Effective Group Discussion 15th edition Galanes Test Bank

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Effective Group Discussion: Theory and Practice, 15e **(Galanes)**
Chapter 2 Human Communication Processes in the Small Group Context

1) Communication is _____ implies that all interactants mutually and simultaneously define both themselves and others during communication.
A) people orientation
B) symbolic interactionism
C) relationship dimension
D) transactional
E) encoding principle

2) Every spoken message indicates meanings of two types (levels):
A) verbal and reciprocal.
B) signals and sign.
C) small group and social.
D) content (denotative) and relational.
E) connotative and semantic.

3) *Effective Group Discussion* defines human communication as
A) sending and receiving of messages.
B) exchanging meanings.
C) sharing information and ideas.
D) people simultaneously create, interpret, and negotiate shared meaning through their interaction.
E) the derivation, encoding, transmitting, and evaluation of shared personal meanings.

4) _____ listeners focus on the task, remember details, and prefers an organized presentation.
A) Action-oriented
B) People-oriented
C) Content-oriented
D) Time-oriented
E) Self-oriented

5) Frankie and Lance are engaged in a discussion where each pays close attention to what the other is saying and how each is saying it. They work together to determine the meanings of the words and phrases in their conversation. This conversation illustrates which principle of human communication?
A) Communication is not always intentional.
B) Communication is a transactional process.
C) Communication is personal.
D) Human communication is symbolic.
E) Communication involves content and relationship dimensions.

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6) Human communications is symbolic, which is:
A) arbitrary where all words are symbols
B) verbal or nonverbal communications
C) personal or impersonal communications
D) transactional or intentional communications
E) a sign

7) Communication is a transactional process. What does that mean?
A) Transactional implies that participants in a communication must cooperate and negotiate shared meaning and understanding.
B) Communication is an ongoing event with no clear beginning or end.
C) Transactional implies that the sender-receiver roles occur simultaneously.
D) Transaction implies that communication is a sender and receiver phenomenon.
E) All of these answers are correct.

8) What does it mean to say that communications involves relationship dimensions?
A) The relationship dimension of a message refers to the subject of the message.
B) The relationship dimension of a message refers to what the message reveals about how the speaker views his or her relationship to the other participants.
C) The relationship dimension of a message refers to the idea or topic of the message.
D) None of these answers are correct.
E) All of these answers are correct.

9) To achieve the level of mutual understanding necessary to accomplish an interdependent goal, members of a small group must have _____ meaning for the verbal messages they create in discussion.
A) concrete
B) abstract
C) different
D) identical
E) shared

10) As used in *Effective Group Discussion*, "meaning" indicates something that occurs in
A) signals.
B) symbols.
C) messages.
D) people.
E) communication.

11) In American business culture, people who come late to meetings without a very good reason are considered to be
A) inconsiderate, undisciplined and selfish.
B) very busy.
C) poorly organized.
D) powerful and of high status.
E) ineffective and of low status.

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12) "Backchannel" refers to
A) visible gestures discussants make in response to each other's comments.
B) speaking alternately in turn.
C) any and all responses of group members to messages from each other.
D) vocalizations uttered in response that show interest and active listening.
E) vocal intonations.

13) People from a culture in which the backchannel is rarely used are likely to perceive people who use it often as being
A) courteous and attentive.
B) rude interrupters.
C) argumentative and dogmatic.
D) stupid and emotional.
E) active listeners.

14) Tone of voice and other nonverbal cues that indicate how a speaker considers herself in terms of other group members is
A) the intentional dimension of communication.
B) the personal dimension of communication.
C) the relationship dimension of communication.
D) the content dimension of communication.
E) the communicative episode.

15) The term that refers to how much group members perceive the communication medium to be like face-to-face interaction socially and emotionally is
A) social presence.
B) synchronous communication.
C) simultaneous presence.
D) asynchronous communication.
E) likeability.

16) What is CMC?
A) computer-mediated communication
B) conflict management communication
C) census mediated communication
D) communication means community
E) none of these

17) Good listeners do which of the following?
A) are attentive
B) don't interrupt
C) help to clarify confusing messages by asking questions in a nonthreatening way
D) paraphrase and provides feedback
E) all of these

18) What might be the correct interpretation for silence?
A) Silence may mean that people don't understand what is said.

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B) Silence may mean that people don't agree with what is said.
C) Silence may mean that people are apathetic.
D) Silence is holding back information for all kinds of reasons.
E) All of these answers are correct.

19) Which is *not* a listening preference?
A) people-oriented listeners
B) action-oriented listeners
C) group-oriented listeners
D) content-oriented listeners
E) time-oriented

20) Listeners who are concerned about how their listening behavior affects relationships are called
A) people-oriented listeners.
B) action-oriented listeners.
C) content-oriented listeners.
D) time-oriented listeners.
E) none of these.

21) Which are nonverbal behaviors?
A) what a person wears
B) a person's mannerisms
C) where a person sits
D) emphasis a person places on time
E) all of these

22) Typographical symbols used by CMC to help convey relational messages and social presence:
A) emoticons
B) emotive words
C) hidden antagonizers
D) abstractions
E) communicators

23) Which of the following is one of the four factors that influence the small group context as laid out by your authors?
A) number of communicators involved
B) feedback is psychologically complex
C) member pressure to conform to role expectations
D) roles between participants are more formalized and goals defined while managing tension.
E) all of these

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24) Which of these options is better when group cohesiveness and interpersonal relationships are important?
A) Teleconferences
B) Face-to-face meetings

25) Group organization is easier to maintain during
A) Teleconferences
B) Face-to-face meetings

26) In conflict, more opinion change may occur during
A) Teleconferences
B) Face-to-face meetings

27) People generally prefer
A) Teleconferences
B) Face-to-face meetings

28) Participants may pay more attention to what is said during
A) Teleconferences
B) Face-to-face meetings

29) Choose the group consisting of group members who really enjoy analyzing things they hear.
A) People-oriented listeners
B) Action-oriented listeners
C) Content-oriented listeners
D) Time-oriented listeners

30) This group is focused on the task at hand.
A) People-oriented listeners
B) Action-oriented listeners
C) Content-oriented listeners
D) Time-oriented listeners

31) This group is sensitive to cues that may indicate impatience.
A) People-oriented listeners
B) Action-oriented listeners
C) Content-oriented listeners
D) Time-oriented listeners

32) This group wonders how their listening behavior affects relationships.
A) People-oriented listeners
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33) This term describes the study of uses of space and territory between and among people.
A) regulators
B) proxemics
C) haptics
D) vocal cues

34) This term describes the study of the perception of and use of touch.
A) regulators
B) proxemics
C) haptics
D) vocal cues

35) This term describes nonverbal behavior used to control who speaks during a discussion.
A) regulators
B) proxemics
C) haptics
D) vocal cues

36) This term describes paralanguage are any characteristic of voice and utterance other than words.
A) regulators
B) proxemics
C) haptics
D) vocal cues

37) The term which implies that group members must cooperate to achieve mutual understanding and that all are simultaneously sending and receiving signals is _____.

38) A conference electronically mediated by networked computers is called a _____.

39) The technique of paraphrasing what the listener understands a speaker to mean, then asking for confirmation or correction, is called _____ listening.

40) All words are _____.

41) This principle of communication is sometimes stated as "You cannot NOT communicate" _____.

42) Gestures, facial expressions, body postures, and other movements are studied as communicative signals in the field of _____.

43) Nonverbal behaviors which direct the flow of verbal messages among group members are called _____.

44) Vocalizations such as "right on," "umm-hmm," and "amen" while another group member is speaking are called _____.

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45) When group members are in tune with each other they tend to imitate each other's posture and movements. This behavior is called _____.

46) _____ indicate feelings and moods.

47) During small group communication, only one person in a group sends signals while other members act as receivers.

48) Each symbol has an intrinsic, inherent meaning.

49) Symbols are arbitrary, human creations used to represent experiences, objects, or concepts.

50) How well a person communicates depends more on attitudes toward other people and knowledge about how communication occurs than on specific communication skills and techniques.

51) Responsibility for a misunderstanding is usually shared by speaker and listener(s).

52) Misunderstanding results from a breakdown in the communication process.

53) A "thumbs up" gesture, as used in America, is a type of symbol.

54) "Communication" involves only *intentional* signals/messages.

55) "Listening" is a synonym for "hearing."

56) Verbal and nonverbal messages operate together to create meaning; they are indivisible.

57) Asynchronous communication is communication where there is a delay between messages.

58) Before agreeing or disagreeing with what another person has said, an active listener verifies his or her understanding of the statement.

59) Every verbal message has nonverbal components.

60) Regulating who speaks, and when, during a small group discussion is done primarily with words, such as a leader calling on persons by name.

61) Paralanguage is nonverbal characteristics of voice and utterance.

62) You cannot stop communicating while meeting with other group members.

63) Discussion flows more often among persons sitting side by side in a circle than among persons sitting across from each other.

64) "Kinesics" refers to the study of movements, such as emphatic or descriptive gestures.

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65) The symbolic and personal nature of communication makes for perfect understanding amongst communicators.

66) A person who takes up a lot of space at a meeting table is likely to have a low status in the group.

67) Mesomorphs (muscular types) are more likely to be perceived as leaders.

68) Strokes are more appropriate than pats as signs of affecting and unity among members of American secondary groups.

69) Group members whose faces are highly expressive of their feelings are likely to be more trusted than members who are "poker" faced.

70) How does the small group context impact communication in small groups?

71) During a discussion Clement says: "Well, I suppose we should do something to try to get people to report crimes they observe..." as his voice trails off into silence. Describe how a really good listener would respond to this statement (assuming it to be important enough to bother responding overtly).

72) *Explain* what is meant by "communication is a transactional process."

73) How are the content and the relationship dimensions of communication different?

74) List and give an example of each of the types of nonverbal behaviors indicated in your text.

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A) people orientation
B) symbolic interactionism
C) relationship dimension
D) transactional
E) encoding principle

Answer: D
Accessibility: Keyboard Navigation

2) Every spoken message indicates meanings of two types (levels):
A) verbal and reciprocal.
B) signals and sign.
C) small group and social.
D) content (denotative) and relational.
E) connotative and semantic.

Answer: D
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3) *Effective Group Discussion* defines human communication as
A) sending and receiving of messages.
B) exchanging meanings.
C) sharing information and ideas.
D) people simultaneously create, interpret, and negotiate shared meaning through their interaction.
E) the derivation, encoding, transmitting, and evaluation of shared personal meanings.

Answer: D
Accessibility: Keyboard Navigation

4) _____ listeners focus on the task, remember details, and prefers an organized presentation.
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B) People-oriented
C) Content-oriented
D) Time-oriented
E) Self-oriented

Answer: A
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5) Frankie and Lance are engaged in a discussion where each pays close attention to what the other is saying and how each is saying it. They work together to determine the meanings of the words and phrases in their conversation. This conversation illustrates which principle of human communication?
A) Communication is not always intentional.
B) Communication is a transactional process.
C) Communication is personal.
D) Human communication is symbolic.
E) Communication involves content and relationship dimensions.

Answer: B
Accessibility: Keyboard Navigation

6) Human communications is symbolic, which is:
A) arbitrary where all words are symbols
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C) personal or impersonal communications
D) transactional or intentional communications
E) a sign

Answer: A
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7) Communication is a transactional process. What does that mean?
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B) Communication is an ongoing event with no clear beginning or end.
C) Transactional implies that the sender-receiver roles occur simultaneously.
D) Transaction implies that communication is a sender and receiver phenomenon.
E) All of these answers are correct.

Answer: E
Accessibility: Keyboard Navigation

8) What does it mean to say that communications involves relationship dimensions?
A) The relationship dimension of a message refers to the subject of the message.
B) The relationship dimension of a message refers to what the message reveals about how the speaker views his or her relationship to the other participants.
C) The relationship dimension of a message refers to the idea or topic of the message.
D) None of these answers are correct.
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Answer: B
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9) To achieve the level of mutual understanding necessary to accomplish an interdependent goal, members of a small group must have _____ meaning for the verbal messages they create in discussion.
A) concrete
B) abstract
C) different
D) identical
E) shared

Answer: E
Accessibility: Keyboard Navigation

10) As used in *Effective Group Discussion*, "meaning" indicates something that occurs in
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C) messages.
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Answer: D
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11) In American business culture, people who come late to meetings without a very good reason are considered to be
A) inconsiderate, undisciplined and selfish.
B) very busy.
C) poorly organized.
D) powerful and of high status.
E) ineffective and of low status.

Answer: A
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12) "Backchannel" refers to
A) visible gestures discussants make in response to each other's comments.
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Answer: D
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C) argumentative and dogmatic.
D) stupid and emotional.
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Answer: B
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B) the personal dimension of communication.
C) the relationship dimension of communication.
D) the content dimension of communication.
E) the communicative episode.

Answer: C
Accessibility: Keyboard Navigation

15) The term that refers to how much group members perceive the communication medium to be like face-to-face interaction socially and emotionally is
A) social presence.
B) synchronous communication.
C) simultaneous presence.
D) asynchronous communication.
E) likeability.

Answer: A
Accessibility: Keyboard Navigation

16) What is CMC?
A) computer-mediated communication
B) conflict management communication
C) census mediated communication
D) communication means community
E) none of these

Answer: A
Accessibility: Keyboard Navigation

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17) Good listeners do which of the following?
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B) don't interrupt
C) help to clarify confusing messages by asking questions in a nonthreatening way
D) paraphrase and provides feedback
E) all of these

Answer: E
Accessibility: Keyboard Navigation

18) What might be the correct interpretation for silence?
A) Silence may mean that people don't understand what is said.
B) Silence may mean that people don't agree with what is said.
C) Silence may mean that people are apathetic.
D) Silence is holding back information for all kinds of reasons.
E) All of these answers are correct.

Answer: E
Accessibility: Keyboard Navigation

19) Which is *not* a listening preference?
A) people-oriented listeners
B) action-oriented listeners
C) group-oriented listeners
D) content-oriented listeners
E) time-oriented

Answer: C
Accessibility: Keyboard Navigation

20) Listeners who are concerned about how their listening behavior affects relationships are called
A) people-oriented listeners.
B) action-oriented listeners.
C) content-oriented listeners.
D) time-oriented listeners.
E) none of these.

Answer: A
Accessibility: Keyboard Navigation

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21) Which are nonverbal behaviors?
A) what a person wears
B) a person's mannerisms
C) where a person sits
D) emphasis a person places on time
E) all of these

Answer: E
Accessibility: Keyboard Navigation

22) Typographical symbols used by CMC to help convey relational messages and social presence:
A) emoticons
B) emotive words
C) hidden antagonizers
D) abstractions
E) communicators

Answer: A
Accessibility: Keyboard Navigation

23) Which of the following is one of the four factors that influence the small group context as laid out by your authors?
A) number of communicators involved
B) feedback is psychologically complex
C) member pressure to conform to role expectations
D) roles between participants are more formalized and goals defined while managing tension.
E) all of these

Answer: E
Accessibility: Keyboard Navigation

24) Which of these options is better when group cohesiveness and interpersonal relationships are important?
A) Teleconferences
B) Face-to-face meetings

Answer: B
Accessibility: Keyboard Navigation

25) Group organization is easier to maintain during
A) Teleconferences
B) Face-to-face meetings

Answer: B
Accessibility: Keyboard Navigation

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26) In conflict, more opinion change may occur during
A) Teleconferences
B) Face-to-face meetings

Answer: A
Accessibility: Keyboard Navigation

27) People generally prefer
A) Teleconferences
B) Face-to-face meetings

Answer: B
Accessibility: Keyboard Navigation

28) Participants may pay more attention to what is said during
A) Teleconferences
B) Face-to-face meetings

Answer: A
Accessibility: Keyboard Navigation

29) Choose the group consisting of group members who really enjoy analyzing things they hear.
A) People-oriented listeners
B) Action-oriented listeners
C) Content-oriented listeners
D) Time-oriented listeners

Answer: C
Accessibility: Keyboard Navigation

30) This group is focused on the task at hand.
A) People-oriented listeners
B) Action-oriented listeners
C) Content-oriented listeners
D) Time-oriented listeners

Answer: B
Accessibility: Keyboard Navigation

31) This group is sensitive to cues that may indicate impatience.
A) People-oriented listeners
B) Action-oriented listeners
C) Content-oriented listeners
D) Time-oriented listeners

Answer: D
Accessibility: Keyboard Navigation

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32) This group wonders how their listening behavior affects relationships.
A) People-oriented listeners
B) Action-oriented listeners
C) Content-oriented listeners
D) Time-oriented listeners

Answer: A
Accessibility: Keyboard Navigation

33) This term describes the study of uses of space and territory between and among people.
A) regulators
B) proxemics
C) haptics
D) vocal cues

Answer: B
Accessibility: Keyboard Navigation

34) This term describes the study of the perception of and use of touch.
A) regulators
B) proxemics
C) haptics
D) vocal cues

Answer: C
Accessibility: Keyboard Navigation

35) This term describes nonverbal behavior used to control who speaks during a discussion.
A) regulators
B) proxemics
C) haptics
D) vocal cues

Answer: A
Accessibility: Keyboard Navigation

36) This term describes paralanguage are any characteristic of voice and utterance other than words.
A) regulators
B) proxemics
C) haptics
D) vocal cues

Answer: D
Accessibility: Keyboard Navigation

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37) The term which implies that group members must cooperate to achieve mutual understanding and that all are simultaneously sending and receiving signals is _____.

Answer: transaction; transactional
Accessibility: Keyboard Navigation

38) A conference electronically mediated by networked computers is called a _____.

Answer: net conference
Accessibility: Keyboard Navigation

39) The technique of paraphrasing what the listener understands a speaker to mean, then asking for confirmation or correction, is called _____ listening.

Answer: active
Accessibility: Keyboard Navigation

40) All words are _____.

Answer: symbols
Accessibility: Keyboard Navigation

41) This principle of communication is sometimes stated as "You cannot NOT communicate" _____.

Answer: unintentional/communication is not always intentional
Accessibility: Keyboard Navigation

42) Gestures, facial expressions, body postures, and other movements are studied as communicative signals in the field of _____.

Answer: kinesics
Accessibility: Keyboard Navigation

43) Nonverbal behaviors which direct the flow of verbal messages among group members are called _____.

Answer: regulators
Accessibility: Keyboard Navigation

44) Vocalizations such as "right on," "umm-hmm," and "amen" while another group member is speaking are called _____.

Answer: backchannels
Accessibility: Keyboard Navigation

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45) When group members are in tune with each other they tend to imitate each other's posture and movements. This behavior is called _____.

Answer: body synchrony
Accessibility: Keyboard Navigation

46) _____ indicate feelings and moods.

Answer: Facial expressions
Accessibility: Keyboard Navigation

47) During small group communication, only one person in a group sends signals while other members act as receivers.

Answer: FALSE
Accessibility: Keyboard Navigation

48) Each symbol has an intrinsic, inherent meaning.

Answer: FALSE
Accessibility: Keyboard Navigation

49) Symbols are arbitrary, human creations used to represent experiences, objects, or concepts.

Answer: TRUE
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50) How well a person communicates depends more on attitudes toward other people and knowledge about how communication occurs than on specific communication skills and techniques.

Answer: TRUE
Accessibility: Keyboard Navigation

51) Responsibility for a misunderstanding is usually shared by speaker and listener(s).

Answer: TRUE
Accessibility: Keyboard Navigation

52) Misunderstanding results from a breakdown in the communication process.

Answer: FALSE
Accessibility: Keyboard Navigation

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53) A "thumbs up" gesture, as used in America, is a type of symbol.

Answer: TRUE
Accessibility: Keyboard Navigation

54) "Communication" involves only *intentional* signals/messages.

Answer: FALSE
Accessibility: Keyboard Navigation

55) "Listening" is a synonym for "hearing."

Answer: FALSE
Accessibility: Keyboard Navigation

56) Verbal and nonverbal messages operate together to create meaning; they are indivisible.

Answer: TRUE
Accessibility: Keyboard Navigation

57) Asynchronous communication is communication where there is a delay between messages.

Answer: TRUE
Accessibility: Keyboard Navigation

58) Before agreeing or disagreeing with what another person has said, an active listener verifies his or her understanding of the statement.

Answer: TRUE
Accessibility: Keyboard Navigation

59) Every verbal message has nonverbal components.

Answer: TRUE
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60) Regulating who speaks, and when, during a small group discussion is done primarily with words, such as a leader calling on persons by name.

Answer: FALSE
Accessibility: Keyboard Navigation

61) Paralanguage is nonverbal characteristics of voice and utterance.

Answer: TRUE
Accessibility: Keyboard Navigation

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62) You cannot stop communicating while meeting with other group members.

Answer: TRUE
Accessibility: Keyboard Navigation

63) Discussion flows more often among persons sitting side by side in a circle than among persons sitting across from each other.

Answer: FALSE
Accessibility: Keyboard Navigation

64) "Kinesics" refers to the study of movements, such as emphatic or descriptive gestures.

Answer: TRUE
Accessibility: Keyboard Navigation

65) The symbolic and personal nature of communication makes for perfect understanding amongst communicators.

Answer: FALSE
Accessibility: Keyboard Navigation

66) A person who takes up a lot of space at a meeting table is likely to have a low status in the group.

Answer: FALSE
Accessibility: Keyboard Navigation

67) Mesomorphs (muscular types) are more likely to be perceived as leaders.

Answer: TRUE
Accessibility: Keyboard Navigation

68) Strokes are more appropriate than pats as signs of affecting and unity among members of American secondary groups.

Answer: FALSE
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69) Group members whose faces are highly expressive of their feelings are likely to be more trusted than members who are "poker" faced.

Answer: TRUE
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70) How does the small group context impact communication in small groups?

Answer:
a. As group size increases, so does the complexity of coordinating member messages and behavior.
b. Face-to-face groups enjoy immediate feedback, but this is complicated because it comes from member to member and member to group.
c. Groups require more defined roles or behavioral expectations in order to coordinate actions from multiple individuals.
d. groups must clearly define their goals and manage the tension between group goals and individual ones. (4 points)
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71) During a discussion Clement says: "Well, I suppose we should do something to try to get people to report crimes they observe..." as his voice trails off into silence. Describe how a really good listener would respond to this statement (assuming it to be important enough to bother responding overtly).

Answer: The listener would incorporate active listening, by *asking* what the speaker meant. For example: "Clement, you seem very equivocal about doing something to get citizens to report crimes they observe being committed. Would you please explain more specifically what you think and feel about getting people to report crimes?" (2 points)
Accessibility: Keyboard Navigation

72) *Explain* what is meant by "communication is a transactional process."

Answer: *Transactional* suggests all interactants mutually and simultaneously define both themselves and others during communication (1). In addition, *transactional* implies that the sender-receiver roles occur simultaneously, not alternately (1). Finally, *process* implies that communication is ongoing with no clear beginning or ending (1). (total of 3 points)
Accessibility: Keyboard Navigation

73) How are the content and the relationship dimensions of communication different?

Answer: The *content* or denotative dimension of the message is the subject, idea, or topic of the message—the *what* of the message (1). The *relationship* dimension of the message refers to what the message reveals how the speaker views his or her relationship to the other participants—the *how* of the message (1). (total of 2 points)
Accessibility: Keyboard Navigation

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74) List and give an example of each of the types of nonverbal behaviors indicated in your text.

Answer:
a. physical appearance - response to appearance
b. space and seating - personal space and territory, to communicate.
c. eye contact - do people look away or directly at
d. facial expressions - indicate feelings and mood.
e. movements - bodily movements and gestures
f. vocal cues - paralanguage that includes voice and utterances.
g. time cues - emphasis placed on time
h. touch - handshake
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