The Interpersonal Communication Book 17th edition DeVito Test Bank

SKU: 9780135421338-TEST-BANK

Test Bank
Chapter 01: Foundations of Interpersonal Communication

Multiple Choice

1.1. According to a variety of sources, employers rate_which of the following as the most desired skill set forpotential employees?
a. job-specific skills
b. computer skills
c. leadership qualities
d. oral and written communication skills

Answer: d

Chapter: 01
Module: 1.1
Learning Objective: LO 1.1 Define *interpersonal communication* and explain the personal and professional benefits of the study of interpersonal communication.
Topic: Interpersonal Communication
Difficulty: Moderate
Skill: Understand the Concepts

1.2. Daniel asks Maria out on a date. Maria must now decide what she will say, how she will say it,what she won't say, etc. Maria is being presented with
a. feedback.
b. physiological noise.
c. choice points.
d. a metamessage.

Answer: c

Chapter: 01
Module: 1.1
Learning Objective: LO 1.1 Define *interpersonal communication* and explain the personal and professional benefits of the study of interpersonal communication.
Topic: Interpersonal Communication
Difficulty: Moderate
Skill: Apply What You Know

1.3. The verbal and nonverbal interaction that takes place between two (or more)interdependent people is called

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a. interpersonal communication.
b. self-disclosure.
c. punctuation.
d. intrapersonal communication.

Answer: a

Chapter: 01
Module: 1.1
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Topic: Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.4. Interpersonal communication, by definition, involves
a. people who know each other.
b. only one person.
c. at least two people.
d. a minimum of four people.

Answer: c

Chapter: 01
Module: 1.1
Learning Objective: LO 1.1 Define *interpersonal communication* and explain the personal and professional benefits of the study of interpersonal communication.
Topic: Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.5. What term refers to the act of producing messages?
a. encoding
b. source
c. decoding
d. feedback

Answer: a

Chapter: 01
Module: 1.2
Learning Objective: LO 1.2 Define the essential elements of interpersonal communication including *source–receiver, messages, channels, noise, context,* and *effects*.
Topic: Elements of Interpersonal Communication
Difficulty: Easy

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Skill: Remember the Facts

1.6. Terrell responded to an e-mail message sent to him the day before. This is an example of what kind of communication?

a. convergent
b. synchronous
c. asynchronous
d. automatic

Answer: c

Chapter: 01
Module: 1.2
Learning Objective: LO 1.2 Define the essential elements of interpersonal communication including *source–receiver, messages, channels, noise, context,* and *effects*.
Topic: Elements of Interpersonal Communication
Difficulty: Moderate
Skill: Apply What You Know

1.7. Metamessages are messages
a. about other messages.
b. that do not include feedback or feedforward.
c. that include psychological noise.
d. occurring only in the speaker's head.

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Answer: a

Chapter: 01
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Learning Objective: LO 1.2 Define the essential elements of interpersonal communication including *source–receiver, messages, channels, noise, context,* and *effects*.
Topic: Elements of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.8. Which of the following signals to a speaker whether they need to adjust, modify, strengthen, or change the content or form of a message?
a. feedforward
b. feedback
c. noise
d. code-switching

Answer: b

Chapter: 01
Module: 1.2
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Topic: Elements of Interpersonal Communication
Difficulty: Moderate
Skill: Understand the Concepts

1.9. When Ayana calls her father to tell him about the promotion she just received, the telephone would be considered what?
a. the channel
b. feedforward
c. physical noise
d. the physical dimension

Answer: a

Chapter: 01
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Learning Objective: LO 1.2 Define the essential elements of interpersonal communication including *source–receiver, messages, channels, noise, context,* and *effects*.
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Skill: Apply What You Know

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1.10. Which of the following is an example of psychological noise in a classroom setting?
a. someone coughing next to you
b. worrying about your grade on a test
c. experiencing hearing loss
d. being confused by the meaning of a word

Answer: b

Chapter: 01
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Difficulty: Moderate
Skill: Apply What You Know

1.11. Using jargon, or overly complex terms, can contribute to what kind of noise?
a. psychological
b. physical
c. physiological
d. semantic

Answer: d

Chapter: 01
Module: 1.2
Learning Objective: LO 1.2 Define the essential elements of interpersonal communication including *source–receiver, messages, channels, noise, context,* and *effects*.
Topic: Elements of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.12. In the term "signal-to-noise ratio," the word "signal" refers to
a. what we ignore in a communication situation.
b. what we find useful in a communication situation.
c. what we classify as noise in a communication situation.
d. the gatekeeping function in communication situations.

Answer: b

Chapter: 01
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Topic: Elements of Interpersonal Communication

Difficulty: Moderate
Skill: Understand the Concepts

1.13. What are two dimensions of context in interpersonal communication?
a. temporal and social–psychological
b. channel and noise
c. cultural and gestural–visual
d. social–psychological and semantic

Answer: a

Chapter: 01
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Topic: Elements of Interpersonal Communication
Difficulty: Moderate
Skill: Understand the Concepts

1.14. Which dimension of context refers to the beliefs and customs of the people communicating?
a. cultural
b. temporal
c. physical
d. social–psychological

Answer: a

Chapter: 01
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Topic: Elements of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.15. According to the interpersonal continuum, a father/son relationship most likely follows
a. social roles.
b. rules of society.
c. personally established rules.
d. impersonal messages.

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Answer: c

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Difficulty: Moderate
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1.16. Luis and his boyfriend always strive to communicate with each other in a respectful manner. Because of this, they develop a supportive relationship. This reflects the idea that interpersonal communication is what?
a. ambiguous
b. transactional
c. relational
d. inevitable

Answer: c

Chapter: 01
Module: 1.3
Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.
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Difficulty: Moderate
Skill: Apply What You Know

1.17. Which of the following is true of transactional communication?
a. Speakers and listeners have clearly defined roles.

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b. It's a linear process.
c. The elements are independent.
d. Each person serves simultaneously as speaker and listener.

Answer: d

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Difficulty: Moderate
Skill: Understand the Concepts

1.18. Madison texts her boyfriend throughout the day to let him know she's thinking of him, andshe always feels better when he responds in kind. In this case, their purpose for communication is to do what?
a. help
b. relate
c. learn
d. influence

Answer: b

Chapter: 01
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Difficulty: Moderate
Skill: Apply What You Know

1.19. Messages often have more than one meaning, demonstrating the principle of
a. punctuation.
b. ambiguity.
c. unrepeatability.
d. irreversibility.

Answer: b

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Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.
Topic: Principles of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

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1.20. Which of the following situations is an example of strategic ambiguity?
a. a worker asking for a raise for working overtime
b. a boss praising an employee without offering them a promotion
c. a romantic partner saying they want to break up
d. a teacher giving an assignment to their students

Answer: b

Chapter: 01
Module: 1.3
Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.
Topic: Principles of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.21. Messages that refer to the "real world" rather than to the connection between people are called what kind of messages?
a. relationship
b. objective
c. content
d. subjective

Answer: c

Chapter: 01
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Topic: Principles of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.22. When someone punctuates a sequence of events, what is most likely to benefit?
a. the other person's self-esteem
b. the person's self-image
c. the quality of stimuli and responses
d. an outsider to the conversation

Answer: b

Chapter: 01
Module: 1.3
Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.
Topic: Principles of Interpersonal Communication

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Difficulty: Moderate
Skill: Understand the Concepts

1.23. "You never get a second chance to make a first impression" exemplifies which principle?
a. inevitability
b. punctuation
c. unrepeatability
d. ambiguity

Answer: c

Chapter: 01
Module: 1.3
Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.
Topic: Principles of Interpersonal Communication
Difficulty: Moderate
Skill: Understand the Concepts

1.24. Interpersonal competence refers to
a. signals that serve as stimuli.
b. the ability to communicate effectively.
c. a person's motive in communicating.
d. feedforward messages.

Answer: b

Chapter: 01
Module: 1.4
Learning Objective: LO 1.4 Explain the essential interpersonal communication competencies

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Topic: Interpersonal Competence

Difficulty: Easy
Skill: Remember the Facts

1.25. Which of the following behaviors best exhibits interpersonal competence?
a. Display a willingness to listen and provide cues that you are listening.
b. Focus solely on your own goals and how to achieve them.
c. Change the conversation to get the other person to think your way.
d. Recognize that excellent communication practices are universal across all cultures and groups.

Answer: a

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Chapter: 01
Module: 1.4
Learning Objective: LO 1.4 Explain the essential interpersonal communication competencies.
Topic: Interpersonal Competence
Difficulty: Moderate
Skill: Apply What You Know

True/False

1.26. One survey showed that more people believed a lack of effective communication was the primary cause of marriage failure rather than money or in-law interference.

Answer: True

Chapter: 01
Module: 1.1
Learning Objective: LO 1.1 Define *interpersonal communication* and explain the personal and professional benefits of the study of interpersonal communication.
Topic: Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.27. Sending messages to your friends through Facebook is an example of interpersonal communication.

Answer: True

Chapter: 01
Module: 1.2
Learning Objective: LO 1.2 Define the essential elements of interpersonal communication including *source–receiver, messages, channels, noise, context,* and *effects*.

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Topic: Elements of Interpersonal Communication

Difficulty: Moderate
Skill: Apply What You Know

1.28. Feedforward tells the speaker what effect they are having on listeners.

Answer: False

Chapter: 01
Module: 1.2
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Topic: Elements of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.29. Interpersonal communication can occur without messages being encoded and decoded.

Answer: False

Chapter: 01
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Topic: Elements of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.30. Interpersonal communication can take place in small, intimate groups such as families.

Answer: True

Chapter: 01
Module: 1.3
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Topic: Principles of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.31. In interpersonal communication, the individuals are interdependent, but the elements ofcommunication are independent.

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Answer: False

Chapter: 01
Module: 1.3
Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.
Topic: Principles of Interpersonal Communication
Difficulty: Moderate
Skill: Understand the Concepts

1.32. In a communication, the content dimension refers to the association between the people communicating.

Answer: False

Chapter: 01
Module: 1.3
Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.
Topic: Principles of Interpersonal Communication
Difficulty: Moderate
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1.33. The fact that we communicate even though we might not think we are communicating demonstrates the principle of inevitability.

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Answer: True

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Topic: Principles of Interpersonal Communication
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Skill: Understand the Concepts

1.34. Every communication act contains an ethical dimension.

Answer: True

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Module: 1.4
Learning Objective: LO 1.4 Explain the essential interpersonal communication competencies.
Topic: Interpersonal Competence
Difficulty: Easy
Skill: Remember the Facts

1.35. Interpersonal competence is culturally universal.

Answer: False

Chapter: 01
Module: 1.4
Learning Objective: LO 1.4 Explain the essential interpersonal communication competencies.
Topic: Interpersonal Competence
Difficulty: Moderate
Skill: Understand the Facts

Fill-in-the-Blank

1.36. Interpersonal communication is the verbal and nonverbal interaction between two (or more) _____ people.

Answer: interdependent

Chapter: 01
Module: 1.1
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Topic: Interpersonal Communication
Difficulty: Moderate
Skill: Understand the Concepts

1.37. _____are the media through which messages pass and that act as a bridge between the source andthereceiver.

Answer: Channels

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Topic: Elements of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.38. The inevitable physical, physiological, psychological, and semantic interference thatdistorts messages is called_.

Answer: noise

Chapter: 01
Module: 1.2
Learning Objective: LO 1.2 Define the essential elements of interpersonal communication including *source–receiver, messages, channels, noise, context,* and *effects*.
Topic: Elements of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.39. The dimension of context includes the time of day, the moment in history, and where aparticular message fits into the sequence of communication events.

Answer: temporal

Chapter: 01
Module: 1.2
Learning Objective: LO 1.2 Define the essential elements of interpersonal communication including *source–receiver, messages, channels, noise, context,* and *effects*.
Topic: Elements of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.40. Interpersonal communication always has an impact on its participants; the effect refers to changes in attitude, values, beliefs, and emotions related to the conversation.

Answer: affective

Chapter: 01
Module: 1.2
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Topic: Elements of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

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1.41. Learning new dance movements after an interpersonal interaction is an example of _effects.

Answer: behavioral

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Topic: Elements of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.42. Messages in interpersonal communication include two dimensions: the content dimensionand the_____dimension.

Answer: relationship

Chapter: 01
Module: 1.3
Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.
Topic: Principles of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.43. A view of interpersonal communication that is currently favored and opposed to the linear view is the_____view.

Answer: transactional

Chapter: 01
Module: 1.3
Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.
Topic: Principles of Interpersonal Communication
Difficulty: Moderate
Skill: Understand the Concepts

1.44. _____influence is the major characteristic that distinguishes traditional media from socialmedia in transactional communication.

Answer: Mutual

Chapter: 01
Module: 1.3

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Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication
Difficulty: Easy
Skill: Remember the Facts

1.45. Using different language styles depending on the situation illustrates_____.Answer: code-switching

Chapter: 01
Module: 1.4
Learning Objective: LO 1.4 Explain the essential interpersonal competencies.
Topic: Interpersonal Competence
Difficulty: Easy
Skill: Remember the Facts

Short Answer/Essay

1.46. Discuss two ways that studying interpersonal communication could benefit someone,providing examples of each.

Answer: Interpersonal communication is a major part of human existence that every educated person needs to understand. Understanding how people interact (communicate interpersonally) and form relationships (both face-to-face and online) will help you learn skills that will yield both personal and professional benefits. All relationships—from family and friends to romanticand workplace interaction—are based on your ability to engage in satisfying conversation. In addition, the ability to communicate interpersonally is widely recognized as crucial to professional success. From the initial interview at a college job fair to interning, to participatingin and then leading meetings, your skills in interpersonal communication will largely determineyour success.

Chapter: 01
Module: 1.1
Learning Objective: LO 1.1 Define *interpersonal communication* and explain the personal and professional benefits of the study of interpersonal communication.
Topic: Studying Interpersonal Communication
Difficulty: Moderate
Skill: Apply What You Know

1.47. Define and explain three types of noise and provide an example of each.

Answer: Physical noise refers to interference that impedes the physical transmission of the signal or message. For example, a car alarm going off would make it difficult for someone to hear a

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message. Physiological noise refers to barriers within the sender or the receiver. An example of this might be hearing loss. Psychological noise refers to mental interference in the speaker or the listener. A student who is not paying attention in class because they are worried their partner might break up with them is experiencing psychological noise. Semantic noise refers to different meaning systems. A mechanic who knows all of the elements of a car talking to a customer who knows little about cars might create semantic noise if their explanation is too technical.

Chapter: 01
Module: 1.2
Learning Objective: LO 1.2 Define the essential elements of interpersonal communication including *source–receiver, messages, channels, noise, context,* and *effects*.
Topic: Elements of Interpersonal Communication
Difficulty: Moderate
Skill: Understand the Concepts

1.48. Differentiate between feedback and feedforward, describing the purposes of each.

Answer: Feedback is a message sent to the speaker concerning reactions to what is said. It tells the speaker what effect they are having on the listeners and also allows the speaker to adjust, modify, strengthen, deemphasize, or change content or form as appropriate. In contrast, feedforward is information you provide before sending your primary message. It reveals something about the message to come, indicating that you have something to say or providing a type of preview.

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Topic: Elements of Interpersonal Communication
Difficulty: Moderate
Skill: Understand the Concepts

1.49. Interpersonal communication exists along a continuum that ranges from relatively impersonal to highly personal. Using your own contrasting examples, explain the distinctions between an impersonal relationship and an interpersonal one.

Answer: The three characteristics are social role versus personal information, societal versus personal rules, and social versus personal messages. In impersonal relationships, we respond to roles and rules of society, while in interpersonal roles, we respond to others as unique individuals and follow personally established rules. In impersonal communication, we exchange little personal information, and in interpersonal relationships, we can exchange highly personal information. For example, one impersonal relationship is between a customer and a server. When you go to arestaurant, you would interact with your server as you would any other server; you would follow societal rules by maintaining a certain amount of distance between you and the

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server; and you would not walk away from the interaction having shared any personal information or having learned anything personal about the server. In contrast, an interpersonal relationship would be between spouses. You would interact with your spouse in a manner that you don't interact with others; you would display physical closeness in the manner that you have established in your relationship; and you would discuss highly personal information during your conversations.

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Topic: Principles of Interpersonal Communication
Difficulty: Moderate
Skill: Apply What You Know

1.50. Identify the distinction between mindfulness and mindlessness within the context of interpersonal communication. Then provide an example of a specific communication situation and how you would apply mindfulness to it.

Answer: Mindfulness is a state of awareness in which you're conscious of your reasons for thinking or behaving as you do. Mindlessness is when you lack conscious awareness of what or how or why you're thinking as you do. For example, if you are a supervisor at work and one of your team members is consistently not meeting deadlines on their projects, a mindless response would be to criticize them during a full team meeting or dash off a quick email saying you need the project "ASAP." In this case, you are just expressing your frustration at the situation. A more mindful approach would be to schedule a one-on-one meeting with the team member. During the meeting, you might say that you've noticed they've been having trouble meeting deadlines, ask them neutrally why this is the case, and listen carefully to their response. After you have listened, you might then recommend that the two of you work together to implement strategies to improve the situation.

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