Compelling Criminal Justice Communications 1st edition Van Slyke Test Bank

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CHAPTER 1 – INTRODUCTION

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Most students will probably only need to write papers and give presentations in English and Oral Communication courses.

a) True
b) False

Twenty-first century employers consistently cite communication skills as one of the top qualities they look for when hiring.

a) True
b) False

When perceived as credible, a person is seen to possess both competence and integrity, and so people trust them more.

a) True
b) False

When people trust and have confidence in criminal justice professionals, they are more likely to be cooperative and compliant.

a) True
b) False

Ineffective communications by criminal justice professionals can hurt all ***but which*** of the following?

a) His/her job performance
b) The reputation of his/her agency
c) The effectiveness and efficiency of the criminal justice system
d) The colleges that will admit you as a student

Communication skills have nothing to do with the real world.

a) True
b) False

Effective writing leads to a more effective and efficient criminal justice system

a) True
b) False

A(n) ____ communication is powerful, fostering credibility and generating positive outcomes.

a) creative

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b) compelling
c) credulous
d) constructive

____ refers to believability.

a) Determination
b) Faith
c) Agency
d) Credibility

Encoding is the process whereby the receiver of a communication interprets the message.

a) True
b) False

____ is the process whereby the sender of a communication figures out how best to transmit the message.

a) Encoding
b) Decoding
c) Induction
d) Deduction

As a communication's sender, we should strive to…

a) encode the message in such a way as to maximize the likelihood of proper decoding
b) decode the message in such a way as to maximize the likelihood of proper encoding
c) interpret the message critically to detect the receiver's underlying beliefs and motives
d) phrase the message creatively to deliver a distinctive, personalized communication

Which of the following factors can affect the likelihood that a message will be decoded properly? ***Select all that apply.***

a) the complexity of the message
b) the length of the message
c) the receiver's willingness to pay attention
d) the sender and receiver's shared understanding of the words used

The communication process is judged a success by whether the sender efficiently discharges the message.

a) True
b) False

In the communication process, the burden is on the sender.

a) True
b) False

When we have a conflict of interest, we have competing concerns that we must balance.

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a) True
b) False

Urgency is about time limitations; it does not refer to the pressure or seriousness of the situation.

a) True
b) False

Which of the following is ***not*** one of the special challenges involved in criminal justice communications?

a) consequential
b) disinterest
c) sensitivity
d) complexity

Saying that a criminal justice communication is ____ means that it has significant potential repercussions.

a) sensitive
b) urgent
c) consequential
d) complex

As a criminal justice professional, a person should expect to experience the special challenges on a daily basis.

a) True
b) False

The special challenges in criminal justice communications are understandable and therefore constitute legitimate reasons for producing inferior communications.

a) True
b) False

____ is the process of finding and using information and sharing meaning (Markel, 2012, p. 4).

a) Introspective dialogue
b) Critical thinking
c) Academic learning
d) Technical communication

Which of the following does ***not*** constitute technical communications? ***Select all that apply.***

a) Opinionated communications, such as opinion papers and reflective essays
b) Policy communications, such as policy analyses and policy proposals
c) Intelligence communications, such as briefings on a crime problem or plan of action
d) Dramatic communications, such as poetry and novels

Criminal justice communicators either aim to inform in a nonjudgmental, purely descriptive manner, or they….

a) strive to trick others via selective information sharing

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b) seek to persuade via logic and evidence
c) endeavor to motivate compliance via fear and confusion
d) attempt to rile the public via sensationalism and drama

Many criminal justice communications have entertainment purposes.

a) True
b) False

Good criminal justice communications do not try to sway the audience using emotional appeals, such as fear, anger, or pity.

a) True
b) False

Responsiveness refers to a communication that is free from error in terms of both the truth/accuracy of the information itself and the proper presentation of the information.

a) True
b) False

____ refers to consistent exhibiting of certain personal characteristics in addition to technical competence that inspires trust (Wiersma, 2010/2011).

a) Organization
b) Responsiveness
c) Professionalism
d) Morale

____ is the quality of a communication that is thorough, containing all pertinent parts and information.

a) Conceptual
b) Critical
c) Completeness
d) Conciseness

____ concerns the arrangement of information in a manner that will best help the communication achieve its purpose.

a) Organization
b) Clarity
c) Conciseness
d) Correctness

When a communication directly addresses its objective, adheres to all parameters, and is tailored to the audience, it is considered to exhibit ____.

a) organization
b) responsiveness
c) completeness

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d) logic

When we talk about ___, we are discussing the reasoning process used to justify claims and reach a conclusion.

a) professionalism
b) evidence
c) correctness
d) logic

____ means using as few simple words as possible to make a point.

a) Abrupt
b) Tact
c) Eloquent
d) Concise

Logical means straightforward, unambiguous, and therefore able to be understood.

a) True
b) False

Evidence is proof, or that which is used to justify a claim.

a) True
b) False

If a communication is responsive, then the reasoning used to reach the conclusion is sound.

a) True
b) False
c) professionalism

The planning stage of developing compelling criminal justice communications starts with determining, and as needed clarifying, the communication's objective, parameters, and audience(s).

a) True
b) False

Part of planning a group project is deciding how and when the group will communicate, who the leader and secretary/recorder will be, and what the expectations are for the group.

a) True
b) False

One recommendation or group projects to make all decisions orally, whether in person, over the phone, or in a group chat session.

a) True
b) False

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An outline is a Refences list that contains a brief summary of the source directly under the source's bibliographic information.

a) True
b) False

When we finalize a communication, we produce the first full iteration of the communication.

a) True
b) False

Which of the following is ***not*** a reason for drafting before writing the final version of a communication?

a) Drafting eliminates any errors in writing mechanics
b) Drafting pushes us write ethically
c) Drafting helps us get started
d) Drafting paces us and keeps us on schedule

Phase Two, collecting information, begins with deciding what information is needed and where.

a) True
b) False

One recommendation for synthesizing information when working with a group is to make sure each group member sees, agrees to, and has a copy of the outline.

a) True
b) False

____ involves studying and making sense of all the information you've collected, and then figuring out how to put all the pieces together to form a coherent whole.

a) Planning
b) Synthesizing information
c) Collecting information
d) Improving and finalizing

If a communication will be delivered orally, then you can skip writing up the communication.

a) True
b) False

Drafting is about getting ideas down quickly—not about writing well.

a) True
b) False

When we work in a group, the improving and finalizing stage of developing compelling criminal justice communications has the added concern of achieving uniformity across the different parts of the communication created by different people.

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a) True
b) False

Synthesizing information is the stage that involves critically evaluating your own work and then reworking it in order to make it as good as it can be.

a) True
b) False

Which of the following shows the correct ordering of the six stages for developing compelling criminal justice communications?

a) topic selection, research, writing, printing, binding, submitting
b) topic selection, collecting information, outlining information, writing, printing, submitting
c) planning, topic selection, research, outlining, writing, revising and editing, printing
d) planning, collecting information, synthesizing information, drafting, improving and finalizing, delivering

Drafting can reveal if a paper is too short or too long.

a) True
b) False

Which of the following is ***not*** a recommendation for the delivery of a paper?

a) If a hard copy is required, leave yourself time to troubleshoot printing
b) If a hard copy is required, be prepared to bind (e.g., staple) your paper after printing
c) If a soft copy is required, submit a hard copy as well

If a soft copy is required, be sure to save and submit your document in the required document format (e.g., Word)

CHAPTER 2 – PRINCIPLE 1: PROFESSIONALISM

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An expert is a professional: If a person is an expert, then that person is a professional who inspires trust on the basis of attitude and action.

a) True
b) False

Professionals are reliable: They can be counted on to get the job done.

a) True
b) False

____ means consistently exhibiting certain personal characteristics in addition to technical competence and thus inspiring trust (Wiersma, 2010/2011).

a) Steadfast
b) Professionalism

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c) Accountability
d) Monotonous

Professionalism is linked to perceived fairness and legitimacy, trust and confidence, and cooperation and compliance with the criminal justice system.

a) True
b) False

Criminal justice officials need to be seen as all ***but which*** of the following?

a) competent and knowledgeable
b) serious and genuinely concerned
c) fair and respectful
d) emotional and authoritative

A(n) ____ communication style involves being forthright about your purpose without being antagonistic or evasive.

a) assertive
b) aggressive
c) passive
d) passive-aggressive

Which of the following is ***not*** a guideline for developing professional criminal justice communications?

a) Adopt an assertive communication style.
b) Adhere to the strictest standards of integrity and ethics.
c) Act rigid and unapproachable.
d) Maintain an appropriate level of formality.

The following list of characteristics reflects which of the communication styles covered in Chapter 2? Goal-oriented, bossy, poor listener, close-minded, frustrated, and impatient.

a) aggressive
b) assertive
c) passive
d) passive-aggressive

People who adopt a passive communication style have positive effects on others, such as inspiring respect and cooperation.

a) True
b) False

____ relates to moral standards governing decisions and actions.

a) Professionalism
b) Ethics
c) Self-interest
d) Credibility

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Integrity is the characteristic of people who hold moral values that are reflected in their words and behaviors.

a) True
b) False

Standard operating procedures are rules for ethical decision making and behavior prescribed by an organization for its members to follow.

a) True
b) False

Where ____ involves fabrications, misrepresentations, and omission of material facts, ____ involves giving or getting unauthorized assistance in the completion of graded work.

a) cheating, lying
b) lying, cheating
c) plagiarism, cheating
d) cheating, plagiarism

Plagiarism is the failure to acknowledge properly the source of information.

a) True
b) False

Plagiarism is an intentional act; there is no such thing as unintentional plagiarism.

a) True
b) False

Unless otherwise indicated using established conventions such as quotation marks and in-text citations, the audience will assume that all ideas and words in a paper are the paper author's own and have been written for one and only one purpose.

a) True
b) False

If information comes from outside of your own head, you should cite it.

a) True
b) False

Words must be cited when they come directly from a source, but images, sounds, and videos do not need to be cited.

a) True
b) False

Quotation marks are used to indicate the exact words of a source—even if it is just a few words.

a) True
b) False

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____ is when someone makes superficial alterations to source text and then claims the ideas and words as his or her own.

a) inappropriate paraphrasing
b) mosaic plagiarism
c) self-plagiarism
d) copyright infringement

____ is when someone makes superficial alterations to source text, gives credit to the source for the ideas, but claims the words as his or her own.

a) inappropriate paraphrasing
b) self-plagiarism
c) copyright infringement
d) mosaic plagiarism

Mosaic plagiarism, inappropriate paraphrasing, and self-plagiarism are unethical writing practices.

a) True
b) False

____ is when someone reuses his or her own work from one course, either in part or in whole, for another course without the express permission of both instructors.

a) copyright infringement
b) mosaic plagiarism
c) inappropriate paraphrasing
d) self-plagiarism

Using notes to complete a closed-book quiz is an example of….

a) cheating
b) lying
c) plagiarism
d) innovating

Citing a source means not only that you truly have read the entire source, but also that it is really the source of the information.

a) True
b) False

People who do *not* contribute to a group project should *not* be listed as authors of that project.

a) True
b) False

In a group paper, if there is plagiarism in a section written by one group member, then that one group member—rather than all group members—is guilty of plagiarism.

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a) True
b) False

A(n) ____ is a choice between options having moral implications, wherein it may not be immediately clear what the “right” decision is.

a) integrity challenge
b) ethical dilemma
c) code of ethics
d) ethical breach

Which of the following is ***not*** one of the approaches to resolving ethical dilemmas presented in Chapter 2?

a) The common good approach
b) The virtue approach
c) The common sense approach
d) The utilitarian approach

One cannot be professional without valuing and possessing integrity and consistently exhibiting ethical behavior.

a) True
b) False

Formal language is appropriate for serious situations, when we do not know our audience, and/or when we have a professional instead of a personal relationship with our audience.

a) True
b) False

In communication, ____ means attitude: your attitude toward the subject and the communication task itself.

a) formality
b) tone
c) diction
d) orientation

Criminal justice communications generally should convey an attitude of passionate unconcern.

a) True
b) False

Having an appropriately format tone involves all ***but which*** of the following?

a) Be subjective rather than objective
b) Be logical rather than emotional
c) Be serious rather than humorous
d) Be impersonal rather than intimate

____ refers to word choice.

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a) formality
b) tone
c) diction
d) orientation

As developers of criminal justice communications, we want our choice of words to give the impression that we are professionals.

a) True
b) False

Which of the following is the most neutral term for someone who is not like most others?

a) freak
b) unusual
c) deviant
d) weird

Which of the following is ***not*** a matter of diction presented in Chapter 2?

a) personal words
b) contractions and colloquialisms
c) loaded terms
d) articulation and elocution

Subject indicators refer to personal pronouns such as I, me, you, and we.

a) True
b) False

Unless a specific communication necessitates the use of personal pronouns, we should not use them in criminal justice communications.

a) True
b) False

Which of the following does ***not*** belong in criminal justice communications?

a) personal expressions, beliefs, and mottos
b) explicit and precise descriptions
c) evidence and logic
d) transitional words and phrases

Which of the following is a method for avoiding personal words without resorting to passive voice?

a) Omit the subject (you) of the sentence
b) Combine the information from multiple sentences
c) Use the following symbol in place of any personal words: ——
d) Insert “Jane Doe” or “John Deer”

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A(n) ____ is when multiple words are joined together with an apostrophe and by abbreviating one of the words, such as “didn’t” for “did not.”

a) colloquialism
b) euphemism
c) preposition
d) contraction

Unless quoting, we should avoid contractions in criminal justice communications.

a) True
b) False

Which of the following statements is true about colloquialisms?

a) They are informal expressions.
b) Most people cannot understand them.
c) They are too informal.
d) They can make us look unprofessional.

A(n) ____ is a word that has a similar dictionary definition as another word but which, instead of being a neutral term, has a positive or negative connotation.

a) synonym
b) antonym
c) key term
d) loaded term

To be compelling, criminal justice communications should use loaded, not neutral, terms.

a) True
b) False

When preparing job application materials, the textbook recommends creating one standard cover letter and one standard resume, because doing so is efficient and effective.

a) True
b) False

Which of the following statements is ***not*** true about writing cover letters?

a) Your goal in writing a cover letter is to make the employer believe that you are the best person for the job
b) You should use the cover letter as an opportunity to make a strong, favorable, and memorable first impression
c) You should demonstrate with your writing that you are a professional, effective communicator
d) You should consider the cover letter an opportunity to forge a close personal relationship with the employer

The cover letter should repeat the same material that is in your resume, not introduce new material or provide scattered coverage of the resume.

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