Interpersonal Communication - Relating to Others 10th edition Beebe Test Bank

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Chapter 1: Introduction to Interpersonal Communication

Multiple Choice Questions

1) What elements distinguish interpersonal communication from other forms of human communication?
A) It is a distinctive, transactional form of human communication involving mutual influence to manage relationships.
B) It involves treating people as objects, responding to roles rather than the person, and having distinctive conversations.
C) It is a mechanical, transactional form of human communication, where each person has a role to perform.
D) It involves communicating with someone you care about, communicating in an I-It relationship, and treating people as individuals.

Answer: A
Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.
Topic: Interpersonal Communication Defined
Difficulty Level: Easy
Skill Level: Remember the Facts

2) A(n) _____ is a connection established when you communicate with another person.
A) transaction
B) relationship
C) interaction
D) lifelong bond

Answer: B
Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.
Topic: Interpersonal Communication Defined
Difficulty Level: Easy
Skill Level: Remember the Facts

3) What term is defined as the process of acting on information?
A) Human communication
B) Interpersonal communication
C) Communication
D) Impersonal communication

Answer: C
Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.
Topic: Interpersonal Communication Defined
Difficulty Level: Easy
Skill Level: Remember the Facts

4) Sarita goes to a restaurant with her friends after class. While dining, Sarita communicates with the server only to place an order, ask for more water, and request the bill. Which type of communication is she using with the server?
A) Intrapersonal
B) Impersonal
C) Interpersonal
D) Public

Answer: B
Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.

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Topic: Interpersonal Communication Defined
Difficulty Level: Moderate
Skill Level: Apply What You Know

5) Which term describes the process of making sense out of the world and sharing that sense with others by creating meaning through the use of verbal and nonverbal messages?
A) Human communication
B) Interpersonal communication
C) Communication
D) Relationship communication

Answer: A
Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.
Topic: Interpersonal Communication Defined
Difficulty Level: Easy
Skill Level: Remember the Facts

6) Rashid went to dinner with his good friend Megan. They stayed at the restaurant for hours simply because they were enjoying each other's conversation. According to Martin Buber, their relationship is best described as _____.
A) I-It
B) It-Thou
C) I-Thou
D) It-I

Answer: C
Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.
Topic: Interpersonal Communication Defined
Difficulty Level: Moderate
Skill Level: Apply What You Know

7) Sammy and Jobeth are considering moving in together. Sammy is unsure, so she sits down to make a mental list of the pros and cons of cohabitating with Jobeth. Sammy is demonstrating which form of communication?
A) Interpersonal communication
B) Impersonal communication
C) Intrapersonal communication
D) Intermediate communication

Answer: C
Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.
Topic: Interpersonal Communication Defined
Difficulty Level: Moderate
Skill Level: Apply What You Know

8) What form of communication takes place when someone communicates the same message to many people at once but the creator of the message is usually not physically present?
A) Mass communication
B) Public communication
C) Small group communication
D) Intrapersonal communication

Answer: A
Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and

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interpersonal communication.
Topic: Interpersonal Communication Defined
Difficulty Level: Moderate
Skill Level: Understand the Concepts

9) Communication author Virginia Satir calls _____ "the largest single factor determining the kinds of relationships [people make] with others."
A) romantic communication
B) physical health
C) family communication
D) emotional health

Answer: C
Learning Objective: 1.2 Explain why it is useful to study interpersonal communication.
Topic: Interpersonal Communication's Importance to Your Life
Difficulty Level: Easy
Skill Level: Remember the Facts

10) Which statement best describes the general correlation between social support and the prognosis of terminally ill patients?
A) Patients who have strong social support die sooner.
B) Patients who have strong social support survive longer.
C) Patients are not impacted by their level of social support.
D) Social support is beneficial to patients if it comes from friends, not family members.

Answer: B
Learning Objective: 1.2 Explain why it is useful to study interpersonal communication.
Topic: Interpersonal Communication's Importance to Your Life
Difficulty Level: Moderate
Skill Level: Understand the Concepts

11) Which statement is true about interpersonal communication in the workplace?
A) Employers don't seek applicants with strong interpersonal skills.
B) It is more important to get along with your supervisors than your peers.
C) Applicants are sought after if they have the ability to listen to others and manage conflict.
D) Interpersonal communication in the workplace decreases productivity.

Answer: C
Learning Objective: 1.2 Explain why it is useful to study interpersonal communication.
Topic: Interpersonal Communication's Importance to Your Life
Difficulty Level: Easy
Skill Level: Remember the Facts

12) Currently, about _____ of all marriages end in divorce within twenty years of the wedding.
A) 10%
B) 25%
C) 50%
D) 75%

Answer: C
Learning Objective: 1.2 Explain why it is useful to study interpersonal communication.
Topic: Interpersonal Communication's Importance to Your Life
Difficulty Level: Easy
Skill Level: Remember the Facts

13) Alycia tells Zoe that a crowded restaurant is not the place to tell Fred that he failed to qualify for the interview.

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She is referring to what aspect of communication?
A) Feedback
B) Channel
C) Context
D) Decoding

Answer: C
Learning Objective: 1.3 Describe the communication process, including key components and models of communication as action, interaction, and transaction.
Topic: Interpersonal Communication and the Communication Process
Difficulty Level: Moderate
Skill Level: Apply What You Know

14) During the communication process, whose role is it to decode the message?
A) Sender
B) Intermediary
C) Messenger
D) Receiver

Answer: D
Learning Objective: 1.3 Describe the communication process, including key components and models of communication as action, interaction, and transaction.
Topic: Interpersonal Communication and the Communication Process
Difficulty Level: Easy
Skill Level: Understand the Concepts

15) This view of communication suggests that all elements involved in the communication process are interconnected, meaning that a change in one can impact the rest.
A) communication as action
B) communication as transaction
C) communication as interaction
D) communication as message exchange

Answer: B
Learning Objective: 1.3 Describe the communication process, including key components and models of communication as action, interaction, and transaction.
Topic: Interpersonal Communication and the Communication Process
Difficulty Level: Moderate
Skill Level: Understand the Concepts

16) Communication as _____ is the oldest and most simplistic of the models of human communication.
A) action
B) interaction
C) transaction
D) system

Answer: A
Learning Objective: 1.3 Describe the communication process, including key components and models of communication as action, interaction, and transaction.
Topic: Interpersonal Communication and the Communication Process
Difficulty Level: Easy
Skill Level: Remember the Facts

17) What is considered to be the most sophisticated and most realistic model of interpersonal communication?
A) communication as action
B) communication as interaction

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C) communication as transaction
D) communication as contraction

Answer: C
Learning Objective: 1.3 Describe the communication process, including key components and models of communication as action, interaction, and transaction.
Topic: Interpersonal Communication and the Communication Process
Difficulty Level: Easy
Skill Level: Remember the Facts

18) The message transfer model of communication portrays human communication as a(n) _____ process.
A) interactive
B) linear
C) circular
D) simultaneous

Answer: B
Learning Objective: 1.3 Describe the communication process, including key components and models of communication as action, interaction, and transaction.
Topic: Interpersonal Communication and the Communication Process
Difficulty Level: Easy
Skill Level: Remember the Facts

19) Which actions best describe encoding?
A) translating ideas, feelings, and thoughts into a code
B) filtering messages through past experiences
C) minimizing external and psychological noise
D) making sense out of words or nonverbal cues

Answer: A
Learning Objective: 1.3 Describe the communication process, including key components and models of communication as action, interaction, and transaction.
Topic: Interpersonal Communication and the Communication Process
Difficulty Level: Moderate
Skill Level: Understand the Concepts

20) Which actions best describe decoding?
A) putting thoughts, ideas, and feelings into words or nonverbal cues
B) filtering messages through past experiences
C) minimizing external and psychological noise
D) interpreting ideas, feelings, and thoughts that have been translated into a code

Answer: D
Learning Objective: 1.3 Describe the communication process, including key components and models of communication as action, interaction, and transaction.
Topic: Interpersonal Communication and the Communication Process
Difficulty Level: Moderate
Skill Level: Understand the Concepts

21) Which statement reflects the author's stance on communication strategies?
A) There is a universally correct way to communicate in interpersonal settings.
B) Communication strategies should be manipulative to be effective.
C) Strategies should help establish understanding, not enforce conformity.
D) Cultural differences should be minimized for clearer communication.

Answer: C

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Learning Objective: 1.3 Describe the communication process, including key components and models of communication as action, interaction, and transaction.
Topic: Interpersonal Communication and the Communication Process
Difficulty Level: Hard
Skill Level: Evaluating

22) What question does Mary Jane Collier raise about labeling someone as an effective communicator?
A) How often should we communicate with others?
B) What are the most efficient speaking styles?
C) Who benefits from being labeled effective, and by whose standards?
D) Why do people misunderstand each other frequently?

Answer: C
Learning Objective: 1.3 Describe the communication process, including key components and models of communication as action, interaction, and transaction.
Topic: Interpersonal Communication and the Communication Process
Difficulty Level: Moderate
Skill Level: Analyzing

23) When Arman and Roger discuss what issues in their relationship are acceptable to discuss in front of friends and which are acceptable only to discuss between themselves, they are engaging in _____.
A) impersonal communication
B) metacommunication
C) content communication
D) asynchronous communication

Answer: B
Learning Objective: 1.4 Discuss five principles of interpersonal communication.
Topic: Interpersonal Communication Principles
Difficulty Level: Moderate
Skill Level: Apply the Concepts

24) What is a common myth about interpersonal communication?
A) All interpersonal relationship problems are communication problems.
B) Interpersonal communication is complicated.
C) Communication rules are sometimes unclear in a relationship.
D) People judge others based on behavior, not their intent.

Answer: A
Learning Objective: 1.4 Discuss five principles of interpersonal communication.
Topic: Interpersonal Communication Principles
Difficulty Level: Moderate
Skill Level: Understand the Concepts

25) _____ is defined as a followable prescription that indicates behavior expectations in a relationship.
A) Dimension
B) Symbol
C) Guideline
D) Rule

Answer: D
Learning Objective: 1.4 Discuss five principles of interpersonal communication.
Topic: Interpersonal Communication Principles
Difficulty Level: Easy
Skill Level: Remember the Facts

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26) When Gladys says, “I’m sorry, Pete. I take it back. Your new haircut isn’t really atrocious,” she seems to be forgetting that communication _____.
A) is irreversible
B) connects us to others
C) is governed by rules
D) involves content dimensions

Answer: A
Learning Objective: 1.4 Discuss five principles of interpersonal communication.
Topic: Interpersonal Communication Principles
Difficulty Level: Moderate
Skill Level: Apply What You Know

27) Monica is being punished by her teacher because the teacher didn’t care for the way Monica said, “Yes, Ma’am.” Her nasal rendition of “yes” and the long drawn out “Ma’am” suggested a lack of respect that the teacher considered unacceptable. The teacher’s dissatisfaction with Monica’s statement demonstrates which characteristic of interpersonal relationships?
A) Interpersonal communication has both systems and processes.
B) Interpersonal communication has both content and relationship dimensions.
C) Interpersonal communication is irreversible.
D) Interpersonal communication is governed by social rules.

Answer: B
Learning Objective: 1.4 Discuss five principles of interpersonal communication.
Topic: Interpersonal Communication Principles
Difficulty Level: Moderate
Skill Level: Apply What You Know

28) Beth sends Julian an email asking him to meet her at the bank at 2:30 p.m. She is on time, but Julian doesn’t arrive until 3:15 p.m. When she asks him why he is late, he replies, “I came as soon as I got your message.” The problem they are encountering may stem from the fact that a message sent by email is _____.
A) synchronous
B) instantaneous
C) asynchronous
D) unreliable

Answer: C
Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.
Topic: Interpersonal Communication and Social Media
Difficulty Level: Moderate
Skill Level: Apply What You Know

29) What statement best describes the findings of Tidwell and Walther about computer-mediated communication versus face-to-face interaction?
A) People ask more direct questions but reveal less about themselves online.
B) People ask less direct questions and reveal less about themselves online.
C) People ask more direct questions and reveal more about themselves online.
D) People ask less direct questions but reveal more about themselves online.

Answer: C
Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.
Topic: Interpersonal Communication and Social Media
Difficulty Level: Easy
Skill Level: Remember the Facts

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30) Research has found that those who need to communicate something negative, such as a desire to end a relationship, often select a _____ communication medium.
A) less rich
B) more personal
C) more rich
D) non-electronic

Answer: A
Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.
Topic: Interpersonal Communication and Social Media
Difficulty Level: Moderate
Skill Level: Understand the Concepts

31) What enhances the feeling of social presence for electronic communicators?
A) anonymity
B) asynchronous messaging
C) synchronous messaging
D) distance
Answer: C
Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.
Topic: Interpersonal Communication and Social Media
Difficulty Level: Easy
Skill Level: Understand the Concepts

32) A hyperpersonal relationship is an electronically mediated relationship that is _____.
A) more personal than a face-to-face relationship
B) less direct than a face-to-face relationship
C) less personal than a face-to-face relationship
D) more successful than a face-to-face relationship

Answer: A
Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.
Topic: Interpersonal Communication and Social Media
Difficulty Level: Easy
Skill Level: Remember the Facts

33) _____ theory suggests that emotional expression is severely restricted when we use only text-based messages to communicate.
A) Media richness
B) Cues-filtered-out
C) Diminished capacity
D) Transactional interference

Answer: B
Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.
Topic: Interpersonal Communication and Social Media
Difficulty Level: Easy
Skill Level: Remember the Facts

34) The social information-processing theory explains how _____.
A) information about society is conveyed to the public by the mass media

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B) family members convey essential information to one another through e-mail
C) information about social groups learned online is used to form opinions that affect communication with those groups.
D) we can communicate relational and emotional messages to others via e-mail and other electronic means.

Answer: D
Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.
Topic: Interpersonal Communication and Social Media
Difficulty Level: Easy
Skill Level: Remember the Facts

35) Which best describes the findings of Rodriguez and Wise in their study of college students' use of deceptive text messages?
A) Text messaging was rarely used by students to lie.
B) Students were more likely to send untrue texts to friends and family than to strangers.
C) Students were more likely to send deceptive Facebook messages than text messages.
D) Detecting untrue text messages was easiest for students who reported always being truthful.

Answer: B
Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.
Topic: Interpersonal Communication and Social Media
Difficulty Level: Moderate
Skill Level: Understand the Concepts

36) Margarita is having an important conversation with her father through text messaging. According to social information-processing theory, how is Margarita's ability to communicate relational and emotional messages impacted since electronic communication lacks nonverbal cues?
A) Margarita cannot express these kinds of messages.
B) Margarita can express these kinds of messages more accurately.
C) Margarita can express these kinds of messages, but it may take her more time.
D) Margarita can express relational messages but not emotional messages.

Answer: C
Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.
Topic: Interpersonal Communication and Social Media
Difficulty Level: Moderate
Skill Level: Apply What You Know

37) Which of the following best reflects a deeper implication of phubbing on interpersonal communication?
A) Phubbing improves multitasking abilities during social interactions.
B) It is socially acceptable if the other person is also using their phone.
C) Phubbing only affects communication if the phone is used during conversation.
D) The visibility of a smartphone during a conversation can reduce conversational quality.

Answer: D
Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.
Topic: Interpersonal Communication and Social Media
Difficulty Level: Hard
Skill Level: Analyzing

38) Jozea notices that they are not successful in expressing their ideas to others. To help, a friend suggests that Jozea should adopt an other-oriented approach, meaning that they should _____.

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A) consider the thoughts and feelings of others, but at the cost of their own integrity
B) consider the thoughts and feelings of others while still maintaining their own integrity
C) think of others when communicating, but not allow it to impact their interactions
D) attempt to converse with as many people as possible

Answer: B
Learning Objective: 1.6 Identify strategies that can improve your communication competence.
Topic: Interpersonal Communication Competence
Difficulty Level: Moderate
Skill Level: Apply What You Know

39) When we create a message without giving much thought to the person who is listening, we are engaging in _____.
A) self-centered thinking
B) egocentric communication
C) emotional contagion
D) interpersonal communication

Answer: B
Learning Objective: 1.6 Identify strategies that can improve your communication competence.
Topic: Interpersonal Communication Competence
Difficulty Level: Moderate
Skill Level: Understand the Concepts

40) To be a competent communicator is to express messages that are perceived to be both effective and _____.
A) direct
B) valuable
C) interesting
D) appropriate

Answer: D
Learning Objective: 1.6 Identify strategies that can improve your communication competence.
Topic: Interpersonal Communication Competence
Difficulty Level: Easy
Skill Level: Remember the Facts

Essay

1) Describe the differences between impersonal and interpersonal communication.

Answer:

- Impersonal communication:
  - People are treated as objects.
  - Communication occurs in "I-It" relationships.
  - Mechanical, stilted interaction with no honest sharing of feelings.
  - Communicating with people with whom you have no history and expect no future interaction.
- Interpersonal
  - People are treated as unique individuals.
  - People communicate in "I-Thou" relationships.
  - True dialogue and honest sharing of self with others.
  - Communicating with someone you care about, such as a friend or family member.

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.
Topic: Interpersonal Communication Defined
Difficulty Level: Moderate

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Skill Level: Understand the Concepts

2) What makes interpersonal communication inescapable?

Answer:

- Unless you live in isolation, you communicate interpersonally every day.
- Listening to your roommate, talking to a teacher, texting a friend, and talking to your parents or your spouse in person or via Skype are all examples of interpersonal communication.
- People always interpret what you say or do as a message, whether they are correct or not. So, as long as people are in contact with other people, communication will take place.

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.
Topic: Interpersonal Communication Defined
Difficulty Level: Moderate
Skill Level: Understand the Concepts

3) Briefly describe the differences between communication, human communication, and interpersonal communication.

Answer:

- Communication is the process of acting on information.
- Human communication is the process of making sense of the world and sharing it with others by creating meaning through verbal and nonverbal messages.
- Interpersonal communication, distinct from the others, is a transactional form of human communication that incorporates mutual influence, primarily to manage relationships.

Learning Objective: 1.1 Compare and contrast definitions of communication, human communication, and interpersonal communication.
Topic: Interpersonal Communication Defined
Difficulty Level: Moderate
Skill Level: Understand the Concepts

4) Discuss in which communication model the sources can be both sender and receiver.

Answer:

- The transactional model of communication acknowledges that when we talk to another person face-to-face, we are constantly reacting to our partner's responses.
- Thus, all the components of the communication process in this model are simultaneous.

Learning Objective: 1.3 Describe the communication process, including key components and models of communication as action, interaction, and transaction.
Topic: Interpersonal Communication and the Communication Process
Difficulty Level: Moderate
Skill Level: Understand the Concepts

5) Define explicit and implicit rules in interpersonal communication, and provide your own example of each.

Answer:

- Explicit rules are stated or written.
    - An example is that there is no loud talking in the college library, so conversational partners know to keep their volume low when discussing the research they are seeking. Loud talking will result in being asked to leave the library.
- Implicit rules are not spelled out.
    - An example is that each person in a conversation speaks in turn and does not talk over the

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conversational partner.
- Student examples may vary.

Learning Objective: 1.4 Discuss five principles of interpersonal communication.
Topic: Interpersonal Communication Principles
Difficulty Level: Difficult
Skill Level: Apply What You Know

6) Using an example, briefly explain the difference between the content and the relationship dimensions of interpersonal communication.

Answer:
- Student examples may vary.
- Example: Jill tells Jack to clean the kitchen. Jack says it's Jill's turn.
  - Content: topic of cleaning the kitchen—what was said.
  - Relationship: offers cues about the emotions, attitudes, and amount of power and control the speaker feels with regard to the other person; who can tell whom what to do—how it was said.

Learning Objective: 1.4 Discuss five principles of interpersonal communication.
Topic: Interpersonal Communication Principles
Difficulty Level: Moderate
Skill Level: Apply What You Know

7) What are some disadvantages of using electronically mediated communication in a particular relationship?

Answer:
- The nature or type of the relationship will influence the answers given.
- Disadvantages may include: the asynchronous nature of some electronic messages, the potential for deception, the limits on the nonverbal cues available, the skill and ability the interactants have with typing and writing, and the limitations that some media have for expressing emotions.

Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.
Topic: Interpersonal Communication and Social Media
Difficulty Level: Moderate
Skill Level: Understand the Concepts

8) Name the four criteria of richness of a communication channel and how they can be applied.

Answer:
- Media richness theory suggests that the richness of a communication channel is based on four criteria:
  - The amount of feedback that the communicator can receive
  - The number of cues that the channel can convey and that can be interpreted by a receiver
  - The variety of languages that a communicator uses
  - The potential for expressing emotions and feelings.
- Using these four criteria, researchers have developed a continuum of communication channels, from communication-rich to communication-lean.
  - Some evidence suggests that those wishing to communicate a negative message, such as a message ending a relationship, may select a less rich communication medium. On the other hand, those who want to share good news tend to communicate in person so they can enjoy the positive reaction to the message.
- Media richness theory also suggests that the restriction of nonverbal cues, which provides information about the nature of the relationship between communicators, hampers the quality of relationships that can be established using EMC.

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Learning Objective: 1.5 Discuss the role of electronically mediated communication in developing and maintaining interpersonal relationships.
Topic: Interpersonal Communication and Social Media
Difficulty Level: Moderate
Skill Level: Understand the Concepts

9) Define ethics and discuss the behaviors of an ethical communicator.

Answer:

- Ethics are the beliefs, values, and moral principles by which we determine what is right or wrong.
- Characteristics of ethical communicators:
    - Sensitive to the needs of others, give people choices rather than forcing them to act a certain way, keep private information that others wish to be kept private, honest, avoid diminishing others' self-worth, don't tell people only what they want to hear.

Learning Objective: 1.6 Identify strategies that can improve your communication competence.
Topic: Interpersonal Communication Competence
Difficulty Level: Moderate
Skill Level: Apply the Concepts

10) You and your neighbor carpool to work every day since you both work in the same office. You believed this would be a good way for you both to save money on gas, but your neighbor has not been paying their fair share for the past few months. You've decided to discuss the situation with them, but you need to do some careful planning first. Describe a conversation you might have with them that incorporates the strategies of being effective and appropriate.

Answer:

- Student answers may vary, but must include that to be effective, messages must be understood by others and achieve their desired effects.
    - In this case, the desired effect is that the neighbor chips in for carpooling.
- Responses must also indicate that messages must be appropriate, by taking into account the time, place, and overall context of the message to be sensitive to the feelings and attitudes of the neighbor.

Learning Objective: 1.6 Identify strategies that can improve your interpersonal communication competence.
Topic: Interpersonal Communication Competence
Difficulty Level: Difficult
Skill Level: Apply What You Know

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