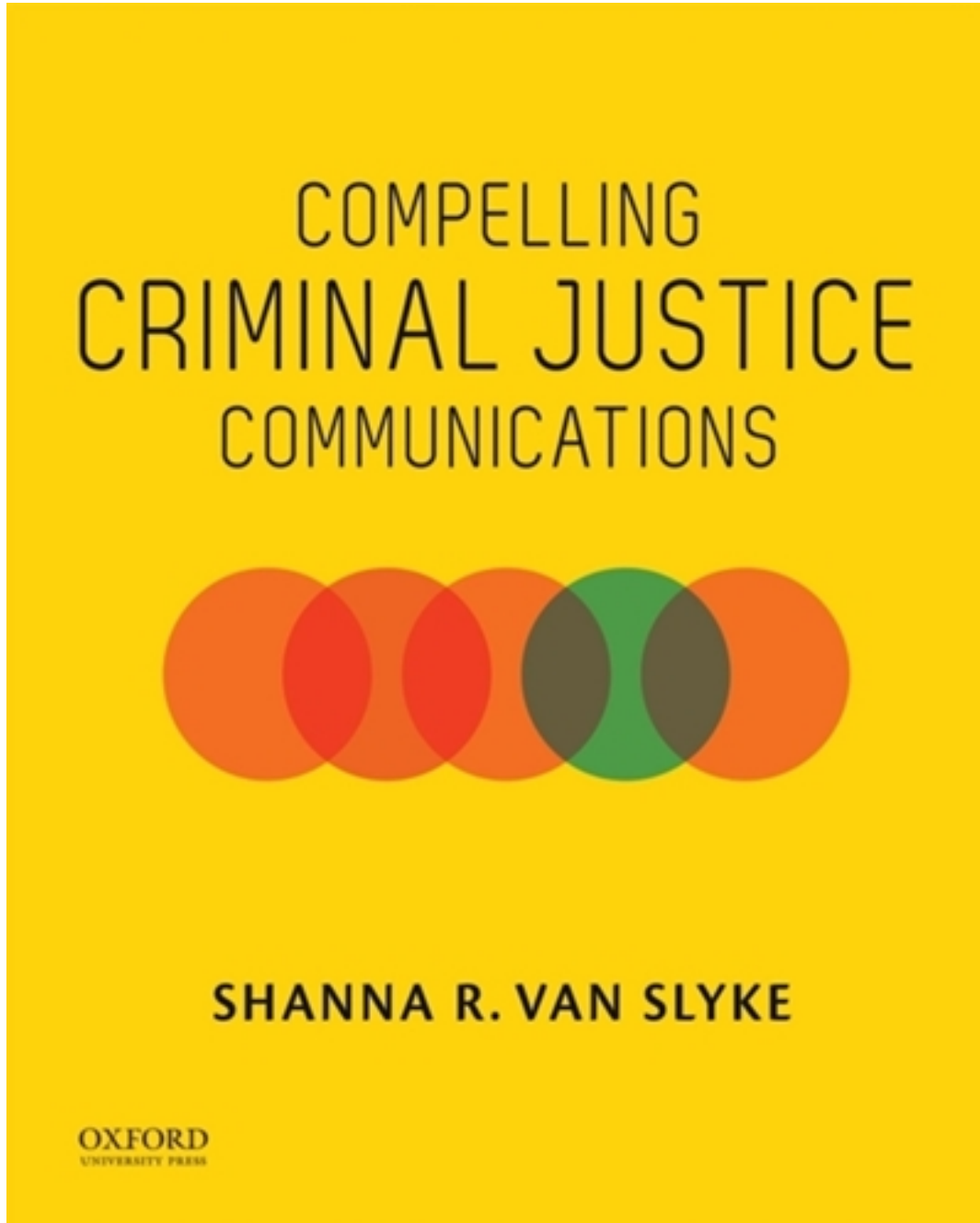


Test Bank for Compelling Criminal Justice Communications 1st Edition by Van Slyke

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CHAPTER 1 – INTRODUCTION

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Most students will probably only need to write papers and give presentations in English and Oral Communication courses.

- a) True
- b) False

Twenty-first century employers consistently cite communication skills as one of the top qualities they look for when hiring.

- a) True
- b) False

When perceived as credible, a person is seen to possess both competence and integrity, and so people trust them more.

- a) True
- b) False

When people trust and have confidence in criminal justice professionals, they are more likely to be cooperative and compliant.

- a) True
- b) False

Ineffective communications by criminal justice professionals can hurt all **but which** of the following?

- a) His/her job performance
- b) The reputation of his/her agency
- c) The effectiveness and efficiency of the criminal justice system
- d) The colleges that will admit you as a student

Communication skills have nothing to do with the real world.

- a) True
- b) False

Effective writing leads to a more effective and efficient criminal justice system

- a) True
- b) False

A(n) ____ communication is powerful, fostering credibility and generating positive outcomes.

- a) creative

- b) compelling
- c) credulous
- d) constructive

_____ refers to believability.

- a) Determination
- b) Faith
- c) Agency
- d) Credibility

Encoding is the process whereby the receiver of a communication interprets the message.

- a) True
- b) False

_____ is the process whereby the sender of a communication figures out how best to transmit the message.

- a) Encoding
- b) Decoding
- c) Induction
- d) Deduction

As a communication's sender, we should strive to...

- a) encode the message in such a way as to maximize the likelihood of proper decoding
- b) decode the message in such a way as to maximize the likelihood of proper encoding
- c) interpret the message critically to detect the receiver's underlying beliefs and motives
- d) phrase the message creatively to deliver a distinctive, personalized communication

Which of the following factors can affect the likelihood that a message will be decoded properly? **Select all that apply.**

- a) the complexity of the message
- b) the length of the message
- c) the receiver's willingness to pay attention
- d) the sender and receiver's shared understanding of the words used

The communication process is judged a success by whether the sender efficiently discharges the message.

- a) True
- b) False

In the communication process, the burden is on the sender.

- a) True
- b) False

When we have a conflict of interest, we have competing concerns that we must balance.

- a) True
- b) False

Urgency is about time limitations; it does not refer to the pressure or seriousness of the situation.

- a) True
- b) False

Which of the following is **not** one of the special challenges involved in criminal justice communications?

- a) consequential
- b) disinterest
- c) sensitivity
- d) complexity

Saying that a criminal justice communication is ____ means that it has significant potential repercussions.

- a) sensitive
- b) urgent
- c) consequential
- d) complex

As a criminal justice professional, a person should expect to experience the special challenges on a daily basis.

- a) True
- b) False

The special challenges in criminal justice communications are understandable and therefore constitute legitimate reasons for producing inferior communications.

- a) True
- b) False

____ is the process of finding and using information and sharing meaning (Markel, 2012, p. 4).

- a) Introspective dialogue
- b) Critical thinking
- c) Academic learning
- d) Technical communication

Which of the following does **not** constitute technical communications? **Select all that apply.**

- a) Opinionated communications, such as opinion papers and reflective essays
- b) Policy communications, such as policy analyses and policy proposals
- c) Intelligence communications, such as briefings on a crime problem or plan of action
- d) Dramatic communications, such as poetry and novels

Criminal justice communicators either aim to inform in a nonjudgmental, purely descriptive manner, or they....

- a) strive to trick others via selective information sharing

- b) seek to persuade via logic and evidence
- c) endeavor to motivate compliance via fear and confusion
- d) attempt to rile the public via sensationalism and drama

Many criminal justice communications have entertainment purposes.

- a) True
- b) False

Good criminal justice communications do not try to sway the audience using emotional appeals, such as fear, anger, or pity.

- a) True
- b) False

Responsiveness refers to a communication that is free from error in terms of both the truth/accuracy of the information itself and the proper presentation of the information.

- a) True
- b) False

_____ refers to consistent exhibiting of certain personal characteristics in addition to technical competence that inspires trust (Wiersma, 2010/2011).

- a) Organization
- b) Responsiveness
- c) Professionalism
- d) Morale

_____ is the quality of a communication that is thorough, containing all pertinent parts and information.

- a) Conceptual
- b) Critical
- c) Completeness
- d) Conciseness

_____ concerns the arrangement of information in a manner that will best help the communication achieve its purpose.

- a) Organization
- b) Clarity
- c) Conciseness
- d) Correctness

When a communication directly addresses its objective, adheres to all parameters, and is tailored to the audience, it is considered to exhibit _____.

- a) organization
- b) responsiveness
- c) completeness

- d) logic

When we talk about ____, we are discussing the reasoning process used to justify claims and reach a conclusion.

- a) professionalism
- b) evidence
- c) correctness
- d) logic

____ means using as few simple words as possible to make a point.

- a) Abrupt
- b) Tact
- c) Eloquent
- d) Concise

Logical means straightforward, unambiguous, and therefore able to be understood.

- a) True
- b) False

Evidence is proof, or that which is used to justify a claim.

- a) True
- b) False

If a communication is responsive, then the reasoning used to reach the conclusion is sound.

- a) True
- b) False
- c) professionalism

The planning stage of developing compelling criminal justice communications starts with determining, and as needed clarifying, the communication's objective, parameters, and audience(s).

- a) True
- b) False

Part of planning a group project is deciding how and when the group will communicate, who the leader and secretary/recorder will be, and what the expectations are for the group.

- a) True
- b) False

One recommendation for group projects is to make all decisions orally, whether in person, over the phone, or in a group chat session.

- a) True
- b) False

An outline is a References list that contains a brief summary of the source directly under the source's bibliographic information.

- a) True
- b) False

When we finalize a communication, we produce the first full iteration of the communication.

- a) True
- b) False

Which of the following is **not** a reason for drafting before writing the final version of a communication?

- a) Drafting eliminates any errors in writing mechanics
- b) Drafting pushes us write ethically
- c) Drafting helps us get started
- d) Drafting paces us and keeps us on schedule

Phase Two, collecting information, begins with deciding what information is needed and where.

- a) True
- b) False

One recommendation for synthesizing information when working with a group is to make sure each group member sees, agrees to, and has a copy of the outline.

- a) True
- b) False

_____ involves studying and making sense of all the information you've collected, and then figuring out how to put all the pieces together to form a coherent whole.

- a) Planning
- b) Synthesizing information
- c) Collecting information
- d) Improving and finalizing

If a communication will be delivered orally, then you can skip writing up the communication.

- a) True
- b) False

Drafting is about getting ideas down quickly—not about writing well.

- a) True
- b) False

When we work in a group, the improving and finalizing stage of developing compelling criminal justice communications has the added concern of achieving uniformity across the different parts of the communication created by different people.

- a) True
- b) False

Synthesizing information is the stage that involves critically evaluating your own work and then reworking it in order to make it as good as it can be.

- a) True
- b) False

Which of the following shows the correct ordering of the six stages for developing compelling criminal justice communications?

- a) topic selection, research, writing, printing, binding, submitting
- b) topic selection, collecting information, outlining information, writing, printing, submitting
- c) planning, topic selection, research, outlining, writing, revising and editing, printing
- d) planning, collecting information, synthesizing information, drafting, improving and finalizing, delivering

Drafting can reveal if a paper is too short or too long.

- a) True
- b) False

Which of the following is **not** a recommendation for the delivery of a paper?

- a) If a hard copy is required, leave yourself time to troubleshoot printing
- b) If a hard copy is required, be prepared to bind (e.g., staple) your paper after printing
- c) If a soft copy is required, submit a hard copy as well

If a soft copy is required, be sure to save and submit your document in the required document format (e.g., Word)

CHAPTER 2 – PRINCIPLE 1: PROFESSIONALISM

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An expert is a professional: If a person is an expert, then that person is a professional who inspires trust on the basis of attitude and action.

- a) True
- b) False

Professionals are reliable: They can be counted on to get the job done.

- a) True
- b) False

_____ means consistently exhibiting certain personal characteristics in addition to technical competence and thus inspiring trust (Wiersma, 2010/2011).

- a) Steadfast
- b) Professionalism

- c) Accountability
- d) Monotonous

Professionalism is linked to perceived fairness and legitimacy, trust and confidence, and cooperation and compliance with the criminal justice system.

- a) True
- b) False

Criminal justice officials need to be seen as all **but which** of the following?

- a) competent and knowledgeable
- b) serious and genuinely concerned
- c) fair and respectful
- d) emotional and authoritative

A(n) ____ communication style involves being forthright about your purpose without being antagonistic or evasive.

- a) assertive
- b) aggressive
- c) passive
- d) passive-aggressive

Which of the following is **not** a guideline for developing professional criminal justice communications?

- a) Adopt an assertive communication style.
- b) Adhere to the strictest standards of integrity and ethics.
- c) Act rigid and unapproachable.
- d) Maintain an appropriate level of formality.

The following list of characteristics reflects which of the communication styles covered in Chapter 2? Goal-oriented, bossy, poor listener, close-minded, frustrated, and impatient.

- a) aggressive
- b) assertive
- c) passive
- d) passive-aggressive

People who adopt a passive communication style have positive effects on others, such as inspiring respect and cooperation.

- a) True
- b) False

____ relates to moral standards governing decisions and actions.

- a) Professionalism
- b) Ethics
- c) Self-interest
- d) Credibility

Integrity is the characteristic of people who hold moral values that are reflected in their words and behaviors.

- a) True
- b) False

Standard operating procedures are rules for ethical decision making and behavior prescribed by an organization for its members to follow.

- a) True
- b) False

Where ____ involves fabrications, misrepresentations, and omission of material facts, ____ involves giving or getting unauthorized assistance in the completion of graded work.

- a) cheating, lying
- b) lying, cheating
- c) plagiarism, cheating
- d) cheating, plagiarism

Plagiarism is the failure to acknowledge properly the source of information.

- a) True
- b) False

Plagiarism is an intentional act; there is no such thing as unintentional plagiarism.

- a) True
- b) False

Unless otherwise indicated using established conventions such as quotation marks and in-text citations, the audience will assume that all ideas and words in a paper are the paper author's own and have been written for one and only one purpose.

- a) True
- b) False

If information comes from outside of your own head, you should cite it.

- a) True
- b) False

Words must be cited when they come directly from a source, but images, sounds, and videos do not need to be cited.

- a) True
- b) False

Quotation marks are used to indicate the exact words of a source—even if it is just a few words.

- a) True
- b) False

_____ is when someone makes superficial alterations to source text and then claims the ideas and words as his or her own.

- a) inappropriate paraphrasing
- b) mosaic plagiarism
- c) self-plagiarism
- d) copyright infringement

_____ is when someone makes superficial alterations to source text, gives credit to the source for the ideas, but claims the words as his or her own.

- a) inappropriate paraphrasing
- b) self-plagiarism
- c) copyright infringement
- d) mosaic plagiarism

Mosaic plagiarism, inappropriate paraphrasing, and self-plagiarism are unethical writing practices.

- a) True
- b) False

_____ is when someone reuses his or her own work from one course, either in part or in whole, for another course without the express permission of both instructors.

- a) copyright infringement
- b) mosaic plagiarism
- c) inappropriate paraphrasing
- d) self-plagiarism

Using notes to complete a closed-book quiz is an example of....

- a) cheating
- b) lying
- c) plagiarism
- d) innovating

Citing a source means not only that you truly have read the entire source, but also that it is really the source of the information.

- a) True
- b) False

People who do *not* contribute to a group project should *not* be listed as authors of that project.

- a) True
- b) False

In a group paper, if there is plagiarism in a section written by one group member, then that one group member—rather than all group members—is guilty of plagiarism.

- a) True
- b) False

A(n) ____ is a choice between options having moral implications, wherein it may not be immediately clear what the “right” decision is.

- a) integrity challenge
- b) ethical dilemma
- c) code of ethics
- d) ethical breach

Which of the following is **not** one of the approaches to resolving ethical dilemmas presented in Chapter 2?

- a) The common good approach
- b) The virtue approach
- c) The common sense approach
- d) The utilitarian approach

One cannot be professional without valuing and possessing integrity and consistently exhibiting ethical behavior.

- a) True
- b) False

Formal language is appropriate for serious situations, when we do not know our audience, and/or when we have a professional instead of a personal relationship with our audience.

- a) True
- b) False

In communication, ____ means attitude: your attitude toward the subject and the communication task itself.

- a) formality
- b) tone
- c) diction
- d) orientation

Criminal justice communications generally should convey an attitude of passionate unconcern.

- a) True
- b) False

Having an appropriately format tone involves all **but which** of the following?

- a) Be subjective rather than objective
- b) Be logical rather than emotional
- c) Be serious rather than humorous
- d) Be impersonal rather than intimate

____ refers to word choice.

- a) formality
- b) tone
- c) diction
- d) orientation

As developers of criminal justice communications, we want our choice of words to give the impression that we are professionals.

- a) True
- b) False

Which of the following is the most neutral term for someone who is not like most others?

- a) freak
- b) unusual
- c) deviant
- d) weird

Which of the following is **not** a matter of diction presented in Chapter 2?

- a) personal words
- b) contractions and colloquialisms
- c) loaded terms
- d) articulation and elocution

Subject indicators refer to personal pronouns such as I, me, you, and we.

- a) True
- b) False

Unless a specific communication necessitates the use of personal pronouns, we should not use them in criminal justice communications.

- a) True
- b) False

Which of the following does **not** belong in criminal justice communications?

- a) personal expressions, beliefs, and mottos
- b) explicit and precise descriptions
- c) evidence and logic
- d) transitional words and phrases

Which of the following is a method for avoiding personal words without resorting to passive voice?

- a) Omit the subject (you) of the sentence
- b) Combine the information from multiple sentences
- c) Use the following symbol in place of any personal words: —
- d) Insert "Jane Doe" or "John Deer"

A(n) ____ is when multiple words are joined together with an apostrophe and by abbreviating one of the words, such as “didn’t” for “did not.”

- a) colloquialism
- b) euphemism
- c) preposition
- d) contraction

Unless quoting, we should avoid contractions in criminal justice communications.

- a) True
- b) False

Which of the following statements is true about colloquialisms?

- a) They are informal expressions.
- b) Most people cannot understand them.
- c) They are too informal.
- d) They can make us look unprofessional.

A(n) ____ is a word that has a similar dictionary definition as another word but which, instead of being a neutral term, has a positive or negative connotation.

- a) synonym
- b) antonym
- c) key term
- d) loaded term

To be compelling, criminal justice communications should use loaded, not neutral, terms.

- a) True
- b) False

When preparing job application materials, the textbook recommends creating one standard cover letter and one standard resume, because doing so is efficient and effective.

- a) True
- b) False

Which of the following statements is **not** true about writing cover letters?

- a) Your goal in writing a cover letter is to make the employer believe that you are the best person for the job
- b) You should use the cover letter as an opportunity to make a strong, favorable, and memorable first impression
- c) You should demonstrate with your writing that you are a professional, effective communicator
- d) You should consider the cover letter an opportunity to forge a close personal relationship with the employer

The cover letter should repeat the same material that is in your resume, not introduce new material or provide scattered coverage of the resume.