor for feedback best represents which model of communication?

A) action   
 B) interaction  
 C) transaction  
 D) construction

**33)** Which model of communication best describes complex face-to-face communication?

A) interaction   
 B) transaction  
 C) action  
 D) construction

**34)** How would you categorize the context of a tweet, which relies on text alone, without the benefit of the sender's voice or gestures?

A) channel-less   
 B) channel-rich  
 C) channel-lean  
 D) channel-neutral

**35)** Which of the following is NOT an example of a perceptual filter in communication?

A) intelligence   
 B) gender  
 C) religious beliefs  
 D) All of the above are examples of perceptual filters.

**36)** Frances and Jean are watching the president give a speech on television. Frances is a big supporter of the president and identifies politically with his party. Jean did not vote for the president and does not agree with his policies. While listening to the address, Frances is delighted with the president's message and thinks he is on point, whereas Jean thinks the president is not addressing the issue at hand. Which characteristic of communication does this scenario illustrate?

A) Communication passes through perceptual filters.   
 B) Communication has relational implications.  
 C) Communication sends messages, whether intentional or unintentional.  
 D) Communication is governed by rules.

**37)** Where does the meaning of a word come from?

A) the symbol   
 B) the object being discussed  
 C) the people using it  
 D) the referent

**38)** Riley wants to play music during lunch and tells her visiting granddaughter to pick out her favorite record. Her granddaughter is confused because all her music is digital, so she says, "You mean, like a sports record?" What assumption did Riley make about her granddaughter?

A) Her granddaughter would have the same musical tastes as she does.   
 B) Her granddaughter understands the meaning she intended to communicate simply because Riley understood it.  
 C) Her granddaughter understood the relational dimension to the message.  
 D) Her granddaughter is old enough to understand her use of symbols because she is old enough to visit her.

**39)** Robert is driving Samantha, his girlfriend, home from a party. He notices she is quiet and withdrawn. Robert asks Samantha if she is okay. She replies, "I'm fine," in a snide tone while rolling her eyes. Robert becomes angry and asks what her problem is. Robert is responding to what dimension of Samantha's message?

A) relational   
 B) content  
 C) symbolic  
 D) literal

**40)** If your roommate tells you that you're out of cereal and you interpret the statement as also meaning, "I'm irritated you never replace food items when they are gone," you are interpreting which dimension of your roommate's message?

A) content   
 B) symbolic  
 C) underlying  
 D) relational

**41)** What do we call it when we communicate about how we communicate?

A) higher communication   
 B) metacommunication  
 C) intercommunication  
 D) interpersonal communication

**42)** Carolyn and Maxine are shopping for prom dresses. Carolyn asks Maxine's opinion on a particular dress and tells her to be honest. When Maxine laughs and says the dress makes Carolyn look ridiculous, she is surprised to see Carolyn get upset. When Carolyn explains to Maxine that it is not the opinion, but the way in which it was stated, that hurt her feelings, Carolyn is engaging in what type of communication?

A) intercommunication   
 B) higher communication  
 C) metacommunication  
 D) interpersonal communication

**43)** When you choose a specific suit to wear to a job interview because you want to communicate professionalism, what type of message are you sending?

A) intentional   
 B) unintentional  
 C) content  
 D) relational

**44)** Which of these exemplifies following an explicit rule?

A) not making eye contact on an elevator   
 B) not cutting in line at the bank  
 C) abiding by your school's weapons ban  
 D) keeping your voice down at a funeral

**45)** What are the two types of rules that govern communication?

A) content and relational   
 B) internal and external  
 C) norms and values  
 D) explicit and implicit

**46)** Stan mentally rehearses what he will say to break up with his girlfriend later in the day. Stan is engaging in what kind of communication?

A) intrapersonal   
 B) interpersonal  
 C) unintentional  
 D) public

**47)** Which of the following is NOT an example of interpersonal communication?

A) exchanging instant messages with a friend   
 B) talking on the phone with a relative  
 C) visiting face-to-face with a co-worker  
 D) reminding yourself to call a friend later

**48)** What is the most common form of communication we engage in?

A) intrapersonal   
 B) interpersonal  
 C) small group  
 D) public

**49)** Lynn likes interacting with the members of her soccer team, especially engaging with them to make decisions and working together to win. What type of communication does Lynn seem to most enjoy?

A) interpersonal   
 B) public  
 C) small group  
 D) mass

**50)** Jeremiah has a speech to deliver in two weeks. He spends a lot of time researching and organizing his presentation. He asks his friends to listen as he practices the speech. Jeremiah may be spending so much time preparing and practicing his remarks because he is anticipating engaging in what type of communication?

A) mass   
 B) interpersonal  
 C) public  
 D) small group

**51)** Mass media includes all of the following, EXCEPT

A) blogs.   
 B) magazines.  
 C) instant messaging.  
 D) television.

**52)** Because its audience is so large, which type of communication works well for distributing news, commentary, and entertainment?

A) public   
 B) mass  
 C) small group  
 D) electronic

**53)** In a nationwide survey of U.S. adults conducted by the National Communication Association, 91 percent of respondents rated their communication skills as above average. This finding reflects what common myth?

A) Everyone is a communication expert.   
 B) Communication will solve any problem.  
 C) Communication can break down.  
 D) Communication is inherently good.

**54)** Kareem and Haidy have been engaged for two years, but they have been arguing a lot for the past six months because they have different long-term goals. When Haidy tries to break off the engagement, Kareem insists they try couples' counseling first. He is sure that if they just work on their communication skills, they can stay together. After a few weeks of counseling, Haidy still chooses to end the engagement, despite the open communication they experienced in the counseling sessions. Kareem is surprised, thus showing he most likely believes which communication myth?

A) Everyone is a communication expert.   
 B) Communication is inherently good.  
 C) Communication can break down.  
 D) Communication will solve any problem.

**55)** The idea that communication can "break down" is a myth. Which of the following statements best explains why?

A) Communication is inherently good.   
 B) Our progress is halted because communication has halted.  
 C) The problem lies not with the communication itself but how we are using it.  
 D) Communication is not a process, so therefore it can be compared to a journey.

**56)** How we use communication determines whether it will have positive or negative effects. This fact dispels what myth?

A) Everyone is a communication expert.   
 B) Communication is inherently good.  
 C) Communication will solve any problem.  
 D) More communication is always better.

**57)** Lulu disagrees with her friends' position on the war in Afghanistan. She thinks her friends simply aren't informed of the nuances of the situation. Lulu talks at length about her understanding of the conflict, and whenever her friends try to state their opinion, she simply speaks over them. She is sure if they would just listen, they would come to understand and agree with her point of view. Lulu probably believes which communication myth?

A) More communication is always better.   
 B) Communication will solve any problem.  
 C) Communication is inherently good.  
 D) Everyone is a communication expert.

**58)** According to a 2014 National Association of Colleges and Employers survey, which of the following is one of the most important qualities employers look for in college graduates?

A) high grades   
 B) communication competence  
 C) personal connections  
 D) volunteer experience

**59)** Someone with communication competence is able to communicate in ways that are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in a given situation.

A) literal and relational   
 B) symbolic and appropriate  
 C) effective and literal  
 D) effective and appropriate

**60)** In June 2010, President Obama went on NBC's *Today* show to discuss the BP oil spill in the Gulf of Mexico. During the interview, the president told host Matt Lauer he was holding discussions with BP executives so he would know "whose [obscenity] to kick." In the following days, there was much discussion and debate in the media over the use of obscenity in that situation. What does this controversy demonstrate with regard to the communication decisions of the president and other high-ranking officials?

A) It is important to communicate appropriately for the social and cultural context.   
 B) Communication should be objective, not emotional.  
 C) It is important to communicate effectively for the *Today* show audience.  
 D) A public figure should always be honest about his or her opinions.

**61)** Which of the following is NOT a trait of competent communicators?

A) adaptable   
 B) self-aware  
 C) cognitively simple  
 D) empathic

**62)** Fred does not notice that he tends to dominate conversations because he is a(n) \_\_\_\_\_\_\_\_\_\_ self-monitor.

A) experienced   
 B) high  
 C) low  
 D) objective

**63)** Which of the following can make someone a more competent communicator by enabling that person to see how his or her behavior fits, or doesn't fit, in a given social situation?

A) self-monitoring   
 B) adaptation  
 C) empathy  
 D) cognitive complexity

**64)** Tom Cruise has appeared in various interviews to defend his views on Scientology and medication. In these interviews, he appears earnest, focused, and serious. This is in sharp contrast to his appearance on MTV's *Movie* *Awards* in 2010, where he appeared as a crude character named Les Grossman and did a suggestive dance with Jennifer Lopez. The appearance was widely viewed in a positive light by its intended audience. By assessing what would be appropriate in different contexts and modifying his behavior accordingly, Tom Cruise demonstrates the idea that competent communicators are which of the following?

A) self-aware   
 B) empathic  
 C) ethical  
 D) adaptable

**65)** Melanie wants to go with her friends on a class trip to Mexico, but her mother refuses to let her go. Melanie is frustrated, as she thinks her mother is too protective and won't let her have any fun. However, Melanie's mother is worried that something will happen to Melanie, a fear based on her own experiences at Melanie's age. Which of the following traits would help Melanie to understand her mother's perspective and thus become a more competent communicator?

A) adaptability   
 B) empathy  
 C) self-awareness  
 D) ethical foresight

**66)** If you ask someone to "put yourself in my shoes," you are asking that person to practice which of the following?

A) empathy   
 B) sympathy  
 C) understanding  
 D) awareness

**67)** If Chelsea looks for only one explanation for the behavior of her friend, then she most likely lacks \_\_\_\_\_\_\_\_\_\_\_ as a communicator.

A) empathy   
 B) ethics  
 C) cognitive complexity  
 D) self-awareness

**68)** Which of the following approaches to communication generally dictates that we treat people fairly and communicate honestly?

A) sympathetic   
 B) empathic  
 C) self-aware  
 D) ethical

**69)** Chrissie is the owner of a small photocopying business. When her daughter participates in a fundraiser for a cheerleading competition, Chrissie asks her employees to contribute to the fundraiser, even though she pays most of them only the minimum wage. Most of her employees feel obligated to contribute, and they are upset by what they see as an unfair demand from someone who has power over them. Which of the following practices of a competent communicator might Chrissie keep in mind to understand her coworkers' feelings better?

A) practicing self-awareness   
 B) behaving ethically  
 C) thinking with cognitive complexity  
 D) adaptability

**Answer Key**Test name: chapter 1

1) B

2) A

3) D

4) A

5) B

6) C

7) D

8) C

9) A

10) C

11) D

12) B

13) C

14) A

15) C

16) A

17) D

18) D

19) C

20) B

21) D

22) B

23) A

24) C

25) B

26) A

27) D

28) C

29) B

30) D

31) A

32) B

33) B

34) C

35) D

36) A

37) C

38) B

39) A

40) D

41) B

42) C

43) A

44) C

45) D

46) A

47) D

48) B

49) C

50) C

51) C

52) B

53) A

54) D

55) C

56) B

57) A

58) B

59) D

60) A

61) C

62) C

63) A

64) D

65) B

66) A

67) C

68) D

69) B