Essentials of Human Communication - The Basic Course 11th edition DeVito Test Bank

SKU: 9780137986354-TEST-BANK

Chapter 1: The Essentials of Human Communication

Multiple Choice Questions

1. Which statement is true of communication?
a) The more you communicate, the better communicator you will be.
b) Good communicators are born, not made.
c) Fear of speaking in public must be eliminated before you can be successful.
d) Communication involves both verbal and nonverbal messages.

Answer: d
Learning Objective: 1.1 Identify the forms and benefits of communication and some of the popular beliefs about communication.
Topic: Forms, Benefits, and Beliefs of Human Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

2. Jasmine is having a conversation with her mother. This is an example of _____ communication.
a) interpersonal
b) small group
c) public
d) health

Answer: a
Learning Objective: 1.1 Identify the forms and benefits of communication and some of the popular beliefs about communication.
Topic: Forms, Benefits, and Beliefs of Human Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

3. Social networks, newsgroups, webinars, podcasts, or blogs are considered public communication because _____.
a) you can update your family and friends on your happenings
b) you can post your "speech" for anyone to read or hear
c) your potential employer can search for information about you
d) your shopping habits are known to different retailers

Answer: b
Learning Objective: 1.1 Identify the forms and benefits of communication and some of the popular beliefs about communication.
Topic: Forms, Benefits, and Beliefs of Human Communication
Difficulty Level: Moderate

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Skill Level: Apply What You Know

4. Learning about human communication is beneficial because you learn to distinguish between a sound and valid argument and one that is filled with logical fallacies. In other words, you are sharpening your _____ skills.
a) group membership
b) relationship
c) critical thinking
d) creative

Answer: c
Learning Objective: 1.1 Identify the forms and benefits of communication and some of the popular beliefs about communication.
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Difficulty Level: Moderate
Skill Level: Understand the Concepts

5. Tahir and his girlfriend, Katherine, tried to solve a financial disagreement for several hours after dinner. Katherine wanted to take a break until morning, but Tahir said that they should try to reach a resolution that night. Tahir kept using the same tactics, interrupting Katherine, so they didn't get very far in their conversation. Ultimately, neither got much sleep and were irritable in the morning. Which belief about communication did Tahir likely have?
a) Fear of meeting new people is detrimental and must be eliminated.
b) Be as open, empathic, and supportive as you can be.
c) Good communicators are born, not made.
d) The more you communicate, the better you will be at it.

Answer: d
Learning Objective: 1.1 Identify the forms and benefits of communication and some of the popular beliefs about communication.
Topic: Forms, Benefits, and Beliefs of Human Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

6. During a face-to-face meeting with five regional managers who work for a national retail chain, Melkamzer, a store manager, confidently answers a series of questions posed by the five managers. In what type of communication are Melkamzer and the managers engaging?
a) small-group communication
b) interpersonal communication
c) social networking communication
d) public speaking

Answer: a

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Learning Objective: 1.1 Identify the forms and benefits of communication and some of the popular beliefs about communication.
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Difficulty Level: Moderate
Skill Level: Apply What You Know

7. One of your favorite authors from your childhood, Kazu Kibuishi, who wrote *The Amulet* series, is doing a book signing at your favorite independent bookstore. You find out he will also be doing a talk and you want to know if he'll ever write a book for adult audiences. Kibuishi's talk is considered _____ communication.
a) promotional
b) group
c) public
d) book touring

Answer: c
Learning Objective: 1.1 Identify the forms and benefits of communication and some of the popular beliefs about communication.
Topic: Forms, Benefits, and Beliefs of Human Communication
Difficulty Level: Easy
Skill Level: Remember the Facts

8. Celena went on a study abroad trip to China. While there, she was able to meet the elders of her friend, Jing. Celena knows how important eye contact is in the United States, so she made very direct eye contact with Jing's great grandparents, who she was fortunate enough to meet. What belief about communication was Celena following?
a) When communicating with people from other cultures, ignore differences and treat the other person like you'd treat members of your own culture.
b) Many people are nervous meeting new people, especially if those people are in authority, so you should manage, but not eliminate, your fear.
c) The more you communicate, the better you will be at it.
d) In your communication, a good guide to follow is to be as open, empathic, and supportive as you can be.

Answer: a
Learning Objective: 1.1 Identify the forms and benefits of communication and some of the popular beliefs about communication.
Topic: Forms, Benefits, and Beliefs of Human Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

9. In the _____ model of communication, the speaker speaks and the listener listens.
a) paradigm

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b) linear
c) anomaly
d) metamessage

Answer: b
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Understand the Concepts

10. The _____ context of communication refers to a message's position within a sequence of events.
a) physical
b) psychological
c) temporal
d) semantic

Answer: c
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Understand the Concepts

11. What do we call a message about another message?
a) phatic communication
b) metamessage
c) feedback
d) back-channeling

Answer: b
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Easy
Skill Level: Remember the Facts

12. The transactional model of communication sees the elements of communication as _____ because each element exists in relation to the others.
a) codependent
b) interdependent
c) dependent

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d) independent

Answer: b
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Understand the Concepts

13. Which action most closely resembles the linear model of communication?
a) an arrow hitting or missing a target
b) a student writing an e-mail
c) a ringleader conducting a circus
d) a child solving a puzzle

Answer: b
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Analyze It

14. When Henri wants to share information with Chantal but not with others in the room, he stops speaking English and speaks French, which Chantal understands. Which scenario best describes Henri's attempts to keep his comments to Chantal private?
a) He decodes his message in a way he thinks only Chantal will understand.
b) He changes the cultural context of the message in a way he thinks only Chantal will understand.
c) He changes the temporal context of the message in a way he thinks only Chantal will understand.
d) He encodes his message in a way he thinks only Chantal will understand.

Answer: d
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Difficult
Skill Level: Apply What You Know

15. Blurred type or fonts that are too small or difficult to read may be regarded as _____ communication noise.
a) physical
b) physiological

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c) psychological
d) semantic

Answer: a
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Understand the Concepts

16. Daydreaming is an example of what type of noise?
a) physical
b) physiological
c) psychological
d) semantic

Answer: c
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Understand the Concepts

17. A surgeon who uses medical jargon without further explaining it to her patient is likely producing _____ noise.
a) physical
b) physiological
c) psychological
d) semantic

Answer: d
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Understand the Concepts

18. Before giving her presentation to the board, Sandra circulates through the room, engaging with different audience members about the weather and last night's football game. Sandra is engaging in _____.
a) phatic communication
b) metamessaging
c) feedback

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d) back-channeling

Answer: a
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Apply What You Know

19. Article teasers on the cover of a magazine that entice a reader to buy is an example of _____.
a) feedback
b) phatic communication
c) semantic noise
d) feedforward

Answer: d
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Understand the Concepts

20. The statement "I may be wrong about this, but . . ." best illustrates the element of communication known as _____.
a) feedforward
b) punctuation
c) displacement
d) immediacy

Answer: a
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Apply What You Know

21. When someone sends a message in response to your initial message, such as laughing at your joke, they are sending _____.
a) feedback
b) feedforward
c) a metamessage
d) paramessages

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Answer: a
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Understand the Concepts

22. “Do you understand what I’ve just asked you to do?” is an example of a(n) _____.
a) paradigm
b) paraverbal message
c) anomaly
d) metamessage

Answer: d
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Apply What You Know

23. You see a post on social media about an upcoming concert that you can’t wait to attend. Because you are interested in what you are reading, the information is _____ on signal and _____ on noise.
a) neutral; high
b) high; neutral
c) high; low
d) low; high

Answer: c
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Apply What You Know

24. Your brother told you that you absolutely have to try snowshoeing this year. He has been trying to persuade you for years, and this year, you finally decided to go up to the mountain with him. Your brother’s communication has the potential to have a(n) _____ effect on you.
a) cognitive
b) psychomotor
c) affective
d) evaluative

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Answer: b
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Apply What You Know

25. Which statement accurately describes the four types of communication contexts?
a) Each one influences and is influenced by the others.
b) They have little bearing on how messages are conveyed.
c) They represent the physical environment in which communication takes place.
d) They function the same as the content dimension of communication.

Answer: a
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Understand the Concepts

26. Before going to a reception at the university president's house, Abby reminds her date, Haymanot, not to act as though he is at a fraternity party. Abby wants Haymanot to be aware of the _____ context.
a) physical
b) cultural
c) social-psychological
d) temporal

Answer: c
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Apply What You Know

27. The vehicle through which we send messages is referred to as the _____.
a) channel
b) sender
c) receiver
d) metamessage

Answer: a

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Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Easy
Skill Level: Remember the Facts

28. Biases or prejudices of senders or receivers are examples of what kind of noise?
a) physical
b) psychological
c) semantic
d) channel

Answer: b
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Understand the Concepts

29. During a virtual department meeting, Antonio talked about a new software program. He saw his colleagues' faces, but they looked bored. What could Antonio do to reduce noise in his presentation?
a) ask his colleagues if they are hungry for lunch, which is why they aren't paying attention
b) adjust his camera for greater clarity
c) clap to get his colleagues' attention
d) speak faster to get his part over with as soon as possible

Answer: b
Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Apply What You Know

30. Bobby: "I got a new bat!" Jan: "That's great. I can't wait to see you swing it at the game next Saturday." Bobby: "Not that kind of bat! His name is Del, and he's my new pet." This exchange between Bobby and Jan best illustrates which principle of communication?
a) Communication is ambiguous.
b) Communication is a package of signals.
c) Communication is punctuated.
d) Communication is purposeful.

Answer: a

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Learning Objective: 1.3 Paraphrase the major principles of human communication.
Topic: Principles of Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

31. The fact that some e-mails among employees are stored and may not be considered private highlights which principle of communication?
a) inevitability
b) unrepeatability
c) irreversibility
d) ambiguity

Answer: c
Learning Objective: 1.3 Paraphrase the major principles of human communication.
Topic: Principles of Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

32. "You cannot *not* communicate" expresses which principle of communication?
a) Communication is inevitable.
b) Communication is irreversible.
c) Communication is purposeful.
d) Communication involves content and relationship dimensions.

Answer: a
Learning Objective: 1.3 Paraphrase the major principles of human communication.
Topic: Principles of Communication
Difficulty Level: Easy
Skill Level: Understand the Concepts

33. Dong-Sun and Christie had an argument during which Dong-Sun spoke condescendingly to Christie when she shared a problem she was having with her job. Both were actually in agreement about what she should do about the problem since it was a situation they discussed before. However, because Dong-Sun was such a close friend, Christie didn't want to be spoken to like she was a child. Which principle of communication did this interaction reflect?
a) Communication is a package of signals.
b) Communication is irreversible and unrepeatable.
c) Communication is inevitable.
d) Communication involves content and relationship dimensions.

Answer: d
Learning Objective: 1.3 Paraphrase the major principles of human communication.
Topic: Principles of Communication

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Difficulty Level: Moderate
Skill Level: Apply What You Know

34. The saying, "You never get a second chance to make a first impression" underscores that communication is _____.
a) inevitable
b) unrepeatable
c) irreversible
d) sequenced

Answer: b
Learning Objective: 1.3 Paraphrase the major principles of human communication.
Topic: Principles of Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

35. Mario is deeply committed to the beliefs of his Puerto Rican culture; he follows cultural customs and embraces artifacts. This commitment represents Mario's _____.
a) ethnocentrism
b) stereotype
c) ethnic identity
d) social-psychological context

Answer: c
Learning Objective: 1.4 Explain the role of culture in human communication, the seven ways in which cultures differ from one another, and define *ethnic identity* and *ethnocentrism*.
Topic: Culture and Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

36. The extent to which information is either explicitly or not explicitly verbalized characterizes which dimension of culture?
a) high/low power distance
b) uncertainty avoidance
c) masculinity/femininity
d) high/low context

Answer: d
Learning Objective: 1.4 Explain the role of culture in human communication, the seven ways in which cultures differ from one another, and define *ethnic identity* and *ethnocentrism*.
Topic: Culture and Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

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37. Individualistic cultures emphasize self-reliance, _____, and _____.
a) independence; independent achievement
b) independence; group achievement
c) independence; social bonds
d) social bonds; conformity to the larger social group

Answer: a
Learning Objective: 1.4 Explain the role of culture in human communication, the seven ways in which cultures differ from one another, and define *ethnic identity* and *ethnocentrism*.
Topic: Culture and Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

38. _____ is the tendency to view others and their behaviors through our own cultural filters.
a) Ethnocentrism
b) Stereotyping
c) Ethnic identity
d) Social-psychological context

Answer: a
Learning Objective: 1.4 Explain the role of culture in human communication, the seven ways in which cultures differ from one another, and define *ethnic identity* and *ethnocentrism*.
Topic: Culture and Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

39. When sports teams change to a universally accepted mascot, as opposed to one that could be considered offensive to a particular group, this is displaying which element of communication competence?
a) cultural appreciation versus cultural appropriation
b) choice points
c) code switching
d) mindfulness versus mindlessness

Answer: a
Learning Objective: 1.5 Define *communication competence* and explain its major qualities.
Topic: Communication Competence
Difficulty Level: Moderate
Skill Level: Apply What You Know

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40. Using more than one language in a conversation, often in the same sentence, is known as _____.
a) code switching
b) semantic language
c) jargon
d) slang

Answer: a
Learning Objective: 1.5 Define *communication competence* and explain its major qualities.
Topic: Communication Competence
Difficulty Level: Easy
Skill Level: Understand the Concepts

Essay Questions

1. Identify a belief of communication and explain why it is a generally false assumption.

Answer: The ideal answer should include:

- Belief: Good communicators are born, not made.
  - Why it is a false assumption: Effective communication is a learned skill; although some people are born brighter or more extroverted, everyone can improve their abilities and become more effective communicators.
- Belief: The more you communicate, the better you will be at it.
  - Why it is a false assumption: It's not the amount of communication people engage in but the quality that matters; if you practice bad habits, you're more likely to grow less effective than more effective, so it's important to learn and follow the principles of effectiveness (Greene, 2003; Greene & Burleson, 2003).
- Belief: In your communication, a good guide to follow is to be as open, empathic, and supportive as you can be.
  - Why it is a false assumption: Each situation is unique, and therefore the type of communication appropriate in one situation may not be appropriate in another.
- Belief: When communicating with people from other cultures, it's best to ignore the differences and treat the other person just as you'd treat members of your own culture.
  - Why it is a false assumption: This assumption will probably get you into considerable trouble because people from different cultures often attribute different meanings to a message; members of different cultures also follow different rules for what is and is not appropriate in communication.
- Belief: Fear of meeting new people is detrimental and must be eliminated.
  - Why it is a false assumption: Many people are nervous meeting new people, especially if these are people in authority; managing, not eliminating, the fear will enable you to become effective regardless of your current level of fear.
- Belief: When there is conflict, your relationship is in trouble.

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- Why it is a false assumption: All meaningful relationships experience conflict; relationships are not in trouble when there is conflict, though dealing with conflict ineffectively can often damage the relationship.

Learning Objective: 1.1 Identify the forms and benefits of communication and some of the popular beliefs about communication.
Topic: Forms, Benefits, and Beliefs of Human Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

2. Define *phatic communication* and describe a time in the last year when you used it. If you are less likely to use phatic communication, describe why and what would encourage you to try using it.

Answer: The ideal answer should include:

- Phatic communication is small talk.
- Descriptions of phatic communication use will vary; students may include an example such as "I used phatic communication when speaking to my classmate on the first day of class" or "I used it when I spoke to the person across from me in the dentist's waiting room."
- If students are not using phatic communication, this may be because they are less comfortable using small talk, as opposed to texting. They may discuss trying to use small talk in a more familiar setting, like at a party or in a class where they know at least some of the people.

Learning Objective: 1.2 Draw a model of communication that includes sources–receivers, messages, context, channel, noise, and effects; and define each of these elements.
Topic: Communication Models and Concepts
Difficulty Level: Moderate
Skill Level: Apply What You Know

3. How would you describe the similarities and the differences in the ways you communicate face-to-face versus online/via social media?

Answer: The ideal answer should include:

- Communication takes place in varied forms: face-to-face, online/via social media, orally, in writing, etc.
- Answers will vary depending on the relationship(s) and context the student considers.

Learning Objective: 1.3 Paraphrase the major principles of human communication.
Topic: Principles of Communication
Difficulty Level: Moderate

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Skill Level: Understand the Concepts

4. Describe a time when you or someone you know faced a challenging interaction due to one of the following principles of communication:

- Communication is ambiguous.
- Communication involves content and relationship dimensions.
- Communication is inevitable.
- Communication is irreversible.
- Communication is unrepeatable.

Answer: The ideal answer should include:

- Ambiguity is the condition in which something can be interpreted in more than one way. Language and relationships can be ambiguous.
- Communication exists on at least two levels: a message referring to something external to both speaker and listener (the content dimension) or to the relationship between speaker and listener (relationship dimension). Problems often result from a failure to distinguish between the content and the relationship levels of communication.
- Communication is inevitable, which means that communication is always taking place, even when a person may not intend or want to communicate.
- Communication is irreversible. Once you say something or click "send" on your e-mail, you cannot "uncommunicate" the message.
- Communication is unrepeatable in that the act can never be duplicated since everyone and everything is constantly changing.
- Student examples will vary.

Learning Objective: 1.3 Paraphrase the major principles of human communication.
Topic: Principles of Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

5. Explain a situation that may occur between two students, two coworkers, a student and professor, or an employee and supervisor that could be due to differences in one of the cultural dimensions:

- High and low context
- Long- and short-term orientation
- Power distance
- Individualism–collectivism
- Uncertainty avoidance

Answer: The ideal answer should include:

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- High and low context: The extent to which information is seen as embedded in the context or tacitly known among members.
- Long- and short-term orientation: The degree to which a culture teaches an orientation that promotes the importance of future rewards (long-term orientation) or the importance of immediate rewards.
- Power distance: The way power is distributed throughout the society.
- Individualism–collectivism: A culture's emphasis on the importance of the individual or of the group.
- Uncertainty avoidance: The degree to which a culture values predictability.
- Student examples will vary based on experiences with work versus college.

Learning Objective: 1.4 Explain the role of culture in human communication, the seven ways in which cultures differ from one another, and define *ethnic identity* and *ethnocentrism*.
Topic: Culture and Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

6. Define *ethnocentrism* and explain what this statement means: "Ethnocentrism exists on a continuum. People are not either ethnocentric or nonethnocentric; most are somewhere between these polar opposites."
Answer: The ideal answer should include:

- Ethnocentrism is the tendency to see other people and their behaviors through your own cultural filters, often as distortions of your own behaviors. It is the tendency to view your own culture as superior to others.
- People are not completely ethnocentric or nonethnocentric. The level of ethnocentrism will vary from individual to individual. It will also vary according to the group you are focused on.

Learning Objective: 1.4 Explain the role of culture in human communication, the seven ways in which cultures differ from one another, and define *ethnic identity* and *ethnocentrism*.
Topic: Culture and Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

7. Explain the term *choice point* and give an example of such a moment from your own life.

Answer: The ideal answer should include:

- A choice point is a moment when you make a decision about your communication. You decide with whom you will communicate, what you will communicate, how you will communicate, etc.
- Examples will vary widely. One example might be a student's decision to begin their

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speech to the class with a video clip rather than the spoken word.

Learning Objective: 1.5 Define *communication competence* and explain its major qualities.
Topic: Communication Competence
Difficulty Level: Moderate
Skill Level: Apply What You Know

8. Define *code switching* and describe a time when you effectively switched codes depending on the communication situation.

Answer: The ideal answer should include:

- Code switching refers to using more than one language in a conversation, often in the same sentence. More popularly, however, code switching refers to using different language styles depending on the situation.
- Examples of code switching will vary depending on a student's native language, race or ethnicity, age, etc.

Learning Objective: 1.5 Define *communication competence* and explain its major qualities.
Topic: Communication Competence
Difficulty Level: Moderate
Skill Level: Apply What You Know

9. Describe a time when you exhibited one of the elements of communication competence as well as a time when you lacked communication competence.

Answer: The ideal answer should refer to the elements of communication competence:

- Thinks critically and mindfully. A special kind of critical thinking is mindfulness. Mindfulness is a state of awareness in which you're conscious of your reasons for thinking or behaving.
- Makes reasoned choices. Competence in communication choice-making can be viewed as a series of three steps: 1) identify the available choices, 2) identify the advantages and disadvantages of each choice, 3) effectively communicate the most logical choice.
- Is effective in code switching. Communication competence involves the ability to code switch when it's appropriate—when it makes your message clearer and when it's genuine (rather than an attempt to make yourself one of the group).
- Is culturally aware and sensitive. Culture includes all that members of a social group have produced and developed—their language, ways of thinking, art, laws, and religion. Exhibiting cultural awareness and sensitivity involves cultural appreciation instead of cultural appropriation.
- Is ethical. Ethics is concerned with actions, with behaviors; it's concerned with distinguishing between behaviors that are moral (ethical, good, right) and those that are immoral (unethical, bad, wrong).

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- Examples related to communication competence will vary depending on a student's experiences; anecdotes could derive from mishaps related to social media, an interview, or a conversation with a parent or guardian.

Learning Objective: 1.5 Define *communication competence* and explain its major qualities.
Topic: Communication Competence
Difficulty Level: Difficult
Skill Level: Analyze

10. What does it mean to be an ethical communicator? Identify an exchange you had in which you felt the communicator was *unethical*.

Answer: The ideal answer should include:

- Human communication involves questions of ethics, the study of good and bad, of right and wrong, of moral and immoral.
- Ethics is concerned with actions, with behaviors; it's concerned with distinguishing between behaviors that are moral (ethical, good, right) and those that are immoral (unethical, bad, wrong).
- Be sure the students' anecdotes relate to ethics rather than religion, ideology, or political affiliation.

Learning Objective: 1.5 Define *communication competence* and explain its major qualities.
Topic: Communication Competence
Difficulty Level: Difficult
Skill Level: Apply What You Know

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