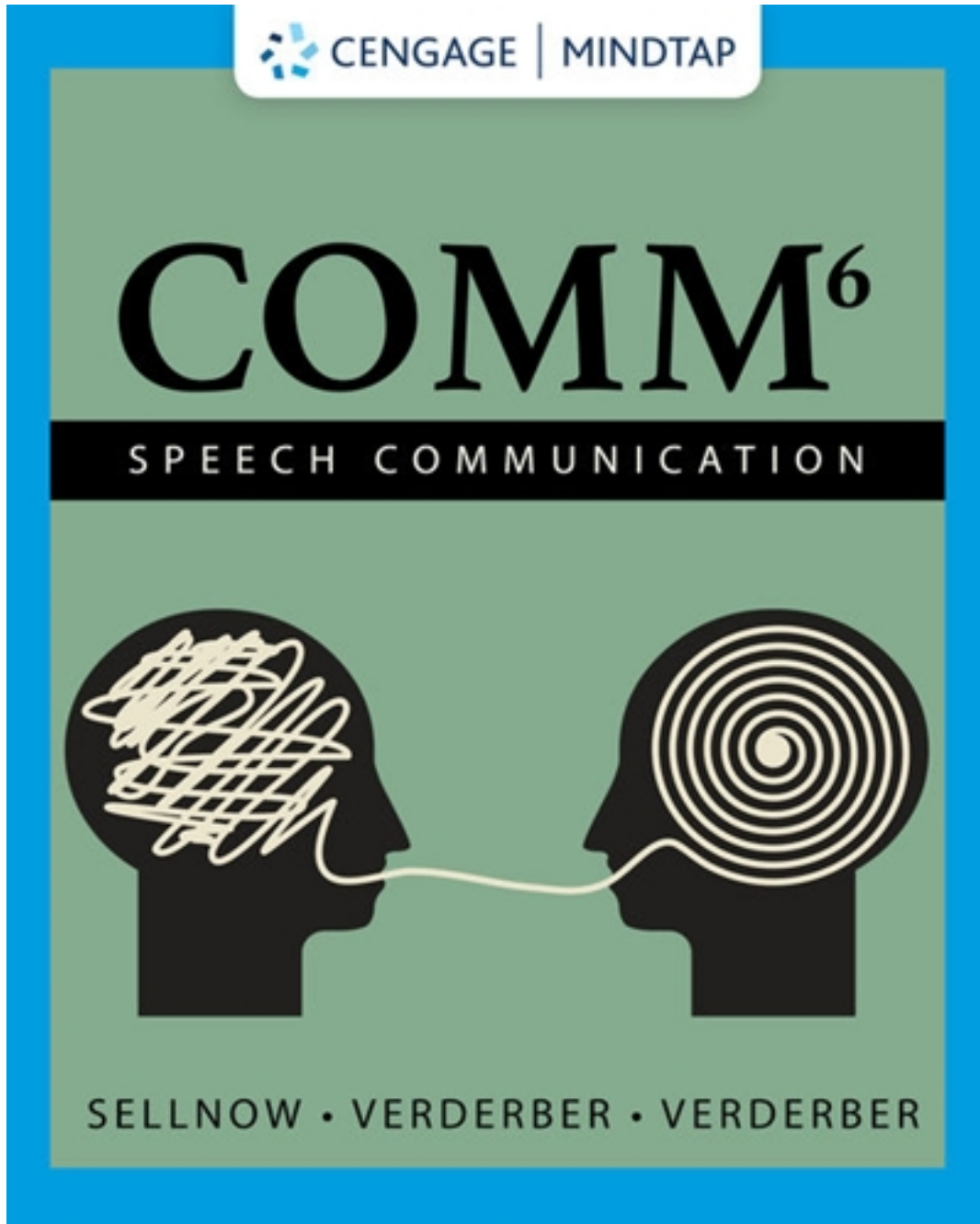


# Test Bank for COMM 6 6th Edition by Sellnow

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# Test Bank

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

## **Chapter 1: Communication Perspectives**

1. The process of creating messages is called \_\_\_\_\_.

- a. encoding
- b. decoding
- c. onboarding
- d. scrambling

**ANSWER:**

**a**

**RATIONALE:**

Analysis:

- a. Correct. The process of creating messages is called encoding. See 1-1: The Nature of Communication
- b. Incorrect. Messages are the verbal utterances, visual images, and nonverbal behaviors used to convey thoughts and feelings. See 1-1: The Nature of Communication
- c. Incorrect. Messages are the verbal utterances, visual images, and nonverbal behaviors used to convey thoughts and feelings. See 1-1: The Nature of Communication
- d. Incorrect. Messages are the verbal utterances, visual images, and nonverbal behaviors used to convey thoughts and feelings. See 1-1: The Nature of Communication

**POINTS:**

**1**

**DIFFICULTY:**

**Easy**

**REFERENCES:**

The Nature of Communication

**QUESTION TYPE:**

Multiple Choice

**HAS VARIABLES:**

False

**LEARNING OBJECTIVES:**

COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:**

COMM1 - Communication

**TOPICS:**

Communication functions  
Foundations of communication

**KEYWORDS:**

Bloom's: Remember

**DATE CREATED:**

2/10/2020 6:40 AM

**DATE MODIFIED:**

2/10/2020 7:00 AM

**QUESTION ID:**

JFND-GTTW-EW5U-OCJT

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJI-CAAG-NAJT-C31S-EPBI-CESU-YP5N-CRSS-C3T1-GOSU-N3MD-GESU-NA3T-CE3U-G3UG-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

2. Kate tells her son Ben to tidy his room. Ben, who does not like the task, agrees to it but mumbles under his breath and makes a face. Ben's response is an example of \_\_\_\_\_.

- a. a script
- b. feedback
- c. a code
- d. noise

**ANSWER:**

**b**

**RATIONALE:**

Analysis:

- a. Incorrect. Ben is responding to the message sent by his mother. See 1-1: The Nature

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

## **Chapter 1: Communication Perspectives**

of Communication

b. Correct. Ben's response is an example of feedback. Feedback consists of the verbal and nonverbal messages sent by receivers to let senders know how the message is being interpreted. The child is giving visual and verbal feedback that indicates displeasure. See 1-1: The Nature of Communication

c. Incorrect. Ben is responding to the message sent by his mother. See 1-1: The Nature of Communication

d. Incorrect. Ben is responding to the message sent by his mother. See 1-1: The Nature of Communication

**POINTS:**

1

**DIFFICULTY:**

Challenging

**REFERENCES:**

The Nature of Communication

**QUESTION TYPE:**

Multiple Choice

**HAS VARIABLES:**

False

**LEARNING OBJECTIVES:**

COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM2 - Reflective Thinking

**TOPICS:**

Perception process in communication  
Foundations of communication

**KEYWORDS:**

Bloom's: Apply

**DATE CREATED:**

2/10/2020 7:16 AM

**DATE MODIFIED:**

2/10/2020 7:20 AM

**QUESTION ID:**

JFND-GTTW-EW5U-OP31

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJT-GJTU-Q3JW-CJ1D-O3MG-GASU-1C5B-8RSS-EQJU-GOSU-QCDG-COSU-QQBA-CP1D-QQJA-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

3. A(n) \_\_\_\_\_ is a "mental library" of scripts each of us draws from to create messages based on what worked for us or others in the past.

- a. emoticon
- b. canned plan
- c. channel
- d. communication index

**ANSWER:**

b

**RATIONALE:**

Analysis:

a. Incorrect. The mental library of scripts each of us draws from to create messages based on what worked for us or others in the past is used to form and interpret messages. See 1-1: The Nature of Communication

b. Correct. A canned plan is a "mental library" of scripts each of us draws from to create messages based on what worked for us or others in the past. See 1-1: The Nature of Communication

c. Incorrect. The mental library of scripts each of us draws from to create messages based on what worked for us or others in the past is used to form and interpret messages. See 1-1: The Nature of Communication

d. Incorrect. The mental library of scripts each of us draws from to create messages based on what worked for us or others in the past is used to form and interpret

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

## **Chapter 1: Communication Perspectives**

messages. See 1-1: The Nature of Communication

**POINTS:** 1

**DIFFICULTY:** Easy

**REFERENCES:** The Nature of Communication

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Communication functions  
Foundations of communication

**KEYWORDS:** Bloom's: Remember

**DATE CREATED:** 2/10/2020 7:20 AM

**DATE MODIFIED:** 2/10/2020 7:32 AM

**QUESTION ID:** JFND-GTTW-EW5U-OP3I

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMD-GH4S-EPMR-CE4U-OA3W-GRSU-EP3S-CRSS-CA3U-GOSU-CCTO-CCSU-OAUF-8R5G-NP3U-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

4. Which of the following is true of scripts?
- a. They are only developed in childhood.
  - b. The more scripts you have for each canned plan, the more likely you are to be an effective communicator.
  - c. They develop through personal experiences and not by observing others.
  - d. They can be used only in interpersonal communication.

**ANSWER:** b

**RATIONALE:** Analysis:

- a. Incorrect. We have canned plans and scripts for a wide variety of typical interactions. See 1-1: The Nature of Communication
- b. Correct. The larger your canned plan library and the more scripts you have for each canned plan, the more likely you will be to form appropriate and effective messages. Having a large canned library and more scripts also helps you to understand and respond appropriately to the messages of others. See 1-1: The Nature of Communication
- c. Incorrect. We have canned plans and scripts for a wide variety of typical interactions. See 1-1: The Nature of Communication
- d. Incorrect. We have canned plans and scripts for a wide variety of typical interactions. See 1-1: The Nature of Communication

**POINTS:** 1

**DIFFICULTY:** Moderate

**REFERENCES:** The Nature of Communication

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

## **Chapter 1: Communication Perspectives**

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Communication functions  
Foundations of communication

**KEYWORDS:** Bloom's: Understand

**DATE CREATED:** 2/10/2020 7:31 AM

**DATE MODIFIED:** 2/10/2020 7:34 AM

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**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJS-GO5U-EATW-GO3D-Q3MG-GYSU-EPT3-8YSU-KPDF-GOSS-CC5B-GESS-EQMF-GW5G-NPDN-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

5. In the context of the communication context, the \_\_\_\_\_ includes the environmental conditions surrounding a communication encounter.

- a. cultural context
- b. physical context
- c. psychological context
- d. social context

**ANSWER:** b

**RATIONALE:** Analysis:  
a. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication  
b. Correct. The physical context includes the location of a communication encounter, the environmental conditions surrounding it (temperature, lighting, and noise level), and the physical proximity of participants to each other. See 1-1: The Nature of Communication  
c. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication  
d. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication

**POINTS:** 1

**DIFFICULTY:** Easy

**REFERENCES:** The Nature of Communication

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Communication functions

**KEYWORDS:** Bloom's: Remember

**DATE CREATED:** 2/11/2020 1:28 AM

**DATE MODIFIED:** 2/11/2020 1:30 AM

**QUESTION ID:** JFND-GTTW-EW4D-NTBT

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

**Chapter 1: Communication Perspectives**

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJ3-C3OU-YPT3-G3TG-RA3A-CASS-RPMD-CRSU-NPBW-GOSS-CC33-GHSU-YQBW-GC3G-ECMN-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

6. Ronnie had a violin recital at his school. He played beautifully, but the acoustics in the room were so bad that only the people in the first few rows could hear him. This scenario is an example of failed communication because Ronnie did not take into account the \_\_\_\_\_ of communication.

- a. social context
- b. psychological context
- c. physical context
- d. historical context

**ANSWER:**

c

**RATIONALE:**

Analysis:

- a. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication
- b. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication
- c. Correct. This scenario is an example of failed communication because Ronnie did not take into account the physical context of communication. The physical context includes the location of a communication encounter, the environmental conditions surrounding it, and the physical proximity of the participants to each other. See 1-1: The Nature of Communication
- d. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication

**POINTS:**

1

**DIFFICULTY:**

Challenging

**REFERENCES:**

The Nature of Communication

**QUESTION TYPE:**

Multiple Choice

**HAS VARIABLES:**

False

**LEARNING OBJECTIVES:**

COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM2 - Reflective Thinking

**TOPICS:**

Communication types  
Public communication

**KEYWORDS:**

Bloom's: Apply

**DATE CREATED:**

2/10/2020 7:35 AM

**DATE MODIFIED:**

2/10/2020 7:38 AM

**QUESTION ID:**

JFND-GTTW-EW5U-1OTS

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJA-8RAU-OQJZ-GA4U-RCBU-GWSU-CQMG-8RSU-CCBT-GOSS-NQMG-GOSS-ECBT-CC5U-EPBW-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE



Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

### **Chapter 1: Communication Perspectives**

7. In the context of the communication context, the \_\_\_\_\_ is the nature of the relationship that already exists between participants.

- a. cultural context
- b. physical context
- c. psychological context
- d. social context

**ANSWER:**

d

**RATIONALE:**

Analysis:

a. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication

b. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication

c. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication

d. Correct. The social context of communication is the nature of the relationship that already exists between participants. The better you know someone, the more likely you are to accurately interpret their messages. See 1-1: The Nature of Communication

**POINTS:**

1

**DIFFICULTY:**

Easy

**REFERENCES:**

The Nature of Communication

**QUESTION TYPE:**

Multiple Choice

**HAS VARIABLES:**

False

**LEARNING OBJECTIVES:**

COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:**

Communication functions

**KEYWORDS:**

Bloom's: Remember

**DATE CREATED:**

2/11/2020 1:33 AM

**DATE MODIFIED:**

2/11/2020 1:35 AM

**QUESTION ID:**

JFND-GTTW-EW4D-NCTO

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJ1-GAAD-ECTS-GA4U-YCJW-COSU-RPDR-CRSS-GQMF-GOSS-RQJS-CCSU-KCJO-GY5U-EP5G-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

8. Marsha and Rachel went shopping for clothes. Marsha bought a new pair of jeans. The following day, Marsha, Rachel, and Markus met for coffee. Upon seeing Marsha in her new jeans, Rachel exclaimed, "Oh! You wore the new ones." Marsha nodded and smiled, but Markus had no idea what they were talking about. In this scenario, Markus did not understand the meaning of "the new ones" because he did not know the \_\_\_\_\_ of their communication.

- a. physical context
- b. social context
- c. historical context
- d. psychological context

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

## **Chapter 1: Communication Perspectives**

**ANSWER:** c

**RATIONALE:** Analysis:  
a. Incorrect. Marsha and Rachel understood each other because of their previous communication. See 1-1: The Nature of Communication  
b. Incorrect. Marsha and Rachel understood each other because of their previous communication. See 1-1: The Nature of Communication  
c. Correct. In this scenario, Markus did not understand the meaning of "the new ones" because he did not know the historical context of the exchange between Marsha and Rachel. The historical context of a communication encounter is the background provided by previous communication between the participants. See 1-1: The Nature of Communication  
d. Incorrect. Marsha and Rachel understood each other because of their previous communication. See 1-1: The Nature of Communication

**POINTS:** 1

**DIFFICULTY:** Challenging

**REFERENCES:** The Nature of Communication

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM2 - Reflective Thinking

**TOPICS:** Perception process in communication  
Communication types

**KEYWORDS:** Bloom's: Apply

**DATE CREATED:** 2/10/2020 7:38 AM

**DATE MODIFIED:** 2/10/2020 7:40 AM

**QUESTION ID:** JFND-GTTW-EW5U-1OTW

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJW-GF1U-Y3TO-GR4D-QCJW-GRSS-GAJT-8YSU-KAJS-GOSS-G3DD-8YSU-Y3J1-GRHD-GQMF-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

9. Which of the following statements is true of intrapersonal communication?

- a. It plays a role in shaping our self-perceptions.
- b. It is usually verbalized as monologues.
- c. It rarely occurs subconsciously.
- d. It occurs when you engage in a conversation with a friend.

**ANSWER:** a

**RATIONALE:** Analysis:  
a. Correct. The study of intrapersonal communication often focuses on its role in shaping self-perceptions and in managing communication apprehension—that is, the fear associated with communicating with others. The study focuses on self-talk as a means to improve self-concept and self-esteem and, ultimately, communication competence in a variety of situations. See 1-1: The Nature of Communication  
b. Incorrect. When you think about what you will do later today or when you send yourself email reminders, you are communicating intrapersonally. See 1-1: The Nature of Communication



Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

## **Chapter 1: Communication Perspectives**

- c. Incorrect. When you think about what you will do later today or when you send yourself email reminders, you are communicating intrapersonally. See 1-1: The Nature of Communication
- d. Incorrect. When you think about what you will do later today or when you send yourself email reminders, you are communicating intrapersonally. See 1-1: The Nature of Communication

**POINTS:** 1

**DIFFICULTY:** Moderate

**REFERENCES:** The Nature of Communication

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Intrapersonal communication  
Communication settings

**KEYWORDS:** Bloom's: Understand

**DATE CREATED:** 2/10/2020 7:41 AM

**DATE MODIFIED:** 2/10/2020 7:43 AM

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10. \_\_\_\_\_ is the fear associated with communicating with others.

- Psychological noise
- Communication synchronicity
- Communication apprehension
- Interaction coordination

**ANSWER:** c

**RATIONALE:** Analysis:

a. Incorrect. The study of intrapersonal communication often focuses on its role in managing the fear associated with communicating with others. See 1-1: The Nature of Communication

b. Incorrect. The study of intrapersonal communication often focuses on its role in managing the fear associated with communicating with others. See 1-1: The Nature of Communication

c. Correct. Communication apprehension is the fear associated with communicating with others. The study of intrapersonal communication focuses on self-talk as a means to improve self-concept and self-esteem and, ultimately, communication competence in a variety of situations. See 1-1: The Nature of Communication

d. Incorrect. The study of intrapersonal communication often focuses on its role in managing the fear associated with communicating with others. See 1-1: The Nature of Communication

**POINTS:** 1

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

**Chapter 1: Communication Perspectives**

**DIFFICULTY:** Easy  
**REFERENCES:** The Nature of Communication  
**QUESTION TYPE:** Multiple Choice  
**HAS VARIABLES:** False  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Intrapersonal communication  
 Learned communication  
**KEYWORDS:** Bloom's: Remember  
**DATE CREATED:** 2/10/2020 7:43 AM  
**DATE MODIFIED:** 2/10/2020 7:45 AM  
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11. \_\_\_\_\_ is characterized by informal interaction between two people who have an identifiable relationship with each other.

- a. Intrapersonal communication
- b. Mass communication
- c. Interpersonal communication
- d. Public communication

**ANSWER:** c

**RATIONALE:** Analysis:  
 a. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication  
 b. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication  
 c. Correct. Interpersonal communication is characterized by informal interaction between two people who have an identifiable relationship with each other. Talking to a friend between classes and speaking with your mother are examples of this type of communication. See 1-1: The Nature of Communication  
 d. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication

**POINTS:** 1

**DIFFICULTY:** Easy  
**REFERENCES:** The Nature of Communication  
**QUESTION TYPE:** Multiple Choice  
**HAS VARIABLES:** False  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Interpersonal communication

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

## **Chapter 1: Communication Perspectives**

Communication settings  
**KEYWORDS:** Bloom's: Remember  
**DATE CREATED:** 2/10/2020 7:46 AM  
**DATE MODIFIED:** 2/10/2020 7:48 AM  
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12. Which of the following statements is true of the differences between interpersonal and intrapersonal communication?
- Interpersonal communication occurs nonverbally, whereas intrapersonal communication does not occur nonverbally.
  - Interpersonal communication is delivered through mass media, whereas intrapersonal communication occurs within a group.
  - Interpersonal communication occurs between two people, whereas intrapersonal communication takes place only in our minds.
  - Interpersonal communication occurs between two people with a high level of intimacy, whereas intrapersonal communication can occur between any two people regardless of intimacy.

**ANSWER:** c

**RATIONALE:** Analysis:  
a. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication  
b. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication  
c. Correct. Interpersonal communication is characterized by informal interaction between two people. Intrapersonal communication refers to the interactions that occur in our minds when we are talking to ourselves. See 1-1: The Nature of Communication  
d. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication

**POINTS:** 1

**DIFFICULTY:** Challenging

**REFERENCES:** The Nature of Communication

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM2 - Reflective Thinking

**TOPICS:** Interpersonal communication  
Intrapersonal communication

**KEYWORDS:** Bloom's: Analyze

**DATE CREATED:** 2/11/2020 1:37 AM

**DATE MODIFIED:** 2/11/2020 1:39 AM

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Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

**Chapter 1: Communication Perspectives**

OCDB-GCSU-EP5R-8YSS-NP3U-GOSS-C3DF-COSS-CP3O-GJ1D-1P5F-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

13. \_\_\_\_\_ typically involves three to 20 people who come together to communicate with one another.

- a. Interpersonal communication
- b. Intrapersonal communication
- c. Mass communication
- d. Small-group communication

**ANSWER:** d

**RATIONALE:** Analysis:  
a. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication  
b. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication  
c. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication  
d. Correct. Small-group communication typically involves three to 20 people who come together to communicate with one another. Examples of small groups include a family, a group of friends, a group of classmates working on a project, and a workplace management team. See 1-1: The Nature of Communication

**POINTS:** 1

**DIFFICULTY:** Easy

**REFERENCES:** The Nature of Communication

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Group communication  
Communication settings

**KEYWORDS:** Bloom's: Remember

**DATE CREATED:** 2/11/2020 1:40 AM

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**QUESTION ID:** JFND-GTTW-EW4D-NCTS

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJO-CJTD-C3BO-CE4G-GAJO-GRSU-E3TZ-8RSU-K3BU-GOSU-NP3A-COSU-EQMG-G71D-OC DN-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

14. Sara's family members include her father, mother, and two brothers. They meet every weekend for dinner. When they meet, they talk about each other and discuss everything that happened during the week. In this case, Sara's family members are involved in \_\_\_\_\_.

- a. intrapersonal communication
- b. mass communication
- c. interpersonal communication
- d. small-group communication

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### Chapter 1: Communication Perspectives

**ANSWER:** d

**RATIONALE:** Analysis:  
a. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication  
b. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication  
c. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication  
d. Correct. In this case, Sara's family members are involved in small-group communication. Small-group communication typically involves three to 20 people who come together to communicate with one another. Examples of small groups include a family, a group of friends, a group of classmates working on a project, and a workplace management team. See 1-1: The Nature of Communication

**POINTS:** 1

**DIFFICULTY:** Challenging

**REFERENCES:** The Nature of Communication

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM2 - Reflective Thinking

**TOPICS:** Group communication  
Communication settings

**KEYWORDS:** Bloom's: Apply

**DATE CREATED:** 2/11/2020 1:42 AM

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**QUESTION ID:** JFND-GTTW-EW4D-NCTI

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMB-GI1S-EQMN-CC3U-YPMN-GWSS-NPTS-8RSU-EPJ3-GOSU-NCBT-CESS-CQJW-CRHS-KAMF-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

15. In the context of communication settings, \_\_\_\_\_ is delivered to audiences of more than 20 people.

- a. intrapersonal communication
- b. public communication
- c. interpersonal communication
- d. small-group communication

**ANSWER:** b

**RATIONALE:** Analysis:  
a. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication  
b. Correct. In the context of communication settings, public communication is delivered to audiences of more than 20 people. Examples include public speeches, presentations, and forums we may experience in person or via mediated or technology-driven channels. See 1-1: The Nature of Communication  
c. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication

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d. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication

**POINTS:** 1

**DIFFICULTY:** Easy

**REFERENCES:** The Nature of Communication

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Group communication  
Communication settings

**KEYWORDS:** Bloom's: Remember

**DATE CREATED:** 2/11/2020 1:45 AM

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**QUESTION ID:** JFND-GTTW-EW4D-NCTW

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMG-GAHD-RP3W-CO4S-NQMD-GCSS-RP5R-8RSS-N3MR-GOSU-Y3TZ-CASU-1AMD-COHU-OATA-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

16. Unlike intrapersonal communication, mass communication

- a. occurs in our minds.
- b. involves communicating with three to 20 people to solve a problem.
- c. is delivered to large segments of the population.
- d. occurs only in face-to-face settings.

**ANSWER:** c

**RATIONALE:** Analysis:

a. Incorrect. Examples of mass communication include radio and television programs and advertisements. See 1-1: The Nature of Communication

b. Incorrect. Examples of mass communication include radio and television programs and advertisements. See 1-1: The Nature of Communication

c. Correct. Mass communication is delivered by individuals and entities through mass media to large segments of the population. Some examples include newspaper and magazine articles and advertisements. Intrapersonal communication refers to the interactions that occur in our minds when we are talking to ourselves. See 1-1: The Nature of Communication

d. Incorrect. Examples of mass communication include radio and television programs and advertisements. See 1-1: The Nature of Communication

**POINTS:** 1

**DIFFICULTY:** Challenging

**REFERENCES:** The Nature of Communication

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they



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operate in communication.

**ACCREDITING STANDARDS:** COMM2 - Reflective Thinking

**TOPICS:** Mass communications  
Public communication

**KEYWORDS:** Bloom's: Analyze

**DATE CREATED:** 2/11/2020 1:48 AM

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**QUESTION ID:** JFND-GTTW-EW4D-NC4N

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJO-CT1G-KP3S-CP1D-OC5B-GESU-C3MD-CRSS-GATU-GOSU-YCTS-GASS-EA3Z-8Y5D-YAUG-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

17. Newspaper and magazine articles are examples of \_\_\_\_\_.

- a. intrapersonal communication
- b. mass communication
- c. interpersonal communication
- d. small-group communication

**ANSWER:** b

**RATIONALE:** Analysis:  
a. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication  
b. Correct. Mass communication is delivered by individuals and entities through mass media to large segments of the population. Some examples include newspaper and magazine articles and advertisements, as well as radio and television programs and advertisements. See 1-1: The Nature of Communication  
c. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication  
d. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication

**POINTS:** 1

**DIFFICULTY:** Easy

**REFERENCES:** The Nature of Communication

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Mass communications  
Communication settings

**KEYWORDS:** Bloom's: Remember

**DATE CREATED:** 2/11/2020 1:51 AM

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**QUESTION ID:** JFND-GTTW-EW4D-NC33

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-

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4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJZ-CRAU-KQMF-CT1G-GPBU-GCSU-GCJ1-8RSS-EC33-GOSS-R3DN-GESS-RP3Z-8R5U-KCJI-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

18. Which of the following is a similarity between mass, public, and small-group communication?

- a. They all are forms of intrapersonal communication.
- b. They all occur only in face-to-face settings.
- c. They all involve communicating with more than two people.
- d. They all are devoid of nonverbal contextual clues.

**ANSWER:**

**c**

**RATIONALE:**

Analysis:

- a. Incorrect. Mass, public, and small-group communication are all types of communication settings. See 1-1: The Nature of Communication
- b. Incorrect. Mass, public, and small-group communication are all types of communication settings. See 1-1: The Nature of Communication
- c. Correct. Mass, public, and small-group communication all involve more than two people, as opposed to interpersonal or intrapersonal communication. See 1-1: The Nature of Communication
- d. Incorrect. Mass, public, and small-group communication are all types of communication settings. See 1-1: The Nature of Communication

**POINTS:**

**1**

**DIFFICULTY:**

Moderate

**REFERENCES:**

The Nature of Communication

**QUESTION TYPE:**

Multiple Choice

**HAS VARIABLES:**

False

**LEARNING OBJECTIVES:**

COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:**

Public communication  
Group communication

**KEYWORDS:**

Bloom's: Understand

**DATE CREATED:**

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**QUESTION ID:**

JFND-GTTW-EW4D-NC3A

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMB-GW3G-RCJO-CA4G-RC3U-GESS-NPBS-CESS-N3UD-GOSS-ECDB-GRSU-CPJT-CAHD-OQBW-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

19. \_\_\_\_\_ are textual images that symbolize the sender's mood or facial expressions.

- a. Acronyms
- b. Emoticons
- c. Doodles
- d. GIFs

**ANSWER:**

**b**

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**RATIONALE:** Analysis:  
a. Incorrect. Face-to-face communication has three basic channels: verbal symbols, nonverbal cues, and visual images. See 1-2: The Communication Process  
b. Correct. Emoticons are textual images that symbolize the sender's mood, emotion, or facial expressions. See 1-2: The Communication Process  
c. Incorrect. Face-to-face communication has three basic channels: verbal symbols, nonverbal cues, and visual images. See 1-2: The Communication Process  
d. Incorrect. Face-to-face communication has three basic channels: verbal symbols, nonverbal cues, and visual images. See 1-2: The Communication Process

**POINTS:** 1

**DIFFICULTY:** Easy

**REFERENCES:** The Communication Process

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.02 - Explain the communication process.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Channels  
Messages

**KEYWORDS:** Bloom's: Remember

**DATE CREATED:** 2/11/2020 1:57 AM

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**QUESTION ID:** JFND-GTTW-EW4D-NC4F

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMR-CE4D-CCDN-GH4D-NCUR-GHSS-GAJZ-8YSU-KPJT-GOSU-NQMD-GRSU-RPMD-GBTU-1C5N-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

20. A technologically mediated communication channel
- lacks nonverbal and visual images.
  - does not allow for immediate feedback.
  - uses acronyms to stand in for common phrases.
  - has the highest media richness and synchronicity.

**ANSWER:** c

**RATIONALE:** Analysis:  
a. Incorrect. Technologically mediated communication uses the same channels as face-to-face communication. See 1-2: The Communication Process  
b. Incorrect. Technologically mediated communication uses the same channels as face-to-face communication. See 1-2: The Communication Process  
c. Correct. Technologically mediated communication uses the same channels as face-to-face communication, though nonverbal cues such as movements, touch, and gestures are represented by visual symbols like emoticons (textual images that symbolize the sender's mood, emotion, or facial expressions) and acronyms (abbreviations that stand in for common phrases). See 1-2: The Communication Process  
d. Incorrect. Technologically mediated communication uses the same channels as face-to-face communication. See 1-2: The Communication Process

**POINTS:** 1

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

**Chapter 1: Communication Perspectives**

**DIFFICULTY:** Moderate  
**REFERENCES:** The Communication Process  
**QUESTION TYPE:** Multiple Choice  
**HAS VARIABLES:** False  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.02 - Explain the communication process.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Understanding the message  
 Learned communication  
**KEYWORDS:** Bloom's: Understand  
**DATE CREATED:** 2/11/2020 2:00 AM  
**DATE MODIFIED:** 2/11/2020 2:02 AM  
**QUESTION ID:** JFND-GTTW-EW4D-NC3U  
**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJT-GRHU-EQMF-CA3D-YQB1-CESU-E3JO-CESU-YPJU-GOSU-N3UN-CRSU-QA3S-GA3S-KCDN-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

21. Which of the following is true of media richness?
- Written communication is the richest media channel.
  - The less information offered via a given channel, the leaner it is.
  - The richness of a channel depends on the number of people involved in a conversation via that channel.
  - The leaner the channel, the lower the chances are for misunderstanding.

**ANSWER:** b  
**RATIONALE:** Analysis:  
 a. Incorrect. Media richness refers to how much and what kinds of information can be transmitted via a particular channel. See 1-2: The Communication Process  
 b. Correct. The less information offered via a given channel, the leaner it is. The leaner the channel, the greater the chances are for misunderstanding. See 1-2: The Communication Process  
 c. Incorrect. Media richness refers to how much and what kinds of information can be transmitted via a particular channel. See 1-2: The Communication Process  
 d. Incorrect. Media richness refers to how much and what kinds of information can be transmitted via a particular channel. See 1-2: The Communication Process

**POINTS:** 1  
**DIFFICULTY:** Moderate  
**REFERENCES:** The Communication Process  
**QUESTION TYPE:** Multiple Choice  
**HAS VARIABLES:** False  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.02 - Explain the communication process.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Channels  
 Noise  
**KEYWORDS:** Bloom's: Understand  
**DATE CREATED:** 2/11/2020 3:25 AM  
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Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

**Chapter 1: Communication Perspectives**

**QUESTION ID:** JFND-GTTW-EW4D-NPKG

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJU-GC4D-E3TI-GJ1G-KAJO-GHSU-NP5G-CRSS-CP3O-GOSS-NPTA-GWSU-E3JW-GHAS-RP5R-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

22. The term "\_\_\_\_\_" refers to any stimulus that interferes with the process of achieving shared meaning.

- a. noise
- b. feedback
- c. script
- d. synchronicity

**ANSWER:** a

**RATIONALE:** Analysis:  
a. Correct. Noise is any stimulus that interferes with the process of achieving shared meaning. It can be physical or psychological. See 1-2: The Communication Process  
b. Incorrect. An interfering stimulus can distract us from a message. See 1-2: The Communication Process  
c. Incorrect. An interfering stimulus can distract us from a message. See 1-2: The Communication Process  
d. Incorrect. An interfering stimulus can distract us from a message. See 1-2: The Communication Process

**POINTS:** 1

**DIFFICULTY:** Easy

**REFERENCES:** The Communication Process

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.02 - Explain the communication process.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Perception process in communication  
Noise

**KEYWORDS:** Bloom's: Remember

**DATE CREATED:** 2/11/2020 3:39 AM

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**QUESTION ID:** JFND-GTTW-EW4D-NPJT

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJI-CE5D-NA5N-CA3S-K3MN-GOSU-13MN-8YSU-Y3TA-GOSU-KCJ3-CASU-RQB1-G3TS-K3JW-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

23. During class, Adam could not concentrate on the lecture because he was thinking of a movie that he had watched the previous night. In this scenario, Adam is distracted because of \_\_\_\_\_.

- a. physiological noise
- b. semantic noise
- c. psychological noise
- d. physical noise

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**ANSWER:** c

**RATIONALE:** Analysis:  
a. Incorrect. An interfering stimulus can distract us from a message. See 1-2: The Communication Process  
b. Incorrect. An interfering stimulus can distract us from a message. See 1-2: The Communication Process  
c. Correct. In this scenario, Adam is distracted because of psychological noise. Psychological noise refers to the thoughts and feelings we experience that compete with the sender's message for our attention. When we daydream about what we have to do at work or feel offended when a speaker uses foul language, we are being distracted by psychological noise. See 1-2: The Communication Process  
d. Incorrect. An interfering stimulus can distract us from a message. See 1-2: The Communication Process

**POINTS:** 1

**DIFFICULTY:** Challenging

**REFERENCES:** The Communication Process

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.02 - Explain the communication process.

**ACCREDITING STANDARDS:** COMM2 - Reflective Thinking

**TOPICS:** Noise  
Channels

**KEYWORDS:** Bloom's: Apply

**DATE CREATED:** 2/11/2020 3:42 AM

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**QUESTION ID:** JFND-GTTW-EW4D-NPJZ

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJS-CITG-C3BA-CE3D-GCT3-COSS-ECDG-8RSS-ECTA-GOSU-CPDD-CWSS-K3DG-GRAD-OATW-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

24. Which of the following is a characteristic of communication?

- a. Communication can happen without a purpose.
- b. Communication ends when a person interprets your message.
- c. Once an exchange takes place, it is irreversible.
- d. Messages are interpreted in the same way across all settings.

**ANSWER:** c

**RATIONALE:** Analysis:  
a. Incorrect. When you participate in an online discussion or leave a post on a blog, you are leaving an electronic "footprint" that others can follow and read. See 1-3: Characteristics of Communication  
b. Incorrect. When you participate in an online discussion or leave a post on a blog, you are leaving an electronic "footprint" that others can follow and read. See 1-3: Characteristics of Communication  
c. Correct. Once an exchange takes place, we can never go back in time and erase the communication. We might be able to repair the damage done, but the message has been communicated. See 1-3: Characteristics of Communication



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d. Incorrect. When you participate in an online discussion or leave a post on a blog, you are leaving an electronic "footprint" that others can follow and read. See 1-3: Characteristics of Communication

**POINTS:** 1  
**DIFFICULTY:** Moderate  
**REFERENCES:** Characteristics of Communication  
**QUESTION TYPE:** Multiple Choice  
**HAS VARIABLES:** False  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Continuous communication  
 Purpose of communication  
**KEYWORDS:** Bloom's: Understand  
**DATE CREATED:** 2/11/2020 3:56 AM  
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**QUESTION ID:** JFND-GTTW-EW4D-ROJZ  
**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJU-CC4D-N3BS-GPTD-CAMB-COSU-GA5D-CESU-KPTA-GOSU-GAJT-CCSS-GQB1-8R4G-ECMD-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

25. Communication being indexical most likely means that
- a. it is measured by taking information at face value.
  - b. symmetrical feedback signals disagreement about who is in control.
  - c. it is based on the level of trust, control, and intimacy in a relationship.
  - d. complementary feedback signals agreement about who is in control.

**ANSWER:** c

**RATIONALE:** Analysis:  
 a. Incorrect. An index refers to a measure of the emotional temperature of a relationship at a given time. See 1-3: Characteristics of Communication  
 b. Incorrect. An index refers to a measure of the emotional temperature of a relationship at a given time. See 1-3: Characteristics of Communication  
 c. Correct. Through tone of voice and other nonverbal cues, we communicate something about a relationship. A message exchange can signal the level of trust, control, and intimacy in a relationship. See 1-3: Characteristics of Communication  
 d. Incorrect. An index refers to a measure of the emotional temperature of a relationship at a given time. See 1-3: Characteristics of Communication

**POINTS:** 1  
**DIFFICULTY:** Moderate  
**REFERENCES:** Characteristics of Communication  
**QUESTION TYPE:** Multiple Choice  
**HAS VARIABLES:** False  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Continuous communication

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

## **Chapter 1: Communication Perspectives**

Purpose of communication  
**KEYWORDS:** Bloom's: Understand  
**DATE CREATED:** 2/11/2020 3:59 AM  
**DATE MODIFIED:** 2/11/2020 4:02 AM  
**QUESTION ID:** JFND-GTTW-EW4D-ROJI  
**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMN-GJUG-R3JU-GBUD-NCTA-8YSS-RA3I-CRSU-O3TO-GOSU-EAUG-CCSU-YATZ-GE4D-EP3O-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

26. In a movie screening, the audience shrieked out of fear during a scene. This is an example of \_\_\_\_\_.  
 a. a constructed message  
 b. synchronicity  
 c. a spontaneous expression  
 d. immediacy

**ANSWER:** c  
**RATIONALE:** Analysis:  
 a. Incorrect. Communication messages vary in terms of conscious thought. See 1-3: Characteristics of Communication  
 b. Incorrect. Communication messages vary in terms of conscious thought. See 1-3: Characteristics of Communication  
 c. Correct. The given scenario is an example of a spontaneous expression. A spontaneous expression is one that is spoken without much conscious thought. See 1-3: Characteristics of Communication  
 d. Incorrect. Communication messages vary in terms of conscious thought. See 1-3: Characteristics of Communication

**POINTS:** 1  
**DIFFICULTY:** Challenging  
**REFERENCES:** Characteristics of Communication  
**QUESTION TYPE:** Multiple Choice  
**HAS VARIABLES:** False  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.  
**ACCREDITING STANDARDS:** COMM2 - Reflective Thinking  
**TOPICS:** Purpose of communication  
 Continuous communication  
**KEYWORDS:** Bloom's: Apply  
**DATE CREATED:** 2/11/2020 4:05 AM  
**DATE MODIFIED:** 2/11/2020 4:14 AM  
**QUESTION ID:** JFND-GTTW-EW4D-RO1B  
**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJS-CA5D-NQBI-CE3S-KQBO-CWSU-R3TO-CRSU-GC3I-GOSS-KPT3-GASS-C3TT-8Y4U-C3UN-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

27. While playing, Marcie exclaimed, "Ouch!" as she slipped in the mud and fell. Marvin immediately asked, "Are you alright?" When she said, "No!" Marvin carefully said, "All right. This is a new situation. Why don't we go find a hose and

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### **Chapter 1: Communication Perspectives**

try to clean you off?" In this scenario, Marvin's message is an example of \_\_\_\_\_.

- a. a spontaneous expression
- b. synchronicity
- c. a constructed message
- d. physical noise

**ANSWER:**

**c**

**RATIONALE:**

Analysis:

a. Incorrect. Communication messages vary in terms of conscious thought. See 1-3: Characteristics of Communication

b. Incorrect. Communication messages vary in terms of conscious thought. See 1-3: Characteristics of Communication

c. Correct. Marvin's message is an example of a constructed message. Some of our messages are constructed messages that are formed carefully and thoughtfully when our known scripts are inadequate for the situation. See 1-3: Characteristics of Communication

d. Incorrect. Communication messages vary in terms of conscious thought. See 1-3: Characteristics of Communication

**POINTS:**

**1**

**DIFFICULTY:**

Challenging

**REFERENCES:**

Characteristics of Communication

**QUESTION TYPE:**

Multiple Choice

**HAS VARIABLES:**

False

**LEARNING OBJECTIVES:**

COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.

**ACCREDITING STANDARDS:**

COMM2 - Reflective Thinking

**TOPICS:**

Perception process in communication  
Understanding the message

**KEYWORDS:**

Bloom's: Apply

**DATE CREATED:**

2/11/2020 4:14 AM

**DATE MODIFIED:**

2/11/2020 4:16 AM

**QUESTION ID:**

JFND-GTTW-EW4D-ROTA

**QUESTION GLOBAL ID:**

GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMG-GYHD-RQMR-CWAS-RAT3-GRSS-RATT-CRSS-GPMN-GOSU-Y3UN-GRSU-GPUN-GTTU-KC5N-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

28. Identify a true statement about communication.

- a. How messages are formed and interpreted depends on the cultural background of the participants.
- b. Communication is reversible and intermittent and does not necessarily require a purpose.
- c. The cultural influences of different groups of people have no effect on communication between participants.
- d. There is only one cultural standard that tells people exactly how to communicate in any given situation.

**ANSWER:**

**a**

**RATIONALE:**

Analysis:

a. Correct. How messages are formed and interpreted depends on the cultural background of the participants. We need to be mindful of our communication behavior as we interact with others from different cultures, so we don't unintentionally communicate in ways that are culturally inappropriate or insensitive. See 1-3:

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Characteristics of Communication

b. Incorrect. Because cultural concerns permeate all communication, certain concepts and skills may be viewed differently by members of various cultural groups. See 1-3: Characteristics of Communication

c. Incorrect. Because cultural concerns permeate all communication, certain concepts and skills may be viewed differently by members of various cultural groups. See 1-3: Characteristics of Communication

d. Incorrect. Because cultural concerns permeate all communication, certain concepts and skills may be viewed differently by members of various cultural groups. See 1-3: Characteristics of Communication

**POINTS:**

1

**DIFFICULTY:**

Moderate

**REFERENCES:**

Characteristics of Communication

**QUESTION TYPE:**

Multiple Choice

**HAS VARIABLES:**

False

**LEARNING OBJECTIVES:**

COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.

**ACCREDITING STANDARDS:**

COMM1 - Communication

**TOPICS:**

Cultural and gender influences  
Learned communication

**KEYWORDS:**

Bloom's: Understand

**DATE CREATED:**

2/11/2020 4:16 AM

**DATE MODIFIED:**

2/11/2020 4:19 AM

**QUESTION ID:**

JFND-GTTW-EW4D-RO1D

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJW-GW5D-K3DG-GA5U-C3BO-GHSS-CPTI-8RSU-NPJU-GOSU-CA3I-GCSU-KCDG-CC5S-CC5D-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

29. Which of the following is a general principle that guides ethical communication?

- a. We should make choices with ethical implications only when we communicate complex messages.
- b. We can use dark side messages when we want to be ethical and appropriate.
- c. In most cases, we should not intentionally try to deceive others.
- d. In most cases, we should not have an other-centered focus during communication.

**ANSWER:**

c

**RATIONALE:**

Analysis:

a. Incorrect. Every time we communicate, we make choices with ethical implications. See 1-4: Communication and Ethics

b. Incorrect. Every time we communicate, we make choices with ethical implications. See 1-4: Communication and Ethics

c. Correct. Ethical communicators are honest. In most cases, we should not intentionally try to deceive others. See 1-4: Communication and Ethics

d. Incorrect. Every time we communicate, we make choices with ethical implications. See 1-4: Communication and Ethics

**POINTS:**

1

**DIFFICULTY:**

Moderate

**REFERENCES:**

Communication and Ethics

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**QUESTION TYPE:** Multiple Choice  
**HAS VARIABLES:** False  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.04 - Assess messages using the principles of ethical communication.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Ethical communication  
 Understanding the message  
**KEYWORDS:** Bloom's: Understand  
**DATE CREATED:** 2/11/2020 4:19 AM  
**DATE MODIFIED:** 2/11/2020 4:22 AM  
**QUESTION ID:** JFND-GTTW-EW4D-ROTU  
**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJ1-CWAU-CPUN-8YHS-CA5F-CASU-RATZ-8RSU-K3UD-GOSS-GPDG-COSS-GPTS-CO4G-GAUD-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

30. Ethical communicators

- a. maintain inconsistency between their actions and words.
- b. consider all the circumstances, even if they are irrelevant to the situation at hand.
- c. refrain from gossiping, bullying, and spreading rumors.
- d. communicate using "easy dark side" messages.

**ANSWER:** c

**RATIONALE:** Analysis:  
 a. Incorrect. Ethical communicators are responsible. See 1-4: Communication and Ethics  
 b. Incorrect. Ethical communicators are responsible. See 1-4: Communication and Ethics  
 c. Correct. Ethical communicators understand that their message can hurt others or their own reputation. They act responsibly and refrain from gossiping, spreading rumors, bullying, and so forth. See 1-4: Communication and Ethics  
 d. Incorrect. Ethical communicators are responsible. See 1-4: Communication and Ethics

**POINTS:** 1

**DIFFICULTY:** Easy

**REFERENCES:** Communication and Ethics

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.04 - Assess messages using the principles of ethical communication.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Ethical communication  
 Communication competence

**KEYWORDS:** Bloom's: Remember

**DATE CREATED:** 2/11/2020 4:22 AM

**DATE MODIFIED:** 2/11/2020 4:26 AM

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**QUESTION ID:** JFND-GTTW-EW4D-ROTT

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJS-CTUD-Y3TW-GAAG-EAUD-GWSS-CQBA-8YSU-CQJS-GOSU-GQDR-GOSU-YA5D-C31G-RP3Z-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

31. Communication is effective when it
- a. conforms to expectations.
  - b. achieves its goals.
  - c. increases apprehension among the listeners.
  - d. emphasizes only verbal cues.

**ANSWER:** b

**RATIONALE:** Analysis:

- a. Incorrect. Communication competence is the impression that communicative behavior is both appropriate and effective in a given situation. See 1-5: Communication Competence
- b. Correct. Communication is effective when it achieves its goal. It is part of communication competence. See 1-5: Communication Competence
- c. Incorrect. Communication competence is the impression that communicative behavior is both appropriate and effective in a given situation. See 1-5: Communication Competence
- d. Incorrect. Communication competence is the impression that communicative behavior is both appropriate and effective in a given situation. See 1-5: Communication Competence

**POINTS:** 1

**DIFFICULTY:** Moderate

**REFERENCES:** Communication Competence

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.05 - Develop a personal communication improvement plan.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Communication skills  
Communication competence

**KEYWORDS:** Bloom's: Understand

**DATE CREATED:** 2/11/2020 4:27 AM

**DATE MODIFIED:** 2/11/2020 4:30 AM

**QUESTION ID:** JFND-GTTW-EW4D-ROTO

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJT-CR4D-C3TW-COHU-Q3DR-8RSS-ECMD-CRSS-KPDN-GOSU-CPDR-CRSU-CCT1-GO5G-RCUN-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

32. People who experience situational communication apprehension
- a. feel anxious in most speaking situations.
  - b. experience anxiety only when receiving immediate feedback on their communication.



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- c. have a short-lived feeling of anxiety during specific encounters.
- d. feel anxious about speaking only with a certain person or group of people.

**ANSWER:** c

**RATIONALE:** Analysis:  
a. Incorrect. Communication apprehension is "the fear or anxiety associated with real or anticipated communication with others." See 1-5: Communication Competence  
b. Incorrect. Communication apprehension is "the fear or anxiety associated with real or anticipated communication with others." See 1-5: Communication Competence  
c. Correct. Although most people think of public speaking anxiety when they hear the term "communication apprehension" (CA), there are four different types of CA. People who experience situational CA experience a short-lived feeling of anxiety that occurs during specific encounters. See 1-5: Communication Competence  
d. Incorrect. Communication apprehension is "the fear or anxiety associated with real or anticipated communication with others." See 1-5: Communication Competence

**POINTS:** 1

**DIFFICULTY:** Moderate

**REFERENCES:** Communication Competence

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.05 - Develop a personal communication improvement plan.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Communication skills  
Social ease in communicating

**KEYWORDS:** Bloom's: Understand

**DATE CREATED:** 2/11/2020 4:31 AM

**DATE MODIFIED:** 2/11/2020 4:33 AM

**QUESTION ID:** JFND-GTTW-EW4D-ROTI

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJ1-GR5D-KPDN-8BTU-NQJU-CESU-NAUN-CRSU-NQBW-GOSU-NCMN-GASU-NP3A-G3UD-CCJ3-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

33. Trying to decide for oneself about what food to eat is an example of intrapersonal communication.

- a. True
- b. False

**ANSWER:** True

**RATIONALE:** Analysis:  
T  
Correct. Deciding what to have for dinner is an example of intrapersonal communication. Intrapersonal communication refers to the interactions that occur in our minds when we are talking to ourselves. See 1-1: The Nature of Communication  
F  
Incorrect. Deciding what to have for dinner is an example of intrapersonal communication. Intrapersonal communication refers to the interactions that occur in our minds when we are talking to ourselves. See 1-1: The Nature of Communication

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**POINTS:** 1  
**DIFFICULTY:** Moderate  
**REFERENCES:** The Nature of Communication  
**QUESTION TYPE:** True / False  
**HAS VARIABLES:** False  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Intrapersonal communication  
 Communication types  
**KEYWORDS:** Bloom's: Understand  
**DATE CREATED:** 2/11/2020 4:34 AM  
**DATE MODIFIED:** 2/11/2020 4:38 AM  
**QUESTION ID:** JFND-GTTW-EW4D-RQBA  
**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMR-8Y5D-RA31-GT1U-GQDF-GESU-YA3A-CRSS-GP3T-GOSU-YC5F-GRSU-NPBI-GEAU-YA3U-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

34. Interpersonal communication usually occurs through mass media.

- a. True
- b. False

**ANSWER:** False

**RATIONALE:** Analysis:  
 T  
 Incorrect. Interpersonal communication is characterized by informal interaction between two people who have an identifiable relationship with each other. Talking to a friend between classes and speaking with your mother are examples of this type of communication. See 1-1: The Nature of Communication  
 F  
 Correct. Interpersonal communication is characterized by informal interaction between two people who have an identifiable relationship with each other. Talking to a friend between classes and speaking with your mother are examples of this type of communication. See 1-1: The Nature of Communication

**POINTS:** 1  
**DIFFICULTY:** Moderate  
**REFERENCES:** The Nature of Communication  
**QUESTION TYPE:** True / False  
**HAS VARIABLES:** False  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Interpersonal communication  
 Mass communications  
**KEYWORDS:** Bloom's: Understand

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**Chapter 1: Communication Perspectives**

DATE CREATED: 2/11/2020 4:38 AM  
 DATE MODIFIED: 2/11/2020 4:41 AM  
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 QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJZ-CEAG-RPB3-CFTG-RA33-8RSU-QCBU-8YSS-N3DR-GOSU-Y3UF-GESU-QQBA-8R5U-YQMR-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

35. Synchronicity is the extent to which a channel allows for immediate feedback.

- a. True
- b. False

ANSWER: True

RATIONALE: Analysis:  
 T  
 Correct. Synchronicity is the extent to which a channel allows for immediate feedback. Synchronous channels allow communication to occur in real time. See 1-2: The Communication Process  
 F  
 Incorrect. Synchronicity is the extent to which a channel allows for immediate feedback. Synchronous channels allow communication to occur in real time. See 1-2: The Communication Process

POINTS: 1

DIFFICULTY: Easy

REFERENCES: The Communication Process

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.02 - Explain the communication process.

ACCREDITING STANDARDS: COMM1 - Communication

TOPICS: Channels  
 Messages

KEYWORDS: Bloom's: Remember

DATE CREATED: 2/11/2020 4:42 AM

DATE MODIFIED: 2/11/2020 4:43 AM

QUESTION ID: JFND-GTTW-EW4D-RQB1

QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJO-GAAG-C3JW-CIUD-C3JA-CCSU-YQMN-8YSU-1A3S-GOSU-CCBO-GASU-RQJT-CTUD-YP3U-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

36. The main role of feedback is to avoid noise.

- a. True
- b. False

ANSWER: False

RATIONALE: Analysis:  
 T  
 Incorrect. Noise is anything that interferes with communication. Feedback is a reaction

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### **Chapter 1: Communication Perspectives**

or response to a message. See 1-2: The Communication Process

F

Correct. Noise is anything that interferes with communication. Feedback is a reaction or response to a message. See 1-2: The Communication Process

**POINTS:**

1

**DIFFICULTY:**

Moderate

**REFERENCES:**

The Communication Process

**QUESTION TYPE:**

True / False

**HAS VARIABLES:**

False

**LEARNING OBJECTIVES:**

COMM.SELLNOW.2021.01.02 - Explain the communication process.

**ACCREDITING STANDARDS:**

COMM1 - Communication

**TOPICS:**

Noise  
Messages

**KEYWORDS:**

Bloom's: Understand

**DATE CREATED:**

2/11/2020 4:44 AM

**DATE MODIFIED:**

2/11/2020 4:46 AM

**QUESTION ID:**

JFND-GTTW-EW4D-RQBZ

**QUESTION GLOBAL ID:**

GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMB-GB1D-1QDN-CF1G-NPTT-CASU-CPJW-CRSS-KQMR-GOSU-EAUG-GRSS-R3JZ-CC5U-YPBI-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

37. Symmetrical feedback signals agreement about who is in control.

a. True

b. False

**ANSWER:**

False

**RATIONALE:**

Analysis:

T

Incorrect. Complementary feedback signals agreement about who is in control, whereas symmetrical feedback signals disagreement. See 1-3: Characteristics of Communication

F

Correct. Complementary feedback signals agreement about who is in control, whereas symmetrical feedback signals disagreement. See 1-3: Characteristics of Communication

**POINTS:**

1

**DIFFICULTY:**

Easy

**REFERENCES:**

Characteristics of Communication

**QUESTION TYPE:**

True / False

**HAS VARIABLES:**

False

**LEARNING OBJECTIVES:**

COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.

**ACCREDITING STANDARDS:**

COMM1 - Communication

**TOPICS:**

Cultural and gender influences  
Theories of communication

**KEYWORDS:**

Bloom's: Remember

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DATE CREATED: 2/11/2020 4:47 AM  
 DATE MODIFIED: 2/11/2020 4:50 AM  
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38. What is considered competent communication in one culture may not be considered competent communication in another culture.

- a. True
- b. False

ANSWER: True

RATIONALE: Analysis:

T

Correct. Communication is guided by culture. How messages are formed and interpreted depends on the cultural background of the participants. See 1-3: Characteristics of Communication

F

Incorrect. Communication is guided by culture. How messages are formed and interpreted depends on the cultural background of the participants. See 1-3: Characteristics of Communication

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Characteristics of Communication

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.

ACCREDITING STANDARDS: COMM1 - Communication

TOPICS: Cultural and gender influences  
Purpose of communication

KEYWORDS: Bloom's: Understand

DATE CREATED: 2/11/2020 5:24 AM

DATE MODIFIED: 2/11/2020 5:26 AM

QUESTION ID: JFND-GTTW-EW4D-RQJW

QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMR-8Y4G-EC3U-G3TU-CC3S-8YSS-RCMF-CRSU-NPB3-GOSS-NCBT-CCSU-GCBS-GOHG-GAUN-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

39. People who experience trait-like communication apprehension feel anxious about speaking only with a certain person or group of people.

- a. True
- b. False

ANSWER: False

RATIONALE: Analysis:

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

## **Chapter 1: Communication Perspectives**

T

Incorrect. Although most people think of public speaking anxiety when they hear the term "communication apprehension" (CA), there are four different types of CA. People who experience trait-like CA feel anxious in most speaking situations. People who experience audience-based CA feel anxious about speaking only with a certain person or group of people. See 1-5: Communication Competence

F

Correct. Although most people think of public speaking anxiety when they hear the term "communication apprehension" (CA), there are four different types of CA. People who experience trait-like CA feel anxious in most speaking situations. People who experience audience-based CA feel anxious about speaking only with a certain person or group of people. See 1-5: Communication Competence

**POINTS:**

1

**DIFFICULTY:**

Moderate

**REFERENCES:**

Communication Competence

**QUESTION TYPE:**

True / False

**HAS VARIABLES:**

False

**LEARNING OBJECTIVES:**

COMM.SELLNOW.2021.01.05 - Develop a personal communication improvement plan.

**ACCREDITING STANDARDS:**

COMM1 - Communication

**TOPICS:**

Social ease in communicating  
Communication skills

**KEYWORDS:**

Bloom's: Understand

**DATE CREATED:**

2/11/2020 5:26 AM

**DATE MODIFIED:**

2/11/2020 5:28 AM

**QUESTION ID:**

JFND-GTTW-EW4D-RTJ3

**QUESTION GLOBAL ID:**

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40. Explain the characteristics of small-group communication and mass communication with examples.

**ANSWER:**

Answers will vary. Small-group communication typically involves three to 20 people who come together to communicate with one another. Examples of small groups include a family, a group of friends, a group of classmates working on a project, and a workplace management team. This type of communication can occur in face-to-face settings as well as online through electronic mailing lists, discussion boards, virtual meetings, and blogs.

Mass communication is delivered by individuals and entities through mass media to large segments of the population. Some examples include newspaper and magazine articles and advertisements, as well as radio and television programs and advertisements. REJ: Please see the section "The Nature of Communication" for more information.

**POINTS:**

1

**DIFFICULTY:**

Moderate

**REFERENCES:**

The Nature of Communication

**QUESTION TYPE:**

Essay



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**Chapter 1: Communication Perspectives**

**HAS VARIABLES:** False  
**STUDENT ENTRY MODE:** Basic  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Mass communications  
Group communication  
**KEYWORDS:** Bloom's: Understand  
**DATE CREATED:** 2/11/2020 5:29 AM  
**DATE MODIFIED:** 2/11/2020 5:32 AM  
**QUESTION ID:** JFND-GTTW-EW4D-RTKG  
**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMB-GAHU-QPB1-CE3U-EP33-GRSS-EC3W-CESU-KPDG-GOSS-R3TO-CWSS-ECJ1-GHAD-1AMB-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

41. Explain the physical context, the social context, and the psychological context of communication.

**ANSWER:** Answers will vary. Three aspects of a communication encounter include the physical context, the social context, and the psychological context.  
The physical context includes the location of the communication encounter, the environmental conditions surrounding it (temperature, lighting, and noise level), and the physical proximity of participants to each other. The physical situation may also be virtual as we interact with others via social media on our computers, tablets, and smartphones. While e-communication allows us to interact at a distance, it sometimes causes misunderstandings. For instance, when you telephone a friend, you lose nonverbal cues such as posture, gestures, eye contact, and facial expressions that are part of a face-to-face message.  
The social context of the communication encounter is the nature of the relationship that already exists between the participants. The better you know someone, the more likely you are to accurately interpret their messages.  
The psychological context includes the moods and feelings each person brings to the communication encounter. For instance, if a person is under a great deal of stress, he or she may display that stress in the form of irritation. Even if the irritation has nothing to do with the communication encounter, the other person may misinterpret it as a result of something he or she did. REJ: Please see the section "The Nature of Communication" for more information.

**POINTS:** 1  
**DIFFICULTY:** Moderate  
**REFERENCES:** The Nature of Communication  
**QUESTION TYPE:** Essay  
**HAS VARIABLES:** False  
**STUDENT ENTRY MODE:** Basic  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Communication types  
Interpersonal communication

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**KEYWORDS:** Bloom's: Understand  
**DATE CREATED:** 2/11/2020 5:32 AM  
**DATE MODIFIED:** 2/11/2020 5:34 AM  
**QUESTION ID:** JFND-GTTW-EW4D-RTKF  
**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMD-GO3D-KPUB-GR3U-YCDN-CASS-GPJS-8RSU-G3UR-GOSS-EA3S-GHSS-KCBZ-8B1D-ECTS-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

42. Daniel is in a store to purchase clothes. In one of the fitting rooms, he finds a wallet with an ID and \$500. He realizes that he can either take the money and leave the wallet behind or hand over the wallet along with the cash at the service desk in the store. Define two ethical principles that influence communication and apply them to this moral dilemma.

**ANSWER:** Answers will vary. Ethical communicators are honest. It means they do not intentionally try to deceive others. In this scenario, Daniel should hand over the cash and the wallet at the service desk and say that he found it.  
 Ethical communicators act with integrity. Integrity means maintaining consistency between what people say they believe and what they do. In this situation, this means that Daniel should hand over the wallet along with the cash at the service desk and explain how it was found. **REJ:** Please see the section "Communication and Ethics" for more information.

**POINTS:** 1  
**DIFFICULTY:** Challenging  
**REFERENCES:** Communication and Ethics  
**QUESTION TYPE:** Essay  
**HAS VARIABLES:** False  
**STUDENT ENTRY MODE:** Basic  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.04 - Assess messages using the principles of ethical communication.  
**ACCREDITING STANDARDS:** COMM2 - Reflective Thinking  
**TOPICS:** Ethical communication  
 Messages  
**KEYWORDS:** Bloom's: Apply  
**DATE CREATED:** 2/11/2020 5:35 AM  
**DATE MODIFIED:** 2/11/2020 5:37 AM  
**QUESTION ID:** JFND-GTTW-EW4D-RTKR  
**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJT-GR5D-YPTO-GH5S-KC5R-GWSU-CCMF-8RSS-KCTS-GOSU-R3MR-GYSU-G3DG-GFTG-G3TO-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

43. Explain how social ease is important to becoming a competent communicator.

**ANSWER:** Answers will vary. Communication competence is the impression that communicative behavior is both appropriate and effective in a given situation. Social ease means managing communication apprehension so we do not appear nervous or anxious. It influences whether others perceive us to be competent communicators. To be perceived as a competent communicator, we must speak in ways that convey confidence and poise. Communicators who appear apprehensive are not likely to be

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regarded as competent, despite their motivation or knowledge. REJ: Please see the section "Communication Competence" for more information.

**POINTS:** 1  
**DIFFICULTY:** Moderate  
**REFERENCES:** Communication Competence  
**QUESTION TYPE:** Essay  
**HAS VARIABLES:** False  
**STUDENT ENTRY MODE:** Basic  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.05 - Develop a personal communication improvement plan.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Communication competence  
 Social ease in communicating  
**KEYWORDS:** Bloom's: Understand  
**DATE CREATED:** 2/11/2020 5:37 AM  
**DATE MODIFIED:** 2/11/2020 5:39 AM  
**QUESTION ID:** JFND-GTTW-EW4D-RTKD  
**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJI-GH3D-YPB1-G71U-YQDD-GESS-CCMG-8YSS-K3J1-GOSS-KAT1-GASU-GPTW-GO5D-GAMD-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

44. According to Samovar, Porter, and McDaniel, the cultural context includes the \_\_\_\_\_ of a specific culture.

- a. orientations
- b. gender norms
- c. academic average
- d. public intimacy

**ANSWER:** a  
**RATIONALE:** Analysis: The cultural context of communication includes the beliefs, values, orientations, underlying assumptions, and rituals that belong to a specific culture (Samovar, Porter, & McDaniel, 2010). See 1-1: The Nature of Communication  
**POINTS:** 1  
**DIFFICULTY:** Easy  
**REFERENCES:** The Nature of Communication  
**QUESTION TYPE:** Multiple Choice  
**HAS VARIABLES:** False  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Cultural and gender influences  
**KEYWORDS:** Bloom's: Remember  
**DATE CREATED:** 2/11/2020 7:45 AM  
**DATE MODIFIED:** 2/11/2020 7:53 AM  
**QUESTION ID:** JFND-GTTW-EW4D-RCBT

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### **Chapter 1: Communication Perspectives**

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMF-GA5D-GCTZ-GEHG-NCDR-CWSU-NP5B-8RSU-O3JT-GOSU-C3T1-CESU-G3JO-CITU-N3T1-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

45. \_\_\_\_\_ is delivered by individuals and entities through mass media to large segments of the population.
- Intrapersonal communication
  - Mass communication
  - Interpersonal communication
  - Public communication

**ANSWER:** b

**RATIONALE:** Analysis: Mass communication is delivered by individuals and entities through mass media to large segments of the population. Some examples include newspaper and magazine articles and advertisements, as well as radio and television programs and advertisements. See 1-1: The Nature of Communication

**POINTS:** 1

**DIFFICULTY:** Easy

**REFERENCES:** The Nature of Communication

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Mass communications  
Public communication

**KEYWORDS:** Bloom's: Remember

**DATE CREATED:** 2/11/2020 7:56 AM

**DATE MODIFIED:** 2/11/2020 7:58 AM

**QUESTION ID:** JFND-GTTW-EW4D-RCKB

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMN-GTUD-EQJT-GP1D-1AJ3-GHSS-CCUR-8RSU-NQJI-GOSU-KQJT-CRSU-CP5D-C3TS-CA5D-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

46. Communication is \_\_\_\_\_.
- intermittent
  - purposeful
  - sporadic
  - reversible

**ANSWER:** b

**RATIONALE:** Analysis: Whenever we communicate, we have a purpose for doing so. The purpose may be serious or trivial, and we may or may not be aware of it at the time. See 1-3: Characteristics of Communication

**POINTS:** 1

**DIFFICULTY:** Easy

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**REFERENCES:** Characteristics of Communication  
**QUESTION TYPE:** Multiple Choice  
**HAS VARIABLES:** False  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Continuous communication  
Theories of communication  
**KEYWORDS:** Bloom's: Remember  
**DATE CREATED:** 2/11/2020 8:19 AM  
**DATE MODIFIED:** 2/11/2020 8:21 AM  
**QUESTION ID:** JFND-GTTW-EW4D-RP33  
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47. How we communicate is a(n) \_\_\_\_\_ or measure of the emotional temperature of our relationship at the time.
- a. interaction
  - b. index
  - c. code
  - d. script

**ANSWER:** b  
**RATIONALE:** Analysis: How we communicate is an index or measure of the emotional temperature of our relationship at the time. Communication is continuous and indexical. See 1-3: Characteristics of Communication  
**POINTS:** 1  
**DIFFICULTY:** Easy  
**REFERENCES:** Characteristics of Communication  
**QUESTION TYPE:** Multiple Choice  
**HAS VARIABLES:** False  
**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.  
**ACCREDITING STANDARDS:** COMM1 - Communication  
**TOPICS:** Theories of communication  
Understanding the message  
**KEYWORDS:** Bloom's: Remember  
**DATE CREATED:** 2/11/2020 8:22 AM  
**DATE MODIFIED:** 2/11/2020 8:25 AM  
**QUESTION ID:** JFND-GTTW-EW4D-RP3Z  
**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJO-G3TS-EQMG-GW4S-NCUG-GOSU-NCUN-8YSS-NQJU-GOSU-N3B3-8YSU-O3JZ-GYAU-O3TT-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

48. \_\_\_\_\_ concerns permeate all communication.

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- a. Cultural
- b. Mental
- c. Academic
- d. Monetary

**ANSWER:** a

**RATIONALE:** Analysis: Cultural concerns permeate all communication. Certain concepts and skills may be viewed differently by members of various cultural groups. See 1-3: Characteristics of Communication

**POINTS:** 1

**DIFFICULTY:** Easy

**REFERENCES:** Characteristics of Communication

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Cultural and gender influences  
Learned communication

**KEYWORDS:** Bloom's: Remember

**DATE CREATED:** 2/11/2020 8:25 AM

**DATE MODIFIED:** 2/11/2020 8:27 AM

**QUESTION ID:** JFND-GTTW-EW4D-RPBA

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJW-GO5S-KCUF-GW4S-KPMD-GWSS-N3TT-CRSU-1PDR-GOSU-YQMN-GCSS-E3DF-8Y4G-RQDR-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

49. According to interpersonal communication scholars Spitzberg and Cupach, \_\_\_\_\_ refer to messages that are ethical and appropriate.
- a. bright side messages
  - b. dark side messages
  - c. easy dark side messages
  - d. gray side messages

**ANSWER:** a

**RATIONALE:** Analysis: Bright side messages refer to messages that are ethical and appropriate. In contrast, dark side messages are unethical and/or inappropriate. See 1-4: Communication and Ethics

**POINTS:** 1

**DIFFICULTY:** Easy

**REFERENCES:** Communication and Ethics

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.04 - Assess messages using the principles of ethical communication.

**ACCREDITING STANDARDS:** COMM1 - Communication



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**TOPICS:** Ethical communication  
Communication skills

**KEYWORDS:** Bloom's: Remember

**DATE CREATED:** 2/11/2020 8:28 AM

**DATE MODIFIED:** 2/11/2020 8:30 AM

**QUESTION ID:** JFND-GTTW-EW4D-RPBZ

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJW-CW3D-OQJ1-CWHG-RPJT-CASS-K3TW-CRSU-R3BI-GOSS-KCBZ-GCSS-RCJA-GOAU-CPUG-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

50. To be perceived as a competent communicator, we must display \_\_\_\_\_.

- a. ethnocentrism
- b. edginess
- c. social ease
- d. partisanship

**ANSWER:** c

**RATIONALE:** Analysis: To be perceived as a competent communicator, we must display social ease, which means managing communication apprehension so we do not appear nervous.  
See 1-5: Communication Competence

**POINTS:** 1

**DIFFICULTY:** Moderate

**REFERENCES:** Communication Competence

**QUESTION TYPE:** Multiple Choice

**HAS VARIABLES:** False

**LEARNING OBJECTIVES:** COMM.SELLNOW.2021.01.05 - Develop a personal communication improvement plan.

**ACCREDITING STANDARDS:** COMM1 - Communication

**TOPICS:** Communication competence  
Social ease in communicating

**DATE CREATED:** 2/11/2020 8:31 AM

**DATE MODIFIED:** 2/11/2020 8:33 AM

**QUESTION ID:** JFND-GTTW-EW4D-RPKB

**QUESTION GLOBAL ID:** GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMN-GA5S-G3BU-8Y3S-CQMB-GHSU-GCTU-CESS-GP3S-GOSU-CA5D-GWSU-NC3W-CE4U-Y3JW-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE