**Chapter 1 Test Bank**

**Multiple Choice**

1.1 \_\_\_\_\_ communication focuses on communication between two people or communication among a small group of people.

A) Intrapersonal

B) Interpersonal

C) Computer-mediated

D) Mass

Answer: B

Chapter: 01

Module: 1.1

Learning Objective: L.O. 1.1 Define *human communication* and identify the major forms, benefits, and myths.

Topic: The Nature of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.2. \_\_\_\_\_ communication includes the use of such technologies as e-mail, blogging, and tweeting.

A) Small group

B) Interviewing

C) Mass

D) Computer-mediated

Answer: D

Chapter: 01

Module: 1.1

Learning Objective: L.O. 1.1 Define *human communication* and identify the major forms, benefits, and myths.

Topic: The Nature of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.3. A president speaking to college students at a university is an example of \_\_\_\_\_ communication.

A) interpersonal

B) small group

C) intrapersonal

D) public

Answer: D

Chapter: 01

Module: 1.1

Learning Objective: L.O. 1.1 Define *human communication* and identify the major forms, benefits, and myths. Topic: The Nature of Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

1.4. \_\_\_\_\_ communication is communication from one source to many receivers who may be scattered throughout the world.

A) Public

B) Small group

C) Intrapersonal

D) Mass

Answer: D

Chapter: 01

Module: 1.1

Learning Objective: L.O. 1.1: Define human communication and identify the major forms, benefits, and myths.

Topic: The Nature of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.5. One of the benefits of developing strong communication skills is that you can approach new situations more mindfully, and increase your ability to distinguish between valid arguments and those with logical fallacies. This is known as having \_\_\_\_\_ skills.

A) critical thinking

B) keen listening

C) public speaking

D) interactional communication

Answer: A

Chapter: 01

Module: 1.1

Learning Objective: L.O. 1.1: Define human communication and identify the major forms, benefits, and myths.

Topic: The Nature of Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

1.6. A conversation with your friend would be different in a quiet library than it would in a crowded restaurant. These differences can be attributed to the changing \_\_\_\_\_ context.

A) physical

B) social-psychological

C) temporal

D) cultural

Answer: A

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.7. Speaking and writing, both acts of producing messages, involve

A) encoding.

B) decoding.

C) messaging.

D) channeling.

Answer: A

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.8. According to the communication model in your book, *listeners* are both

A) sources and messengers.

B) receivers and messengers.

C) messengers and encoders.

D) receivers and decoders.

Answer: D

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.9. Messages that refer to other messages are

A) feedforward messages.

B) feedback messages.

C) metamessages.

D) responses.

Answer: C

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.10. When listening to a lecture in class, you say, “I’m sorry, but I don’t understand what you are saying.” This is an example of

A) feedforward.

B) encoding.

C) noise.

D) a metamessage.

Answer: D

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

1.11. As a listener, the message you send back to the speaker that is a reaction to what is said is

A) feedforward.

B) feedback.

C) a metamessage.

D) metacommunication.

Answer: B

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.12. Smiles, applause, and head nods from the audience inform the speaker the message is being well received, and are examples of

A) contexts.

B) feedback.

C) receivers.

D) noise.

Answer: B

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Easy

Skill Level: Understand the Concepts

1.13. Vocal, visual, tactile, and written are all types of \_\_\_\_\_, or media through which the message passes.

A) channels

B) messages

C) transitions

D) principles

Answer: A

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.14. Drew forgot his glasses and couldn’t see the speaker’s visual aids. This is an example of what type of noise?

A) physical

B) physiological

C) psychological

D) semantic

Answer: B

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

1.15. If communication results in changes in attitudes, values, beliefs, or emotions, it has had \_\_\_\_\_ effect.

A) an intellectual

B) an affective

C) a psychomotor

D) a cognitive

Answer: B

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.16. Which purpose or motive of communication involves enjoying the experience of the moment?

A) to play

B) to relate

C) to help

D) to persuade

Answer: A

Chapter: 01

Module: 1.3

Learning Objective: L.O. 1.3 Paraphrase the principles of human communication.

Topic: Principles of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.17. Dania wanted to convince her audience that they should volunteer in their spare time. Which purpose or motive of communication involves trying to change the attitudes and behaviors of others?

A) to play

B) to relate

C) to help

D) to influence

Answer: D

Chapter: 01

Module: 1.3

Learning Objective: L.O. 1.3 Paraphrase the principles of human communication.

Topic: Principles of Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

1.18. When speaking to a child, you simplify your vocabulary. On the other hand, when speaking to your professor, you use larger words to gain his or her social approval. Which theory explains this process of adjustment?

A) uncertainty reduction theory

B) relationship dialectics theory

C) communication accommodation theory

D) social penetration theory

Answer: C

Chapter: 01

Module: 1.3

Learning Objective: L.O. 1.3 Paraphrase the principles of human communication.

Topic: Principles of Human Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

1.19. At the start of class, your professor stares at you and says in an intense voice, “I need to see you *immediately* after class!” The obvious status difference between you and your professor is part of the \_\_\_\_\_ message.

A) content

B) relationship

C) competence

D) feedback

Answer: B

Chapter: 01

Module: 1.3

Learning Objective: L.O. 1.3 Paraphrase the principles of human communication.

Topic: Principles of Human Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

1.20. Our inclination to divide up communication events into sequences of stimuli and responses illustrates which principle of communication?

A) Communication is ambiguous.

B) Communication is a process of adjustment.

C) Communication is inevitable.

D) Communication is punctuated.

Answer: D

Chapter: 01

Module: 1.3

Learning Objective: L.O. 1.3 Paraphrase the principles of human communication.

Topic: Principles of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.21. While giving a speech, Ahmud monitors the crowd members for their responses. As the crowd responds through facial expressions and vocalizations, they are simultaneously listening to his message. This illustrates which principle of communication?

A) Communication is purposeful.

B) Communication is a package of signals.

C) Communication is ambiguous.

D) Communication is transactional.

Answer: D

Chapter: 01

Module: 1.3

Learning Objective: L.O. 1.3 Paraphrase the principles of human communication.

Topic: Principles of Human Communication

Difficulty Level: Difficult

Skill Level: Apply What You Know

1.22. Frank was determined not to let Dorothy know he was upset, so he avoided looking at her and only spoke in one-word responses, but Dorothy knew immediately something was wrong. This demonstrates the \_\_\_\_\_\_\_\_\_ of the communication process.

A) inevitability

B) irreversibility

C) unrepeatability

D) competency

Answer: A

Chapter: 01

Module: 1.3

Learning Objective: L.O. 1.3 Paraphrase the principles of human communication.

Topic: Principles of Human Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

1.23. We are \_\_\_\_\_ when we are aware of the reasons for our behaviors and thoughts.

A) mindless

B) incompetent

C) mindful

D) culture specific

Answer: C

Chapter: 01

Module: 1.4

Learning Objective: L.O. 1.4 Explain the characteristics of the competent communicator.

Topic: The Competent Communicator

Difficulty Level: Easy

Skill Level: Remember the Facts

1.24. To increase your mindfulness, the text suggests that you \_\_\_\_\_\_\_\_\_\_, such as trying to see your prospective romantic partner in a variety of roles—child, parent, employee, neighbor, friend, financial contributor, and so on.

A) be open to new information and points of view

B) create and recreate categories

C) beware of relying too much on first impressions

D) think before you act

Answer: B

Chapter: 01

Module: 1.4  
Learning Objective: L.O. 1.4 Explain the characteristics of the competent communicator.

Topic: The Competent Communicator

Difficulty Level: Moderate

Skill Level: Understand the Concepts

1.25. According to a number of studies done from 1929 to 1980, the most often used form of communication was

A) speaking.

B) writing.

C) listening.

D) reading.

Answer: C

Chapter: 01

Module: 1.4

Learning Objective: L.O. 1.4 Explain the characteristics of the competent communicator.

Topic: The Competent Communicator

Difficulty Level: Easy

Skill Level: Remember the Facts

**True/False**

1.26. Intrapersonal communication is communication between two people.

Answer: False

Chapter: 01

Module: 1.1

Learning Objective: L.O. 1.1: Identify the major forms of human communication, its benefits, and its myths.

Topic: Forms, Benefits, and Myths of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.27. Mass communication includes newspapers and radio.

Answer: True

Chapter: 01

Module: 1.1

Learning Objective: L.O. 1.1: Identify the major forms of human communication, its benefits, and its myths.

Topic: Forms, Benefits, and Myths of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.28. Speaking and writing are examples of decoding.

Answer: False

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

1.29. We send and receive messages through only one sensory organ at a time.

Answer: False

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

1.30. Feedback tells the speaker what effect he or she is having on the listener(s).

Answer: True

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.31. The temporal context is the tangible or concrete environment in which communication takes place.

Answer: False

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.32. Communication is ambiguous, meaning each element is independent of the other elements.

Answer: False

Chapter: 01

Module: 1.3

Learning Objective: L.O. 1.3 Paraphrase the principles of human communication.

Topic: Principles of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.33. It is important to pay attention to relationship messages, as ignoring this dimension can lead to problems.

Answer: True

Chapter: 01

Module: 1.3

Learning Objective: L.O. 1.3 Paraphrase the principles of human communication.

Topic: Principles of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

1.34. Regardless of how you try to negate or reduce the effects of a message, the message itself, once it has been sent and received, cannot be reversed.

Answer: True

Chapter: 01

Module: 1.3

Learning Objective: L.O. 1.3 Paraphrase the principles of human communication.

Topic: Principles of Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

1.35. Being media literate simply means you are aware of the various forms of media that exist.

Answer: False

Chapter: 01

Module: 1.4

Learning Objective: L.O. 1.4 Explain the characteristics of the competent communicator.

Topic: The Competent Communicator

Difficulty Level: Easy

Skill Level: Remember the Facts

**Essay**

1.36. Define the major elements of human communication. Illustrate each element by relaying a scenario in which different people play different roles.

Answer: Students should define the major elements of human communication: context (may include physical, social-psychological, temporal, or cultural contexts), source–receiver (indicates that each person involved in a communication is both a source and a receiver), messages (signals transmitted from source to receiver), channels (the medium through which the message passes), noise (anything that interferes with receiving a message), and effects (cognitive, affective and behavioral)*.* Scenarios will vary but should include all seven elements.

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Difficult

Skill Level: Analyze It

1.37. Explain the differences between feedback and feedforward. Write a short dialogue that includes at least one feedforward and one feedback message and identify these two concepts in the transcript.

Answer: Feedback is messages sent back to the speaker reacting to what is said. Feedforward is information that you as the speaker provide before sending your primary message: it reveals something about the message to come.

Chapter: 01

Module: 1.2

Learning Objective: L.O. 1.2: Define the major elements of human communication: *context*, *source*–*receiver*, *messages*, *channels*, *noise*, *effects*, and *ethics*.

Topic: Elements of Human Communication

Difficulty Level: Difficult

Skill Level: Apply What You Know

1.38. Choose three of the five general purposes of human communication. Identify and explain these purposes.

Answer: The purposes students may choose from are to learn: to acquire knowledge of others, the world, and yourself; to relate: to form relationships with others, to interact with others as individuals; to help: to assist others by listening, offering solutions; to influence: to strengthen or change the attitudes or behaviors of others; to play: to enjoy the experience of the moment

Chapter: 01

Module: 1.3

Learning Objective: L.O. 1.3 Paraphrase the principles of human communication.

Topic: Principles of Human Communication

Difficulty Level: Difficult

Skill Level: Analyze It

1.39. Discuss why communication is ambiguous, and give a situational example of ambiguity in a communication exchange.

Answer: Communication is ambiguous because messages often have more than one potential meaning. Words can be interpreted in different ways.

Chapter: 01

Module: 1.3

Learning Objective: L.O. 1.3 Paraphrase the principles of human communication.

Topic: Principles of Human Communication

Difficulty Level: Difficult

Skill Level: Apply What You Know

1.40. Assess your own communication competence using the seven characteristics of the competent communicator discussed in Chapter 1.

Answer: The seven characteristics are: the competent communicator makes reasoned choices, the competent communicator thinks critically and mindfully, the competent communicator is an effective code switcher, the competent communicator is culturally sensitive, the competent communicator is ethical, the competent communicator is an effective listener, and the competent communicator is media literate.

Chapter: 01

Module: 1.4

Learning Objective: L.O. 1.4 Explain the characteristics of the competent communicator.

Topic: The Competent Communicator

Difficulty Level: Difficult

Skill Level: Analyze It