***Public Speaking Matters, 2e* (Floyd)**

**Chapter 1 Adapt for Speaking Success**

1) Public speaking ability is useful primarily for those in politics, entertainment, and business.

Answer: FALSE

Topic: Benefits of public speaking

Bloom's: Understand

Accessibility: Keyboard Navigation

2) Oral communication skills are in high demand in the work place.

Answer: TRUE

Topic: Benefits of public speaking

Bloom's: Remember

Accessibility: Keyboard Navigation

3) Studying public speaking teaches you to present yourself confidently even when you are nervous.

Answer: TRUE

Topic: Benefits of public speaking

Bloom's: Understand

Accessibility: Keyboard Navigation

4) Interpersonal communication is a form of communication that takes place only between two people with a close personal relationship, such as friends or family members.

Answer: FALSE

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

5) A comment posted on a public website is an example of mass communication.

Answer: TRUE

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

6) When a business executive gives a presentation to a specific group of customers via teleconference, she is engaging in public speaking.

Answer: TRUE

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

7) All forms of communication involve one or more senders and receivers.

Answer: TRUE

Topic: Forms of communication

Bloom's: Remember

Accessibility: Keyboard Navigation

8) A speaker establishes the frame of reference for his or her message through thoughtful use of words, gestures, and expressions.

Answer: FALSE

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

9) There are two channels for delivering a message: auditory and visual.

Answer: FALSE

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

10) Feedback enables speakers and listeners to simultaneously send and receive messages with one another.

Answer: TRUE

Topic: Forms of communication

Bloom's: Remember

Accessibility: Keyboard Navigation

11) In the context of public speaking, noise refers only to something that interferes with the ability to hear the speaker's voice.

Answer: FALSE

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

12) The fundamental principles of public speaking date back approximately 500 years.

Answer: FALSE

Topic: History of public speaking

Bloom's: Remember

Accessibility: Keyboard Navigation

13) Those who routinely speak before large audiences, such as politicians and business leaders, do not suffer from stage fright.

Answer: FALSE

Topic: Public speaking anxiety

Bloom's: Understand

Accessibility: Keyboard Navigation

14) The morals that guide ethical public speech have barely changed from when they were first established in ancient Greece.

Answer: FALSE

Topic: Ethics

Bloom's: Remember

Accessibility: Keyboard Navigation

15) If you say something that is offensive to some of your listeners, then you have automatically behaved unethically.

Answer: FALSE

Topic: Ethics

Bloom's: Understand

Accessibility: Keyboard Navigation

16) Studying speechcrafting has the added benefit of developing your ability to

A) present ideas clearly and effectively.

B) overcome stage fright.

C) take the initiative.

D) maintain eye contact with your audience.

Answer: A

Topic: Benefits of public speaking

Bloom's: Remember

Accessibility: Keyboard Navigation

17) You can expect studying public speaking to benefit you in your college career in all of the following ways *except*

A) greater adaptability.

B) enhanced critical thinking skills.

C) improved research skills.

D) better memory.

Answer: D

Topic: Benefits of public speaking

Bloom's: Remember

Accessibility: Keyboard Navigation

18) To master public speaking you need

A) a charismatic personality.

B) to be a good listener.

C) a lack of stage fright.

D) to be able to work without notes.

Answer: B

Topic: Benefits of public speaking

Bloom's: Understand

Accessibility: Keyboard Navigation

19) Roberto is trying to convince Devindra to take a public speaking class with him. Devindra complains that since he is studying to become a software engineer, it isn't likely that public speaking will ever be useful to him. In which of the following arguments does Roberto stress the personal benefits of public speaking?

A) Public speaking will help Devindra present himself well in job interviews.

B) Public speaking builds critical thinking skills that will help him in his other classes.

C) Devindra might someday want to become involved in community or political groups.

D) Across many different types of careers, employers value oral communications skills.

Answer: C

Topic: Benefits of public speaking

Bloom's: Analyze

Accessibility: Keyboard Navigation

20) When three old friends get together to reminisce about high school over drinks, they are engaging in what type of communication?

A) intrapersonal

B) small group

C) public speaking

D) interpersonal

Answer: B

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

21) Which of the following is an example of interpersonal communication?

A) leaving a voicemail with your spouse saying you'll be working late

B) repeating an address to yourself so you will not forget it

C) making a speech in front of the city council in favor of a new dog park

D) discussing what movie to see tonight with your friends

Answer: A

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

22) Which of the following is an example of mass communication?

A) delivering a commencement address to thousands of graduating seniors

B) speaking out against a new shopping mall in front of a town council meeting

C) signing a petition against whaling

D) posting a movie review to your blog

Answer: D

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

23) When someone delivers a message aloud to an identified group of listeners, they are engaging in

A) mass communication.

B) teleconferencing.

C) public speaking.

D) interpersonal communication.

Answer: C

Topic: Forms of communication

Bloom's: Remember

Accessibility: Keyboard Navigation

24) Which of the following is an example of public speaking?

A) participating in a study group for class

B) recording a video review of a movie and posting it to a blog

C) delivering a toast at a wedding

D) discussing politics with a friend at a bar

Answer: C

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

25) The main difference between mass communication and public speaking is that

A) mass communication takes place electronically, whereas public speaking happens in person.

B) mass communication happens between two groups of people, such as a discussion group, whereas public speaking involves only one speaker.

C) mass communication is intended for a large audience, whereas public speaking takes place before smaller groups.

D) mass communication is directed at an unknown audience, whereas public speaking is addressed to an identified audience.

Answer: D

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

26) Communication begins when

A) receivers decode a message.

B) a sender encodes a message.

C) a sender decodes a message.

D) context for a message is established.

Answer: B

Topic: Forms of communication

Bloom's: Remember

Accessibility: Keyboard Navigation

27) A receiver is

A) a device that takes in a speaker's message and transmits it to a larger audience.

B) someone who explains a speaker's message for those who did not understand it.

C) someone who hears and understands a speaker's message.

D) a device that decodes a speaker's messages.

Answer: C

Topic: Forms of communication

Bloom's: Remember

Accessibility: Keyboard Navigation

28) Anna is giving a guided tour of historic Fort Dearborn. While most of the guests are enjoying the tour, some are having trouble understanding her accent. Which of the following best describes this issue?

A) The sender has failed to encode the message properly.

B) Noise is interfering with the sender's message.

C) The sender is unintentionally conveying the wrong message.

D) The receivers cannot decode the message.

Answer: D

Topic: Forms of communication

Bloom's: Analyze

Accessibility: Keyboard Navigation

29) Vernon is new to stand-up comedy, and he knows his act isn't nearly as funny as the Baxter twins' act. He is afraid that if he goes on after them he will be booed off the stage, so he made sure to be scheduled as the opening act. This is an example of Vernon controlling what aspect of his message?

A) how it is decoded

B) the context surrounding it

C) the frame of reference of the receivers

D) the channel through which it is conveyed

Answer: B

Topic: Forms of communication

Bloom's: Analyze

Accessibility: Keyboard Navigation

30) Which of the following forms part of the context for a speech?

A) the year in which it is presented

B) the language the speaker uses

C) the audience's background

D) the speaker's gestures and facial expressions

Answer: A

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

31) Felix has just finished a lecture on the origins of the universe. A member of the audience comes up to tell him that he could not understand the lecture because Felix kept referring to something called cosmic microwave background radiation that the audience member did not understand. What went wrong with this lecture?

A) Felix did not use the appropriate frame of reference.

B) The context of the speech was poorly chosen.

C) Felix encoded his message in a way the audience could not understand.

D) The receivers did not use the appropriate frame of reference.

Answer: C

Topic: Forms of communication

Bloom's: Analyze

Accessibility: Keyboard Navigation

32) Which of the following examples best demonstrates the role that frame of reference plays in communication?

A) a politician's assertion that children are better off in two-parent families offending a single mother

B) an interviewee making a bad impression because she doesn't make eye contact with her interviewer

C) students being unreceptive to a teacher's lecture because the class meets at 7 A.M. and they are tired

D) music from a wedding down the hall making it difficult for conference attendees to hear what a speaker is saying

Answer: A

Topic: Forms of communication

Bloom's: Analyze

Accessibility: Keyboard Navigation

33) Every individual has a unique \_\_\_\_\_\_\_\_ that affects how we interpret a speaker's message.

A) frame of reference

B) channel

C) context

D) rhetoric

Answer: A

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

34) Which of the following is most likely to form part of a message?

A) the time of day that a speech is delivered

B) the speaker's background and credentials

C) background noise drowning out the speaker

D) the speaker's body language

Answer: D

Topic: Forms of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

35) Lisa told Jim that she would love to stay and chat, and doesn't want him to know that she is worried about being late for class. Jim has figured out she is running late, though, because he noticed Lisa glancing at her watch out of the corner of her eye. This is an example of

A) frame of reference.

B) noise interfering with Lisa's message.

C) an unintentional message.

D) context.

Answer: C

Topic: Forms of communication

Bloom's: Analyze

Accessibility: Keyboard Navigation

36) A listener takes in information from all \_\_\_\_\_\_\_\_ available to him or her when receiving a message.

A) communication channels

B) visual and auditory cues

C) feedback

D) transactions

Answer: A

Topic: Forms of communication

Bloom's: Remember

Accessibility: Keyboard Navigation

37) Jin opened his presentation with a joke, but hardly anyone in the audience laughed. He decided to skip the other jokes he had planned and go directly to the sales results. This is an example of

A) noise affecting Jin's presentation.

B) Jin responding to feedback.

C) Jin being sidetracked by stage fright.

D) Jin encoding his message incorrectly.

Answer: B

Topic: Forms of communication

Bloom's: Analyze

Accessibility: Keyboard Navigation

38) In the context of public speaking, \_\_\_\_\_\_\_\_ are responsible for reducing noise as much as possible.

A) listeners

B) speakers

C) listeners and speakers

D) broadcasters

Answer: C

Topic: Forms of communication

Bloom's: Remember

Accessibility: Keyboard Navigation

39) Dennis is having trouble concentrating on his boss's presentation because he has a headache. This is an example of

A) context affecting understanding of a message.

B) a receiver being unable to decode a sender's message.

C) a receiver's frame of reference affecting how he interprets a message.

D) physiological noise interfering with a message.

Answer: D

Topic: Forms of communication

Bloom's: Analyze

Accessibility: Keyboard Navigation

40) Who were the Sophists?

A) ancient Roman philosophers who taught public speaking

B) ancient Greek intellectuals who taught about language and persuasion

C) Plato and Aristotle

D) Italian Renaissance intellectuals who revived the study of public speaking

Answer: B

Topic: History of public speaking

Bloom's: Remember

Accessibility: Keyboard Navigation

41) Who formulated the different types of rhetorical proofs?

A) ancient Greek philosophers

B) ancient Roman philosophers

C) modern experts in public speaking

D) They were developed by many different people over the course of thousands of years.

Answer: A

Topic: History of public speaking

Bloom's: Remember

Accessibility: Keyboard Navigation

42) A public speaker argues for war by trying to evoke his audience's sympathy for the suffering of women and children harmed by a neighbor's aggression. That argument evokes which of the three rhetorical proofs?

A) pathos

B) logos

C) ethos

D) The argument does not evoke a rhetorical proof.

Answer: A

Topic: History of public speaking

Bloom's: Analyze

Accessibility: Keyboard Navigation

43) Who were Cicero and Quintilian?

A) Greek intellectuals who established the core principles of rhetoric

B) Sophist intellectuals who opposed the teaching of rhetoric

C) Roman intellectuals who established the core principles of rhetoric

D) Roman intellectuals who continued Greek traditions of rhetoric

Answer: D

Topic: History of public speaking

Bloom's: Remember

Accessibility: Keyboard Navigation

44) Computer-mediated communication

A) is not real communication.

B) uses computers to filter out noise that might otherwise impact a speaker's message.

C) takes place through two or more networked devices.

D) requires a completely different approach to public speaking than classical rhetoric.

Answer: C

Topic: History of public speaking

Bloom's: Remember

Accessibility: Keyboard Navigation

45) Stage fright

A) means you cannot become an effective public speaker.

B) is an unusual problem but is easy to overcome.

C) is an unusual and debilitating problem.

D) is very common.

Answer: D

Topic: Public speaking anxiety

Bloom's: Understand

Accessibility: Keyboard Navigation

46) The basic cause of public speaking anxiety is

A) fear of strangers.

B) fear of failure.

C) an inability to concentrate under pressure.

D) lack of preparation.

Answer: B

Topic: Public speaking anxiety

Bloom's: Remember

Accessibility: Keyboard Navigation

47) How should you use visualization to combat public speaking anxiety?

A) Imagine everything that could go wrong during a performance.

B) Picture yourself being applauded at the end of a performance.

C) Imagine yourself giving your entire speech in a confident manner.

D) Remember that other speakers also have anxiety.

Answer: C

Topic: Public speaking anxiety

Bloom's: Apply

Accessibility: Keyboard Navigation

48) The most important aspect of preparing for public speaking is

A) practicing your speech.

B) developing a presentation that will engage your audience.

C) visualizing yourself giving a strong performance.

D) being well-trained in the art of rhetoric.

Answer: B

Topic: Public speaking anxiety

Bloom's: Remember

Accessibility: Keyboard Navigation

49) Communicating in an ethical manner

A) requires you to be fair and honest in what you say.

B) requires you to avoid controversial topics.

C) is not necessary to be an effective speaker.

D) relates to a listener's ability to reason.

Answer: A

Topic: Ethics

Bloom's: Understand

Accessibility: Keyboard Navigation

50) When in doubt about the ethics of including something in your public speech, your best option is to

A) leave it out rather than risk offending anyone.

B) include it so as not to deceive anyone through its omission.

C) consider its effects on everyone and do what you feel is appropriate.

D) include it if you personally would not find it offensive.

Answer: C

Topic: Ethics

Bloom's: Apply

Accessibility: Keyboard Navigation

51) When you say to yourself "I'd better put on some sunscreen before going to the pool," you're engaging in \_\_\_\_\_\_\_\_ communication.

A) intrapersonal

B) interpersonal

C) small group

D) mass

Answer: A

Topic: Forms of communication; Intrapersonal communication

Bloom's: Understand

Accessibility: Keyboard Navigation

52) An argument between two people over what to have for dinner is an example of \_\_\_\_\_\_\_\_ communication.

A) intrapersonal

B) interpersonal

C) small group

D) mass

Answer: B

Topic: Forms of communication; Interpersonal communication

Bloom's: Understand

Accessibility: Keyboard Navigation

53) An announcer reading the news on the radio is an example of \_\_\_\_\_\_\_\_ communication.

A) intrapersonal

B) interpersonal

C) small group

D) mass

Answer: D

Topic: Forms of communication; Mass communication

Bloom's: Understand

Accessibility: Keyboard Navigation

54) All forms of communication are \_\_\_\_\_\_\_\_, meaning they involve a continuous flow of information.

A) actional

B) interactional

C) transactional

D) intrapersonal

Answer: C

Topic: Forms of communication

Bloom's: Remember

Accessibility: Keyboard Navigation

55) Facial expressions are part of how a speaker \_\_\_\_\_\_\_\_ a message.

A) interprets

B) encodes

C) decodes

D) reacts to

Answer: B

Topic: Communication components; Senders; Encode

Bloom's: Remember

Accessibility: Keyboard Navigation

56) When we listen to a speaker, we \_\_\_\_\_\_\_\_, or assign meaning to, the sender's words and actions.

A) provide feedback to

B) encode

C) decode

D) react to

Answer: C

Topic: Communication components; Receivers; Decode

Bloom's: Understand

Accessibility: Keyboard Navigation

57) A salesman who hands out samples of his company's food products to his audience before a presentation is using the gustatory \_\_\_\_\_\_\_\_ to help convey his message.

A) interpretation

B) visualization

C) pathos

D) channel

Answer: D

Topic: Communication components; Channels of communication

Bloom's: Understand

Accessibility: Keyboard Navigation

58) When a professor looks out over the class and sees that several students have fallen asleep, she is receiving nonverbal \_\_\_\_\_\_\_\_ about her message.

A) encoding

B) feedback

C) interpretation

D) noise

Answer: B

Topic: Communication components; Feedback

Bloom's: Understand

Accessibility: Keyboard Navigation

59) Reggie ignored what Madeline had to say about the fiscal policy because he thinks women can't understand economics. This is an example of \_\_\_\_\_\_\_\_ noise interfering with Madeline's message.

A) social

B) structural

C) emotional

D) psychological

Answer: A

Topic: Communication components; Types of noise; Social noise

Bloom's: Understand

Accessibility: Keyboard Navigation

60) Because Evi was very worried about her sick cat, she had trouble concentrating on what Professor Kalte had to say in class. This is an example of \_\_\_\_\_\_\_\_ noise.

A) social

B) structural

C) emotional

D) psychological

Answer: C

Topic: Communication components; Types of noise; Social noise

Bloom's: Understand

Accessibility: Keyboard Navigation

61) Boris's presentation did not go very well. His illustrations were out of order, which made it difficult for him to convey his message clearly. This is an example of \_\_\_\_\_\_\_\_ noise.

A) social

B) structural

C) emotional

D) psychological

Answer: B

Topic: Communication components; Types of noise; Structural noise

Bloom's: Understand

Accessibility: Keyboard Navigation

62) What is the form of rhetorical proof that appeals to listeners' emotions?

A) ethos

B) pathos

C) logos

D) ethics

Answer: B

Topic: Rhetoric; Rhetorical proofs; Pathos

Bloom's: Remember

Accessibility: Keyboard Navigation

63) What is the form of rhetorical proof that appeals to a speaker's character?

A) ethos

B) pathos

C) logos

D) ethics

Answer: A

Topic: Rhetoric; Rhetorical proofs; Pathos

Bloom's: Remember

Accessibility: Keyboard Navigation

64) One technique for overcoming public speaking anxiety is \_\_\_\_\_\_\_\_, which involves picturing yourself giving a successful performance.

A) logos

B) ethos

C) visualization

D) stage fright

Answer: C

Topic: Public speaking anxiety; Performance techniques

Bloom's: Remember

Accessibility: Keyboard Navigation

65) The principles that guide us in determining if something is morally correct are called

A) ethos.

B) pathos.

C) logos.

D) ethics.

Answer: D

Topic: Ethics

Bloom's: Remember

Accessibility: Keyboard Navigation