COMM 6 6th edition Sellnow Test Bank

SKU: 9780357370278-TEST-BANK

Name:_____ Class:_____ Date:_____

Chapter 1: Communication Perspectives

1. The process of creating messages is called _____.
   a. encoding
   b. decoding
   c. onboarding
   d. scrambling

ANSWER: a

RATIONALE: Analysis:
a. Correct. The process of creating messages is called encoding. See 1-1: The Nature of Communication
b. Incorrect. Messages are the verbal utterances, visual images, and nonverbal behaviors used to convey thoughts and feelings. See 1-1: The Nature of Communication
c. Incorrect. Messages are the verbal utterances, visual images, and nonverbal behaviors used to convey thoughts and feelings. See 1-1: The Nature of Communication
d. Incorrect. Messages are the verbal utterances, visual images, and nonverbal behaviors used to convey thoughts and feelings. See 1-1: The Nature of Communication

POINTS: 1

DIFFICULTY: Easy

REFERENCES: The Nature of Communication

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

ACCREDITING STANDARDS: COMM1 - Communication

TOPICS: Communication functions
Foundations of communication

KEYWORDS: Bloom's: Remember

DATE CREATED: 2/10/2020 6:40 AM

DATE MODIFIED: 2/10/2020 7:00 AM

QUESTION ID: JFND-GTTW-EW5U-OCJT

QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJI-CAAG-NAJT-C31S-EPBI-CESU-YP5N-CRSS-C3T1-GOSU-N3MD-GESU-NA3T-CE3U-G3UG-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

2. Kate tells her son Ben to tidy his room. Ben, who does not like the task, agrees to it but mumbles under his breath and makes a face. Ben's response is an example of _____.
   a. a script
   b. feedback
   c. a code
   d. noise

ANSWER: b

RATIONALE: Analysis:
a. Incorrect. Ben is responding to the message sent by his mother. See 1-1: The Nature

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of Communication
b. Correct. Ben's response is an example of feedback. Feedback consists of the verbal and nonverbal messages sent by receivers to let senders know how the message is being interpreted. The child is giving visual and verbal feedback that indicates displeasure. See 1-1: The Nature of Communication
c. Incorrect. Ben is responding to the message sent by his mother. See 1-1: The Nature of Communication
d. Incorrect. Ben is responding to the message sent by his mother. See 1-1: The Nature of Communication

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: The Nature of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS: COMM2 - Reflective Thinking
TOPICS: Perception process in communication
Foundations of communication
KEYWORDS: Bloom's: Apply
DATE CREATED: 2/10/2020 7:16 AM
DATE MODIFIED: 2/10/2020 7:20 AM
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3. A(n) _____ is a "mental library" of scripts each of us draws from to create messages based on what worked for us or others in the past.

a. emoticon
b. canned plan
c. channel
d. communication index

ANSWER: b
RATIONALE: Analysis:
a. Incorrect. The mental library of scripts each of us draws from to create messages based on what worked for us or others in the past is used to form and interpret messages. See 1-1: The Nature of Communication
b. Correct. A canned plan is a "mental library" of scripts each of us draws from to create messages based on what worked for us or others in the past. See 1-1: The Nature of Communication
c. Incorrect. The mental library of scripts each of us draws from to create messages based on what worked for us or others in the past is used to form and interpret messages. See 1-1: The Nature of Communication
d. Incorrect. The mental library of scripts each of us draws from to create messages based on what worked for us or others in the past is used to form and interpret

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Chapter 1: Communication Perspectives

messages. See 1-1: The Nature of Communication

POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Nature of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Communication functions
Foundations of communication
KEYWORDS: Bloom's: Remember
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DATE MODIFIED: 2/10/2020 7:32 AM
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4. Which of the following is true of scripts?
   a. They are only developed in childhood.
   b. The more scripts you have for each canned plan, the more likely you are to be an effective communicator.
   c. They develop through personal experiences and not by observing others.
   d. They can be used only in interpersonal communication.

ANSWER: b
RATIONALE: Analysis:
a. Incorrect. We have canned plans and scripts for a wide variety of typical interactions. See 1-1: The Nature of Communication
b. Correct. The larger your canned plan library and the more scripts you have for each canned plan, the more likely you will be to form appropriate and effective messages. Having a large canned library and more scripts also helps you to understand and respond appropriately to the messages of others. See 1-1: The Nature of Communication
c. Incorrect. We have canned plans and scripts for a wide variety of typical interactions. See 1-1: The Nature of Communication
d. Incorrect. We have canned plans and scripts for a wide variety of typical interactions. See 1-1: The Nature of Communication
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: The Nature of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

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ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Communication functions
Foundations of communication
KEYWORDS: Bloom's: Understand
DATE CREATED: 2/10/2020 7:31 AM
DATE MODIFIED: 2/10/2020 7:34 AM
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5. In the context of the communication context, the _____ includes the environmental conditions surrounding a communication encounter.

a. cultural context
b. physical context
c. psychological context
d. social context

ANSWER: b
RATIONALE: Analysis:
a. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication
b. Correct. The physical context includes the location of a communication encounter, the environmental conditions surrounding it (temperature, lighting, and noise level), and the physical proximity of participants to each other. See 1-1: The Nature of Communication
c. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication
d. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication
POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Nature of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Communication functions
KEYWORDS: Bloom's: Remember
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DATE MODIFIED: 2/11/2020 1:30 AM
QUESTION ID: JFND-GTTW-EW4D-NTBT

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QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJ3-C3OU-YPT3-G3TG-RA3A-CASS-RPMD-CRSU-NPBW-GOSS-CC33-GHSU-YQBW-GC3G-ECMN-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

6. Ronnie had a violin recital at his school. He played beautifully, but the acoustics in the room were so bad that only the people in the first few rows could hear him. This scenario is an example of failed communication because Ronnie did not take into account the _____ of communication.

a. social context
b. psychological context
c. physical context
d. historical context

ANSWER: c

RATIONALE: Analysis:
a. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication
b. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication
c. Correct. This scenario is an example of failed communication because Ronnie did not take into account the physical context of communication. The physical context includes the location of a communication encounter, the environmental conditions surrounding it, and the physical proximity of the participants to each other. See 1-1: The Nature of Communication
d. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: The Nature of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS: COMM2 - Reflective Thinking
TOPICS: Communication types
Public communication
KEYWORDS: Bloom's: Apply
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DATE MODIFIED: 2/10/2020 7:38 AM
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QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJA-8RAU-OQJZ-GA4U-RCBU-GWSU-CQMG-8RSU-CCBT-GOSS-NQMG-GOSS-ECBT-CC5U-EPBW-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

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Chapter 1: Communication Perspectives

7. In the context of the communication context, the _____ is the nature of the relationship that already exists between participants.

a. cultural context
b. physical context
c. psychological context
d. social context

ANSWER: d

RATIONALE: Analysis:
a. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication
b. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication
c. Incorrect. The context in which a message is embedded affects the expectations of the participants, the meaning these participants derive, and their subsequent behavior. See 1-1: The Nature of Communication
d. Correct. The social context of communication is the nature of the relationship that already exists between participants. The better you know someone, the more likely you are to accurately interpret their messages. See 1-1: The Nature of Communication

POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Nature of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Communication functions
KEYWORDS: Bloom's: Remember
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DATE MODIFIED: 2/11/2020 1:35 AM
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QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJ1-GAAD-ECTS-GA4U-YCJW-COSU-RPDR-CRSS-GQMF-GOSS-RQJS-CCSU-KCJO-GY5U-EP5G-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

8. Marsha and Rachel went shopping for clothes. Marsha bought a new pair of jeans. The following day, Marsha, Rachel, and Markus met for coffee. Upon seeing Marsha in her new jeans, Rachel exclaimed, "Oh! You wore the new ones." Marsha nodded and smiled, but Markus had no idea what they were talking about. In this scenario, Markus did not understand the meaning of "the new ones" because he did not know the _____ of their communication.

a. physical context
b. social context
c. historical context
d. psychological context

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Chapter 1: Communication Perspectives

ANSWER: c

RATIONALE: Analysis:
a. Incorrect. Marsha and Rachel understood each other because of their previous communication. See 1-1: The Nature of Communication
b. Incorrect. Marsha and Rachel understood each other because of their previous communication. See 1-1: The Nature of Communication
c. Correct. In this scenario, Markus did not understand the meaning of "the new ones" because he did not know the historical context of the exchange between Marsha and Rachel. The historical context of a communication encounter is the background provided by previous communication between the participants. See 1-1: The Nature of Communication
d. Incorrect. Marsha and Rachel understood each other because of their previous communication. See 1-1: The Nature of Communication

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: The Nature of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS: COMM2 - Reflective Thinking
TOPICS: Perception process in communication
Communication types
KEYWORDS: Bloom's: Apply
DATE CREATED: 2/10/2020 7:38 AM
DATE MODIFIED: 2/10/2020 7:40 AM
QUESTION ID: JFND-GTTW-EW5U-1OTW
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJW-GF1U-Y3TO-GR4D-QCJW-GRSS-GAJT-8YSU-KAJS-GOSS-G3DD-8YSU-Y3J1-GRHD-GQMF-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

9. Which of the following statements is true of intrapersonal communication?
   a. It plays a role in shaping our self-perceptions.
   b. It is usually verbalized as monologues.
   c. It rarely occurs subconsciously.
   d. It occurs when you engage in a conversation with a friend.

ANSWER: a

RATIONALE: Analysis:
a. Correct. The study of intrapersonal communication often focuses on its role in shaping self-perceptions and in managing communication apprehension—that is, the fear associated with communicating with others. The study focuses on self-talk as a means to improve self-concept and self-esteem and, ultimately, communication competence in a variety of situations. See 1-1: The Nature of Communication
b. Incorrect. When you think about what you will do later today or when you send yourself email reminders, you are communicating intrapersonally. See 1-1: The Nature of Communication

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c. Incorrect. When you think about what you will do later today or when you send yourself email reminders, you are communicating intrapersonally. See 1-1: The Nature of Communication
d. Incorrect. When you think about what you will do later today or when you send yourself email reminders, you are communicating intrapersonally. See 1-1: The Nature of Communication

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: The Nature of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Intrapersonal communication
Communication settings
KEYWORDS: Bloom's: Understand
DATE CREATED: 2/10/2020 7:41 AM
DATE MODIFIED: 2/10/2020 7:43 AM
QUESTION ID: JFND-GTTW-EW5U-1QB3
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMB-CA5D-CCUR-GA5U-13T3-CRSU-ECTI-8YSU-KATO-GOSU-1CUD-GASS-CAUR-GJ1U-G3UF-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

10. _____ is the fear associated with communicating with others.
a. Psychological noise
b. Communication synchronicity
c. Communication apprehension
d. Interaction coordination

ANSWER: c
RATIONALE: Analysis:
a. Incorrect. The study of intrapersonal communication often focuses on its role in managing the fear associated with communicating with others. See 1-1: The Nature of Communication
b. Incorrect. The study of intrapersonal communication often focuses on its role in managing the fear associated with communicating with others. See 1-1: The Nature of Communication
c. Correct. Communication apprehension is the fear associated with communicating with others. The study of intrapersonal communication focuses on self-talk as a means to improve self-concept and self-esteem and, ultimately, communication competence in a variety of situations. See 1-1: The Nature of Communication
d. Incorrect. The study of intrapersonal communication often focuses on its role in managing the fear associated with communicating with others. See 1-1: The Nature of Communication

POINTS: 1

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DIFFICULTY:	Easy
REFERENCES:	The Nature of Communication
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS:	COMM1 - Communication
TOPICS:	Intrapersonal communication Learned communication
KEYWORDS:	Bloom's: Remember
DATE CREATED:	2/10/2020 7:43 AM
DATE MODIFIED:	2/10/2020 7:45 AM
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11. _____ is characterized by informal interaction between two people who have an identifiable relationship with each other.

a. Intrapersonal communication
b. Mass communication
c. Interpersonal communication
d. Public communication

ANSWER:	c
RATIONALE:	Analysis: a. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication b. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication c. Correct. Interpersonal communication is characterized by informal interaction between two people who have an identifiable relationship with each other. Talking to a friend between classes and speaking with your mother are examples of this type of communication. See 1-1: The Nature of Communication d. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	The Nature of Communication
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS:	COMM1 - Communication
TOPICS:	Interpersonal communication

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	Communication settings
KEYWORDS:	Bloom's: Remember
DATE CREATED:	2/10/2020 7:46 AM
DATE MODIFIED:	2/10/2020 7:48 AM
QUESTION ID:	JFND-GTTW-EW5U-1QBU
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12. Which of the following statements is true of the differences between interpersonal and intrapersonal communication?
    a. Interpersonal communication occurs nonverbally, whereas intrapersonal communication does not occur nonverbally.
    b. Interpersonal communication is delivered through mass media, whereas intrapersonal communication occurs within a group.
    c. Interpersonal communication occurs between two people, whereas intrapersonal communication takes place only in our minds.
    d. Interpersonal communication occurs between two people with a high level of intimacy, whereas intrapersonal communication can occur between any two people regardless of intimacy.

ANSWER:	c
RATIONALE:	Analysis: a. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication b. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication c. Correct. Interpersonal communication is characterized by informal interaction between two people. Intrapersonal communication refers to the interactions that occur in our minds when we are talking to ourselves. See 1-1: The Nature of Communication d. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication
POINTS:	1
DIFFICULTY:	Challenging
REFERENCES:	The Nature of Communication
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS:	COMM2 - Reflective Thinking
TOPICS:	Interpersonal communication Intrapersonal communication
KEYWORDS:	Bloom's: Analyze
DATE CREATED:	2/11/2020 1:37 AM
DATE MODIFIED:	2/11/2020 1:39 AM
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Chapter 1: Communication Perspectives

OCDB-GCSU-EP5R-8YSS-NP3U-GOSS-C3DF-COSS-CP3O-GJ1D-1P5F-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

13. _____ typically involves three to 20 people who come together to communicate with one another.
    a. Interpersonal communication
    b. Intrapersonal communication
    c. Mass communication
    d. Small-group communication

ANSWER: d

RATIONALE: Analysis:
a. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication
b. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication
c. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication
d. Correct. Small-group communication typically involves three to 20 people who come together to communicate with one another. Examples of small groups include a family, a group of friends, a group of classmates working on a project, and a workplace management team. See 1-1: The Nature of Communication

POINTS: 1

DIFFICULTY: Easy

REFERENCES: The Nature of Communication

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

ACCREDITING STANDARDS: COMM1 - Communication

TOPICS: Group communication
Communication settings

KEYWORDS: Bloom's: Remember

DATE CREATED: 2/11/2020 1:40 AM

DATE MODIFIED: 2/11/2020 1:42 AM

QUESTION ID: JFND-GTTW-EW4D-NCTS

QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJO-CJTD-C3BO-CE4G-GAJO-GRSU-E3TZ-8RSU-K3BU-GOSU-NP3A-COSU-EQMG-G71D-OCDN-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

14. Sara's family members include her father, mother, and two brothers. They meet every weekend for dinner. When they meet, they talk about each other and discuss everything that happened during the week. In this case, Sara's family members are involved in _____.
    a. intrapersonal communication
    b. mass communication
    c. interpersonal communication
    d. small-group communication

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ANSWER: d

RATIONALE: Analysis:
a. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication
b. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication
c. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication
d. Correct. In this case, Sara's family members are involved in small-group communication. Small-group communication typically involves three to 20 people who come together to communicate with one another. Examples of small groups include a family, a group of friends, a group of classmates working on a project, and a workplace management team. See 1-1: The Nature of Communication

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: The Nature of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS: COMM2 - Reflective Thinking
TOPICS: Group communication
Communication settings
KEYWORDS: Bloom's: Apply
DATE CREATED: 2/11/2020 1:42 AM
DATE MODIFIED: 2/11/2020 1:45 AM
QUESTION ID: JFND-GTTW-EW4D-NCTI
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMB-GI1S-EQMN-CC3U-YPMN-GWSS-NPTS-8RSU-EPJ3-GOSU-NCBT-CESS-CQJW-CRHS-KAMF-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

15. In the context of communication settings, _____ is delivered to audiences of more than 20 people.
a. intrapersonal communication
b. public communication
c. interpersonal communication
d. small-group communication

ANSWER: b

RATIONALE: Analysis:
a. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication
b. Correct. In the context of communication settings, public communication is delivered to audiences of more than 20 people. Examples include public speeches, presentations, and forums we may experience in person or via mediated or technology-driven channels. See 1-1: The Nature of Communication
c. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication

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d. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication

POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Nature of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Group communication
Communication settings
KEYWORDS: Bloom's: Remember
DATE CREATED: 2/11/2020 1:45 AM
DATE MODIFIED: 2/11/2020 1:47 AM
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16. Unlike intrapersonal communication, mass communication
    a. occurs in our minds.
    b. involves communicating with three to 20 people to solve a problem.
    c. is delivered to large segments of the population.
    d. occurs only in face-to-face settings.

ANSWER: c
RATIONALE: Analysis:
a. Incorrect. Examples of mass communication include radio and television programs and advertisements. See 1-1: The Nature of Communication
b. Incorrect. Examples of mass communication include radio and television programs and advertisements. See 1-1: The Nature of Communication
c. Correct. Mass communication is delivered by individuals and entities through mass media to large segments of the population. Some examples include newspaper and magazine articles and advertisements. Intrapersonal communication refers to the interactions that occur in our minds when we are talking to ourselves. See 1-1: The Nature of Communication
d. Incorrect. Examples of mass communication include radio and television programs and advertisements. See 1-1: The Nature of Communication

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: The Nature of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they

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operate in communication.

ACCREDITING STANDARDS: COMM2 - Reflective Thinking

TOPICS: Mass communications
Public communication

KEYWORDS: Bloom's: Analyze

DATE CREATED: 2/11/2020 1:48 AM

DATE MODIFIED: 2/11/2020 1:51 AM

QUESTION ID: JFND-GTTW-EW4D-NC4N

QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJO-CT1G-KP3S-CP1D-OC5B-GESU-C3MD-CRSS-GATU-GOSU-YCTS-GASS-EA3Z-8Y5D-YAUG-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

17. Newspaper and magazine articles are examples of _____.

a. intrapersonal communication
b. mass communication
c. interpersonal communication
d. small-group communication

ANSWER: b

RATIONALE: Analysis:
a. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication
b. Correct. Mass communication is delivered by individuals and entities through mass media to large segments of the population. Some examples include newspaper and magazine articles and advertisements, as well as radio and television programs and advertisements. See 1-1: The Nature of Communication
c. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication
d. Incorrect. Communication settings differ based on the number of participants and the level of formality in the interactions. See 1-1: The Nature of Communication

POINTS: 1

DIFFICULTY: Easy

REFERENCES: The Nature of Communication

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.

ACCREDITING STANDARDS: COMM1 - Communication

TOPICS: Mass communications
Communication settings

KEYWORDS: Bloom's: Remember

DATE CREATED: 2/11/2020 1:51 AM

DATE MODIFIED: 2/11/2020 1:54 AM

QUESTION ID: JFND-GTTW-EW4D-NC33

QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-

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4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJZ-CRAU-KQMF-CT1G-GPBU-GCSU-GCJ1-8RSS-EC33-GOSS-R3DN-GESS-RP3Z-8R5U-KCJI-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

18. Which of the following is a similarity between mass, public, and small-group communication?
    a. They all are forms of intrapersonal communication.
    b. They all occur only in face-to-face settings.
    c. They all involve communicating with more than two people.
    d. They all are devoid of nonverbal contextual clues.

ANSWER: c

RATIONALE: Analysis:
a. Incorrect. Mass, public, and small-group communication are all types of communication settings. See 1-1: The Nature of Communication
b. Incorrect. Mass, public, and small-group communication are all types of communication settings. See 1-1: The Nature of Communication
c. Correct. Mass, public, and small-group communication all involve more than two people, as opposed to interpersonal or intrapersonal communication. See 1-1: The Nature of Communication
d. Incorrect. Mass, public, and small-group communication are all types of communication settings. See 1-1: The Nature of Communication

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: The Nature of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Public communication
Group communication
KEYWORDS: Bloom's: Understand
DATE CREATED: 2/11/2020 1:54 AM
DATE MODIFIED: 2/11/2020 1:56 AM
QUESTION ID: JFND-GTTW-EW4D-NC3A
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMB-GW3G-RCJO-CA4G-RC3U-GESS-NPBS-CESS-N3UD-GOSS-ECDB-GRSU-CPJT-CAHD-OQBW-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

19. _____ are textual images that symbolize the sender's mood or facial expressions.
    a. Acronyms
    b. Emoticons
    c. Doodles
    d. GIFs

ANSWER: b

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RATIONALE: Analysis:
a. Incorrect. Face-to-face communication has three basic channels: verbal symbols, nonverbal cues, and visual images. See 1-2: The Communication Process
b. Correct. Emoticons are textual images that symbolize the sender's mood, emotion, or facial expressions. See 1-2: The Communication Process
c. Incorrect. Face-to-face communication has three basic channels: verbal symbols, nonverbal cues, and visual images. See 1-2: The Communication Process
d. Incorrect. Face-to-face communication has three basic channels: verbal symbols, nonverbal cues, and visual images. See 1-2: The Communication Process
POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Communication Process
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.02 - Explain the communication process.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Channels
Messages
KEYWORDS: Bloom's: Remember
DATE CREATED: 2/11/2020 1:57 AM
DATE MODIFIED: 2/11/2020 1:59 AM
QUESTION ID: JFND-GTTW-EW4D-NC4F
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMR-CE4D-CCDN-GH4D-NCUR-GHSS-GAJZ-8YSU-KPJT-GOSU-NQMD-GRSU-RPMD-GBTU-1C5N-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

20. A technologically mediated communication channel
a. lacks nonverbal and visual images.
b. does not allow for immediate feedback.
c. uses acronyms to stand in for common phrases.
d. has the highest media richness and synchronicity.

ANSWER: c
RATIONALE: Analysis:
a. Incorrect. Technologically mediated communication uses the same channels as face-to-face communication. See 1-2: The Communication Process
b. Incorrect. Technologically mediated communication uses the same channels as face-to-face communication. See 1-2: The Communication Process
c. Correct. Technologically mediated communication uses the same channels as face-to-face communication, though nonverbal cues such as movements, touch, and gestures are represented by visual symbols like emoticons (textual images that symbolize the sender's mood, emotion, or facial expressions) and acronyms (abbreviations that stand in for common phrases). See 1-2: The Communication Process
d. Incorrect. Technologically mediated communication uses the same channels as face-to-face communication. See 1-2: The Communication Process
POINTS: 1

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DIFFICULTY:	Moderate
REFERENCES:	The Communication Process
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	COMM.SELLNOW.2021.01.02 - Explain the communication process.
ACCREDITING STANDARDS:	COMM1 - Communication
TOPICS:	Understanding the message Learned communication
KEYWORDS:	Bloom's: Understand
DATE CREATED:	2/11/2020 2:00 AM
DATE MODIFIED:	2/11/2020 2:02 AM
QUESTION ID:	JFND-GTTW-EW4D-NC3U
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21. Which of the following is true of media richness?
    a. Written communication is the richest media channel.
    b. The less information offered via a given channel, the leaner it is.
    c. The richness of a channel depends on the number of people involved in a conversation via that channel.
    d. The leaner the channel, the lower the chances are for misunderstanding.

ANSWER:	b
RATIONALE:	Analysis: a. Incorrect. Media richness refers to how much and what kinds of information can be transmitted via a particular channel. See 1-2: The Communication Process b. Correct. The less information offered via a given channel, the leaner it is. The leaner the channel, the greater the chances are for misunderstanding. See 1-2: The Communication Process c. Incorrect. Media richness refers to how much and what kinds of information can be transmitted via a particular channel. See 1-2: The Communication Process d. Incorrect. Media richness refers to how much and what kinds of information can be transmitted via a particular channel. See 1-2: The Communication Process
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	The Communication Process
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	COMM.SELLNOW.2021.01.02 - Explain the communication process.
ACCREDITING STANDARDS:	COMM1 - Communication
TOPICS:	Channels Noise
KEYWORDS:	Bloom's: Understand
DATE CREATED:	2/11/2020 3:25 AM
DATE MODIFIED:	2/11/2020 3:30 AM

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QUESTION ID: JFND-GTTW-EW4D-NPKG

QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJU-GC4D-E3TI-GJ1G-KAJO-GHSU-NP5G-CRSS-CP3O-GOSS-NPTA-GWSU-E3JW-GHAS-RP5R-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

22. The term "_____" refers to any stimulus that interferes with the process of achieving shared meaning.

a. noise
b. feedback
c. script
d. synchronicity

ANSWER: a

RATIONALE: Analysis:
a. Correct. Noise is any stimulus that interferes with the process of achieving shared meaning. It can be physical or psychological. See 1-2: The Communication Process
b. Incorrect. An interfering stimulus can distract us from a message. See 1-2: The Communication Process
c. Incorrect. An interfering stimulus can distract us from a message. See 1-2: The Communication Process
d. Incorrect. An interfering stimulus can distract us from a message. See 1-2: The Communication Process

POINTS: 1

DIFFICULTY: Easy

REFERENCES: The Communication Process

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.02 - Explain the communication process.

ACCREDITING STANDARDS: COMM1 - Communication

TOPICS: Perception process in communication
Noise

KEYWORDS: Bloom's: Remember

DATE CREATED: 2/11/2020 3:39 AM

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QUESTION ID: JFND-GTTW-EW4D-NPJT

QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJI-CE5D-NA5N-CA3S-K3MN-GOSU-13MN-8YSU-Y3TA-GOSU-KCJ3-CASU-RQB1-G3TS-K3JW-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

23. During class, Adam could not concentrate on the lecture because he was thinking of a movie that he had watched the previous night. In this scenario, Adam is distracted because of _____.

a. physiological noise
b. semantic noise
c. psychological noise
d. physical noise

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ANSWER: c

RATIONALE: Analysis:
a. Incorrect. An interfering stimulus can distract us from a message. See 1-2: The Communication Process
b. Incorrect. An interfering stimulus can distract us from a message. See 1-2: The Communication Process
c. Correct. In this scenario, Adam is distracted because of psychological noise. Psychological noise refers to the thoughts and feelings we experience that compete with the sender's message for our attention. When we daydream about what we have to do at work or feel offended when a speaker uses foul language, we are being distracted by psychological noise. See 1-2: The Communication Process
d. Incorrect. An interfering stimulus can distract us from a message. See 1-2: The Communication Process

POINTS: 1
DIFFICULTY: Challenging
REFERENCES: The Communication Process
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.02 - Explain the communication process.
ACCREDITING STANDARDS: COMM2 - Reflective Thinking
TOPICS: Noise
Channels
KEYWORDS: Bloom's: Apply
DATE CREATED: 2/11/2020 3:42 AM
DATE MODIFIED: 2/11/2020 3:45 AM
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24. Which of the following is a characteristic of communication?
a. Communication can happen without a purpose.
b. Communication ends when a person interprets your message.
c. Once an exchange takes place, it is irreversible.
d. Messages are interpreted in the same way across all settings.

ANSWER: c

RATIONALE: Analysis:
a. Incorrect. When you participate in an online discussion or leave a post on a blog, you are leaving an electronic "footprint" that others can follow and read. See 1-3: Characteristics of Communication
b. Incorrect. When you participate in an online discussion or leave a post on a blog, you are leaving an electronic "footprint" that others can follow and read. See 1-3: Characteristics of Communication
c. Correct. Once an exchange takes place, we can never go back in time and erase the communication. We might be able to repair the damage done, but the message has been communicated. See 1-3: Characteristics of Communication

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d. Incorrect. When you participate in an online discussion or leave a post on a blog, you are leaving an electronic "footprint" that others can follow and read. See 1-3: Characteristics of Communication

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Characteristics of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Continuous communication
Purpose of communication
KEYWORDS: Bloom's: Understand
DATE CREATED: 2/11/2020 3:56 AM
DATE MODIFIED: 2/11/2020 3:59 AM
QUESTION ID: JFND-GTTW-EW4D-ROJZ
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJU-CC4D-N3BS-GPTD-CAMB-COSU-GA5D-CESU-KPTA-GOSU-GAJT-CCSS-GQB1-8R4G-ECMD-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

25. Communication being indexical most likely means that
a. it is measured by taking information at face value.
b. symmetrical feedback signals disagreement about who is in control.
c. it is based on the level of trust, control, and intimacy in a relationship.
d. complementary feedback signals agreement about who is in control.

ANSWER: c
RATIONALE: Analysis:
a. Incorrect. An index refers to a measure of the emotional temperature of a relationship at a given time. See 1-3: Characteristics of Communication
b. Incorrect. An index refers to a measure of the emotional temperature of a relationship at a given time. See 1-3: Characteristics of Communication
c. Correct. Through tone of voice and other nonverbal cues, we communicate something about a relationship. A message exchange can signal the level of trust, control, and intimacy in a relationship. See 1-3: Characteristics of Communication
d. Incorrect. An index refers to a measure of the emotional temperature of a relationship at a given time. See 1-3: Characteristics of Communication

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Characteristics of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Continuous communication

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	Purpose of communication
KEYWORDS:	Bloom's: Understand
DATE CREATED:	2/11/2020 3:59 AM
DATE MODIFIED:	2/11/2020 4:02 AM
QUESTION ID:	JFND-GTTW-EW4D-ROJI
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26. In a movie screening, the audience shrieked out of fear during a scene. This is an example of _____.

a. a constructed message
b. synchronicity
c. a spontaneous expression
d. immediacy

ANSWER:	c
RATIONALE:	Analysis: a. Incorrect. Communication messages vary in terms of conscious thought. See 1-3: Characteristics of Communication b. Incorrect. Communication messages vary in terms of conscious thought. See 1-3: Characteristics of Communication c. Correct. The given scenario is an example of a spontaneous expression. A spontaneous expression is one that is spoken without much conscious thought. See 1-3: Characteristics of Communication d. Incorrect. Communication messages vary in terms of conscious thought. See 1-3: Characteristics of Communication
POINTS:	1
DIFFICULTY:	Challenging
REFERENCES:	Characteristics of Communication
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.
ACCREDITING STANDARDS:	COMM2 - Reflective Thinking
TOPICS:	Purpose of communication Continuous communication
KEYWORDS:	Bloom's: Apply
DATE CREATED:	2/11/2020 4:05 AM
DATE MODIFIED:	2/11/2020 4:14 AM
QUESTION ID:	JFND-GTTW-EW4D-RO1B
QUESTION GLOBAL ID:	GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJS-CA5D-NQBI-CE3S-KQBO-CWSU-R3TO-CRSU-GC3I-GOSS-KPT3-GASS-C3TT-8Y4U-C3UN-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

27. While playing, Marcie exclaimed, "Ouch!" as she slipped in the mud and fell. Marvin immediately asked, "Are you alright?" When she said, "No!" Marvin carefully said, "All right. This is a new situation. Why don't we go find a hose and

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try to clean you off?" In this scenario, Marvin's message is an example of _____.

a. a spontaneous expression

b. synchronicity

c. a constructed message

d. physical noise

ANSWER: c

RATIONALE: Analysis:
a. Incorrect. Communication messages vary in terms of conscious thought. See 1-3: Characteristics of Communication
b. Incorrect. Communication messages vary in terms of conscious thought. See 1-3: Characteristics of Communication
c. Correct. Marvin's message is an example of a constructed message. Some of our messages are constructed messages that are formed carefully and thoughtfully when our known scripts are inadequate for the situation. See 1-3: Characteristics of Communication
d. Incorrect. Communication messages vary in terms of conscious thought. See 1-3: Characteristics of Communication

POINTS: 1

DIFFICULTY: Challenging

REFERENCES: Characteristics of Communication

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.

ACCREDITING STANDARDS: COMM2 - Reflective Thinking

TOPICS: Perception process in communication
Understanding the message

KEYWORDS: Bloom's: Apply

DATE CREATED: 2/11/2020 4:14 AM

DATE MODIFIED: 2/11/2020 4:16 AM

QUESTION ID: JFND-GTTW-EW4D-ROTA

QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMG-GYHD-RQMR-CWAS-RAT3-GRSS-RATT-CRSS-GPMN-GOSU-Y3UN-GRSU-GPUN-GTTU-KC5N-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

28. Identify a true statement about communication.

a. How messages are formed and interpreted depends on the cultural background of the participants.

b. Communication is reversible and intermittent and does not necessarily require a purpose.

c. The cultural influences of different groups of people have no effect on communication between participants.

d. There is only one cultural standard that tells people exactly how to communicate in any given situation.

ANSWER: a

RATIONALE: Analysis:
a. Correct. How messages are formed and interpreted depends on the cultural background of the participants. We need to be mindful of our communication behavior as we interact with others from different cultures, so we don't unintentionally communicate in ways that are culturally inappropriate or insensitive. See 1-3:

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Characteristics of Communication
b. Incorrect. Because cultural concerns permeate all communication, certain concepts and skills may be viewed differently by members of various cultural groups. See 1-3: Characteristics of Communication
c. Incorrect. Because cultural concerns permeate all communication, certain concepts and skills may be viewed differently by members of various cultural groups. See 1-3: Characteristics of Communication
d. Incorrect. Because cultural concerns permeate all communication, certain concepts and skills may be viewed differently by members of various cultural groups. See 1-3: Characteristics of Communication

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Characteristics of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Cultural and gender influences
Learned communication
KEYWORDS: Bloom's: Understand
DATE CREATED: 2/11/2020 4:16 AM
DATE MODIFIED: 2/11/2020 4:19 AM
QUESTION ID: JFND-GTTW-EW4D-RO1D
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJW-GW5D-K3DG-GA5U-C3BO-GHSS-CPTI-8RSU-NPJU-GOSU-CA3I-GCSU-KCDG-CC5S-CC5D-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

29. Which of the following is a general principle that guides ethical communication?
a. We should make choices with ethical implications only when we communicate complex messages.
b. We can use dark side messages when we want to be ethical and appropriate.
c. In most cases, we should not intentionally try to deceive others.
d. In most cases, we should not have an other-centered focus during communication.

ANSWER: c
RATIONALE: Analysis:
a. Incorrect. Every time we communicate, we make choices with ethical implications. See 1-4: Communication and Ethics
b. Incorrect. Every time we communicate, we make choices with ethical implications. See 1-4: Communication and Ethics
c. Correct. Ethical communicators are honest. In most cases, we should not intentionally try to deceive others. See 1-4: Communication and Ethics
d. Incorrect. Every time we communicate, we make choices with ethical implications. See 1-4: Communication and Ethics

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Communication and Ethics

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Chapter 1: Communication Perspectives

QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.04 - Assess messages using the principles of ethical communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Ethical communication
Understanding the message
KEYWORDS: Bloom's: Understand
DATE CREATED: 2/11/2020 4:19 AM
DATE MODIFIED: 2/11/2020 4:22 AM
QUESTION ID: JFND-GTTW-EW4D-ROTU
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJ1-CWAU-CPUN-8YHS-CA5F-CASU-RATZ-8RSU-K3UD-GOSS-GPDG-COSS-GPTS-CO4G-GAUD-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

30. Ethical communicators
a. maintain inconsistency between their actions and words.
b. consider all the circumstances, even if they are irrelevant to the situation at hand.
c. refrain from gossiping, bullying, and spreading rumors.
d. communicate using "easy dark side" messages.

ANSWER: c
RATIONALE: Analysis:
a. Incorrect. Ethical communicators are responsible. See 1-4: Communication and Ethics
b. Incorrect. Ethical communicators are responsible. See 1-4: Communication and Ethics
c. Correct. Ethical communicators understand that their message can hurt others or their own reputation. They act responsibly and refrain from gossiping, spreading rumors, bullying, and so forth. See 1-4: Communication and Ethics
d. Incorrect. Ethical communicators are responsible. See 1-4: Communication and Ethics
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Communication and Ethics
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.04 - Assess messages using the principles of ethical communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Ethical communication
Communication competence
KEYWORDS: Bloom's: Remember
DATE CREATED: 2/11/2020 4:22 AM
DATE MODIFIED: 2/11/2020 4:26 AM

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QUESTION ID: JFND-GTTW-EW4D-ROTT

QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJS-CTUD-Y3TW-GAAG-EAUD-GWSS-CQBA-8YSU-CQJS-GOSU-GQDR-GOSU-YA5D-C31G-RP3Z-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

31. Communication is effective when it
    a. conforms to expectations.
    b. achieves its goals.
    c. increases apprehension among the listeners.
    d. emphasizes only verbal cues.

ANSWER: b

RATIONALE: Analysis:
a. Incorrect. Communication competence is the impression that communicative behavior is both appropriate and effective in a given situation. See 1-5: Communication Competence
b. Correct. Communication is effective when it achieves its goal. It is part of communication competence. See 1-5: Communication Competence
c. Incorrect. Communication competence is the impression that communicative behavior is both appropriate and effective in a given situation. See 1-5: Communication Competence
d. Incorrect. Communication competence is the impression that communicative behavior is both appropriate and effective in a given situation. See 1-5: Communication Competence

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Communication Competence

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.05 - Develop a personal communication improvement plan.

ACCREDITING STANDARDS: COMM1 - Communication

TOPICS: Communication skills
Communication competence

KEYWORDS: Bloom's: Understand

DATE CREATED: 2/11/2020 4:27 AM

DATE MODIFIED: 2/11/2020 4:30 AM

QUESTION ID: JFND-GTTW-EW4D-ROTO

QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJT-CR4D-C3TW-COHU-Q3DR-8RSS-ECMD-CRSS-KPDN-GOSU-CPDR-CRSU-CCT1-GO5G-RCUN-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

32. People who experience situational communication apprehension
    a. feel anxious in most speaking situations.
    b. experience anxiety only when receiving immediate feedback on their communication.

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c. have a short-lived feeling of anxiety during specific encounters.

d. feel anxious about speaking only with a certain person or group of people.

ANSWER: c

RATIONALE: Analysis:
a. Incorrect. Communication apprehension is "the fear or anxiety associated with real or anticipated communication with others." See 1-5: Communication Competence
b. Incorrect. Communication apprehension is "the fear or anxiety associated with real or anticipated communication with others." See 1-5: Communication Competence
c. Correct. Although most people think of public speaking anxiety when they hear the term "communication apprehension" (CA), there are four different types of CA. People who experience situational CA experience a short-lived feeling of anxiety that occurs during specific encounters. See 1-5: Communication Competence
d. Incorrect. Communication apprehension is "the fear or anxiety associated with real or anticipated communication with others." See 1-5: Communication Competence

POINTS: 1

DIFFICULTY: Moderate

REFERENCES: Communication Competence

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.05 - Develop a personal communication improvement plan.

ACCREDITING STANDARDS: COMM1 - Communication

TOPICS: Communication skills
Social ease in communicating

KEYWORDS: Bloom's: Understand

DATE CREATED: 2/11/2020 4:31 AM

DATE MODIFIED: 2/11/2020 4:33 AM

QUESTION ID: JFND-GTTW-EW4D-ROTI

QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJ1-GR5D-KPDN-8BTU-NQJU-CESU-NAUN-CRSU-NQBW-GOSU-NCMN-GASU-NP3A-G3UD-CCJ3-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

33. Trying to decide for oneself about what food to eat is an example of intrapersonal communication.

a. True

b. False

ANSWER: True

RATIONALE: Analysis:
T
Correct. Deciding what to have for dinner is an example of intrapersonal communication. Intrapersonal communication refers to the interactions that occur in our minds when we are talking to ourselves. See 1-1: The Nature of Communication
F
Incorrect. Deciding what to have for dinner is an example of intrapersonal communication. Intrapersonal communication refers to the interactions that occur in our minds when we are talking to ourselves. See 1-1: The Nature of Communication

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POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	The Nature of Communication
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS:	COMM1 - Communication
TOPICS:	Intrapersonal communication Communication types
KEYWORDS:	Bloom's: Understand
DATE CREATED:	2/11/2020 4:34 AM
DATE MODIFIED:	2/11/2020 4:38 AM
QUESTION ID:	JFND-GTTW-EW4D-RQBA
QUESTION GLOBAL ID:	GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMR-8Y5D-RA31-GT1U-GQDF-GESU-YA3A-CRSS-GP3T-GOSU-YC5F-GRSU-NPBI-GEAU-YA3U-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

34. Interpersonal communication usually occurs through mass media.

a. True

b. False

ANSWER:	False
RATIONALE:	Analysis: T Incorrect. Interpersonal communication is characterized by informal interaction between two people who have an identifiable relationship with each other. Talking to a friend between classes and speaking with your mother are examples of this type of communication. See 1-1: The Nature of Communication F Correct. Interpersonal communication is characterized by informal interaction between two people who have an identifiable relationship with each other. Talking to a friend between classes and speaking with your mother are examples of this type of communication. See 1-1: The Nature of Communication
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	The Nature of Communication
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS:	COMM1 - Communication
TOPICS:	Interpersonal communication Mass communications
KEYWORDS:	Bloom's: Understand

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DATE CREATED: 2/11/2020 4:38 AM
DATE MODIFIED: 2/11/2020 4:41 AM
QUESTION ID: JFND-GTTW-EW4D-RQNR
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJZ-CEAG-RPB3-CFTG-RA33-8RSU-QCBU-8YSS-N3DR-GOSU-Y3UF-GESU-QQBA-8R5U-YQMR-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

35. Synchronicity is the extent to which a channel allows for immediate feedback.
a. True
b. False

ANSWER: True
RATIONALE: Analysis:
T
Correct. Synchronicity is the extent to which a channel allows for immediate feedback. Synchronous channels allow communication to occur in real time. See 1-2: The Communication Process
F
Incorrect. Synchronicity is the extent to which a channel allows for immediate feedback. Synchronous channels allow communication to occur in real time. See 1-2: The Communication Process
POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Communication Process
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.02 - Explain the communication process.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Channels
Messages
KEYWORDS: Bloom's: Remember
DATE CREATED: 2/11/2020 4:42 AM
DATE MODIFIED: 2/11/2020 4:43 AM
QUESTION ID: JFND-GTTW-EW4D-RQB1
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJO-GAAG-C3JW-CIUD-C3JA-CCSU-YQMN-8YSU-1A3S-GOSU-CCBO-GASU-RQJT-CTUD-YP3U-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

36. The main role of feedback is to avoid noise.
a. True
b. False

ANSWER: False
RATIONALE: Analysis:
T
Incorrect. Noise is anything that interferes with communication. Feedback is a reaction

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	or response to a message. See 1-2: The Communication Process F Correct. Noise is anything that interferes with communication. Feedback is a reaction or response to a message. See 1-2: The Communication Process
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	The Communication Process
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	COMM.SELLNOW.2021.01.02 - Explain the communication process.
ACCREDITING STANDARDS:	COMM1 - Communication
TOPICS:	Noise Messages
KEYWORDS:	Bloom's: Understand
DATE CREATED:	2/11/2020 4:44 AM
DATE MODIFIED:	2/11/2020 4:46 AM
QUESTION ID:	JFND-GTTW-EW4D-RQBZ
QUESTION GLOBAL ID:	GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMB-GB1D-1QDN-CF1G-NPTT-CASU-CPJW-CRSS-KQMR-GOSU-EAUG-GRSS-R3JZ-CC5U-YPBI-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

37. Symmetrical feedback signals agreement about who is in control.
    a. True
    b. False

ANSWER:	False
RATIONALE:	Analysis: T Incorrect. Complementary feedback signals agreement about who is in control, whereas symmetrical feedback signals disagreement. See 1-3: Characteristics of Communication F Correct. Complementary feedback signals agreement about who is in control, whereas symmetrical feedback signals disagreement. See 1-3: Characteristics of Communication
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	Characteristics of Communication
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.
ACCREDITING STANDARDS:	COMM1 - Communication
TOPICS:	Cultural and gender influences Theories of communication
KEYWORDS:	Bloom's: Remember

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DATE CREATED: 2/11/2020 4:47 AM
DATE MODIFIED: 2/11/2020 4:50 AM
QUESTION ID: JFND-GTTW-EW4D-RQBW
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMF-8R3G-ECMG-GH3S-GPDF-GYSU-NC3O-8YSS-E3UN-GOSU-QPJA-CASS-CC5B-CI1G-GCJU-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

38. What is considered competent communication in one culture may not be considered competent communication in another culture.

a. True
b. False

ANSWER: True
RATIONALE: Analysis:
T
Correct. Communication is guided by culture. How messages are formed and interpreted depends on the cultural background of the participants. See 1-3: Characteristics of Communication
F
Incorrect. Communication is guided by culture. How messages are formed and interpreted depends on the cultural background of the participants. See 1-3: Characteristics of Communication
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Characteristics of Communication
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Cultural and gender influences
Purpose of communication
KEYWORDS: Bloom's: Understand
DATE CREATED: 2/11/2020 5:24 AM
DATE MODIFIED: 2/11/2020 5:26 AM
QUESTION ID: JFND-GTTW-EW4D-RQJW
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMR-8Y4G-EC3U-G3TU-CC3S-8YSS-RCMF-CRSU-NPB3-GOSS-NCBT-CCSU-GCBS-GOHG-GAUN-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

39. People who experience trait-like communication apprehension feel anxious about speaking only with a certain person or group of people.

a. True
b. False

ANSWER: False
RATIONALE: Analysis:

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Chapter 1: Communication Perspectives

T
Incorrect. Although most people think of public speaking anxiety when they hear the term "communication apprehension" (CA), there are four different types of CA. People who experience trait-like CA feel anxious in most speaking situations. People who experience audience-based CA feel anxious about speaking only with a certain person or group of people. See 1-5: Communication Competence
F
Correct. Although most people think of public speaking anxiety when they hear the term "communication apprehension" (CA), there are four different types of CA. People who experience trait-like CA feel anxious in most speaking situations. People who experience audience-based CA feel anxious about speaking only with a certain person or group of people. See 1-5: Communication Competence

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Communication Competence
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.05 - Develop a personal communication improvement plan.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Social ease in communicating
Communication skills
KEYWORDS: Bloom's: Understand
DATE CREATED: 2/11/2020 5:26 AM
DATE MODIFIED: 2/11/2020 5:28 AM
QUESTION ID: JFND-GTTW-EW4D-RTJ3
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJS-CAHD-GA3W-GCAD-OQDR-CASU-ECMB-CRSS-NCUF-GOSS-RPDR-CASU-KCT1-CEHD-RQJT-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

40. Explain the characteristics of small-group communication and mass communication with examples.

ANSWER: Answers will vary. Small-group communication typically involves three to 20 people who come together to communicate with one another. Examples of small groups include a family, a group of friends, a group of classmates working on a project, and a workplace management team. This type of communication can occur in face-to-face settings as well as online through electronic mailing lists, discussion boards, virtual meetings, and blogs.
Mass communication is delivered by individuals and entities through mass media to large segments of the population. Some examples include newspaper and magazine articles and advertisements, as well as radio and television programs and advertisements. REJ: Please see the section "The Nature of Communication" for more information.

POINTS: 1
DIFFICULTY: Moderate
REFERENCES: The Nature of Communication
QUESTION TYPE: Essay

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HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Mass communications
Group communication
KEYWORDS: Bloom's: Understand
DATE CREATED: 2/11/2020 5:29 AM
DATE MODIFIED: 2/11/2020 5:32 AM
QUESTION ID: JFND-GTTW-EW4D-RTKG
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMB-GAHU-QPB1-CE3U-EP33-GRSS-EC3W-CESU-KPDG-GOSS-R3TO-CWSS-ECJ1-GHAD-1AMB-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

41. Explain the physical context, the social context, and the psychological context of communication.
ANSWER: Answers will vary. Three aspects of a communication encounter include the physical context, the social context, and the psychological context.
The physical context includes the location of the communication encounter, the environmental conditions surrounding it (temperature, lighting, and noise level), and the physical proximity of participants to each other. The physical situation may also be virtual as we interact with others via social media on our computers, tablets, and smartphones. While e-communication allows us to interact at a distance, it sometimes causes misunderstandings. For instance, when you telephone a friend, you lose nonverbal cues such as posture, gestures, eye contact, and facial expressions that are part of a face-to-face message.
The social context of the communication encounter is the nature of the relationship that already exists between the participants. The better you know someone, the more likely you are to accurately interpret their messages.
The psychological context includes the moods and feelings each person brings to the communication encounter. For instance, if a person is under a great deal of stress, he or she may display that stress in the form of irritation. Even if the irritation has nothing to do with the communication encounter, the other person may misinterpret it as a result of something he or she did. REJ: Please see the section "The Nature of Communication" for more information.
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: The Nature of Communication
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Communication types
Interpersonal communication

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Chapter 1: Communication Perspectives

KEYWORDS: Bloom's: Understand
DATE CREATED: 2/11/2020 5:32 AM
DATE MODIFIED: 2/11/2020 5:34 AM
QUESTION ID: JFND-GTTW-EW4D-RTKF
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42. Daniel is in a store to purchase clothes. In one of the fitting rooms, he finds a wallet with an ID and $500. He realizes that he can either take the money and leave the wallet behind or hand over the wallet along with the cash at the service desk in the store. Define two ethical principles that influence communication and apply them to this moral dilemma.

ANSWER: Answers will vary. Ethical communicators are honest. It means they do not intentionally try to deceive others. In this scenario, Daniel should hand over the cash and the wallet at the service desk and say that he found it.
Ethical communicators act with integrity. Integrity means maintaining consistency between what people say they believe and what they do. In this situation, this means that Daniel should hand over the wallet along with the cash at the service desk and explain how it was found. REJ: Please see the section "Communication and Ethics" for more information.
POINTS: 1
DIFFICULTY: Challenging
REFERENCES: Communication and Ethics
QUESTION TYPE: Essay
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.04 - Assess messages using the principles of ethical communication.
ACCREDITING STANDARDS: COMM2 - Reflective Thinking
TOPICS: Ethical communication
Messages
KEYWORDS: Bloom's: Apply
DATE CREATED: 2/11/2020 5:35 AM
DATE MODIFIED: 2/11/2020 5:37 AM
QUESTION ID: JFND-GTTW-EW4D-RTKR
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJT-GR5D-YPTO-GH5S-KC5R-GWSU-CCMF-8RSS-KCTS-GOSU-R3MR-GYSU-G3DG-GFTG-G3TO-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

43. Explain how social ease is important to becoming a competent communicator.

ANSWER: Answers will vary. Communication competence is the impression that communicative behavior is both appropriate and effective in a given situation. Social ease means managing communication apprehension so we do not appear nervous or anxious. It influences whether others perceive us to be competent communicators. To be perceived as a competent communicator, we must speak in ways that convey confidence and poise. Communicators who appear apprehensive are not likely to be

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	regarded as competent, despite their motivation or knowledge. REJ: Please see the section "Communication Competence" for more information.
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Communication Competence
QUESTION TYPE:	Essay
HAS VARIABLES:	False
STUDENT ENTRY MODE:	Basic
LEARNING OBJECTIVES:	COMM.SELLNOW.2021.01.05 - Develop a personal communication improvement plan.
ACCREDITING STANDARDS:	COMM1 - Communication
TOPICS:	Communication competence Social ease in communicating
KEYWORDS:	Bloom's: Understand
DATE CREATED:	2/11/2020 5:37 AM
DATE MODIFIED:	2/11/2020 5:39 AM
QUESTION ID:	JFND-GTTW-EW4D-RTKD
QUESTION GLOBAL ID:	GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJI-GH3D-YPB1-G71U-YQDD-GESS-CCMG-8YSS-K3J1-GOSS-KAT1-GASU-GPTW-GO5D-GAMD-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

44. According to Samovar, Porter, and McDaniel, the cultural context includes the _____ of a specific culture.

a. orientations
b. gender norms
c. academic average
d. public intimacy

ANSWER:	a
RATIONALE:	Analysis: The cultural context of communication includes the beliefs, values, orientations, underlying assumptions, and rituals that belong to a specific culture (Samovar, Porter, & McDaniel, 2010). See 1-1: The Nature of Communication
POINTS:	1
DIFFICULTY:	Easy
REFERENCES:	The Nature of Communication
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS:	COMM1 - Communication
TOPICS:	Cultural and gender influences
KEYWORDS:	Bloom's: Remember
DATE CREATED:	2/11/2020 7:45 AM
DATE MODIFIED:	2/11/2020 7:53 AM
QUESTION ID:	JFND-GTTW-EW4D-RCBT

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Chapter 1: Communication Perspectives

QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMF-GA5D-GCTZ-GEHG-NCDR-CWSU-NP5B-8RSU-O3JT-GOSU-C3T1-CESU-G3JO-CITU-N3T1-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

45. _____ is delivered by individuals and entities through mass media to large segments of the population.
   a. Intrapersonal communication
   b. Mass communication
   c. Interpersonal communication
   d. Public communication

ANSWER: b
RATIONALE: Analysis: Mass communication is delivered by individuals and entities through mass media to large segments of the population. Some examples include newspaper and magazine articles and advertisements, as well as radio and television programs and advertisements. See 1-1: The Nature of Communication
POINTS: 1
DIFFICULTY: Easy
REFERENCES: The Nature of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.01 - Define scripts, contexts, and settings as they operate in communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Mass communications
Public communication
KEYWORDS: Bloom's: Remember
DATE CREATED: 2/11/2020 7:56 AM
DATE MODIFIED: 2/11/2020 7:58 AM
QUESTION ID: JFND-GTTW-EW4D-RCKB
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMN-GTUD-EQJT-GP1D-1AJ3-GHSS-CCUR-8RSU-NQJI-GOSU-KQJT-CRSU-CP5D-C3TS-CA5D-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

46. Communication is _____.
   a. intermittent
   b. purposeful
   c. sporadic
   d. reversible

ANSWER: b
RATIONALE: Analysis: Whenever we communicate, we have a purpose for doing so. The purpose may be serious or trivial, and we may or may not be aware of it at the time. See 1-3: Characteristics of Communication
POINTS: 1
DIFFICULTY: Easy

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Chapter 1: Communication Perspectives

REFERENCES: Characteristics of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Continuous communication
Theories of communication
KEYWORDS: Bloom's: Remember
DATE CREATED: 2/11/2020 8:19 AM
DATE MODIFIED: 2/11/2020 8:21 AM
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QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJU-8BUG-CPBW-GJ1D-RP5F-CCSU-K3TS-8YSU-O3DD-GOSU-QPJW-GRSU-GPUN-CEAU-CQDB-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

47. How we communicate is a(n) _____ or measure of the emotional temperature of our relationship at the time.
a. interaction
b. index
c. code
d. script

ANSWER: b
RATIONALE: Analysis: How we communicate is an index or measure of the emotional temperature of our relationship at the time. Communication is continuous and indexical. See 1-3: Characteristics of Communication
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Characteristics of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Theories of communication
Understanding the message
KEYWORDS: Bloom's: Remember
DATE CREATED: 2/11/2020 8:22 AM
DATE MODIFIED: 2/11/2020 8:25 AM
QUESTION ID: JFND-GTTW-EW4D-RP3Z
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJO-G3TS-EQMG-GW4S-NCUG-GOSU-NCUN-8YSS-NQJU-GOSU-N3B3-8YSU-O3JZ-GYAU-O3TT-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

48. _____ concerns permeate all communication.

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Chapter 1: Communication Perspectives

a. Cultural
b. Mental
c. Academic
d. Monetary

ANSWER: a
RATIONALE: Analysis: Cultural concerns permeate all communication. Certain concepts and skills may be viewed differently by members of various cultural groups. See 1-3: Characteristics of Communication
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Characteristics of Communication
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.03 - Identify the characteristics of communication.
ACCREDITING STANDARDS: COMM1 - Communication
TOPICS: Cultural and gender influences
Learned communication
KEYWORDS: Bloom's: Remember
DATE CREATED: 2/11/2020 8:25 AM
DATE MODIFIED: 2/11/2020 8:27 AM
QUESTION ID: JFND-GTTW-EW4D-RPBA
QUESTION GLOBAL ID: GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMJW-GO5S-KCUF-GW4S-KPMD-GWSS-N3TT-CRSU-1PDR-GOSU-YQMN-GCSS-E3DF-8Y4G-RQDR-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

49. According to interpersonal communication scholars Spitzberg and Cupach, _____ refer to messages that are ethical and appropriate.

a. bright side messages
b. dark side messages
c. easy dark side messages
d. gray side messages

ANSWER: a
RATIONALE: Analysis: Bright side messages refer to messages that are ethical and appropriate. In contrast, dark side messages are unethical and/or inappropriate. See 1-4: Communication and Ethics
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Communication and Ethics
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: COMM.SELLNOW.2021.01.04 - Assess messages using the principles of ethical communication.
ACCREDITING STANDARDS: COMM1 - Communication

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TOPICS:	Ethical communication Communication skills
KEYWORDS:	Bloom's: Remember
DATE CREATED:	2/11/2020 8:28 AM
DATE MODIFIED:	2/11/2020 8:30 AM
QUESTION ID:	JFND-GTTW-EW4D-RPBZ
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50. To be perceived as a competent communicator, we must display _____.

a. ethnocentrism

b. edginess

c. social ease

d. partisanship

ANSWER:	c
RATIONALE:	Analysis: To be perceived as a competent communicator, we must display social ease, which means managing communication apprehension so we do not appear nervous. See 1-5: Communication Competence
POINTS:	1
DIFFICULTY:	Moderate
REFERENCES:	Communication Competence
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	COMM.SELLNOW.2021.01.05 - Develop a personal communication improvement plan.
ACCREDITING STANDARDS:	COMM1 - Communication
TOPICS:	Communication competence Social ease in communicating
DATE CREATED:	2/11/2020 8:31 AM
DATE MODIFIED:	2/11/2020 8:33 AM
QUESTION ID:	JFND-GTTW-EW4D-RPKB
QUESTION GLOBAL ID:	GCID-E7BW-1TBP-GY4D-G3T1-CWAU-R3JW-G71N-4QMB-GYHN-4CMD-CO4N-4PMF-8RA1-4QBT-8Y4U-C3JA-8BDI-GWN8-EPRW-EMMN-GA5S-G3BU-8Y3S-CQMB-GHSU-GCTU-CESS-GP3S-GOSU-CA5D-GWSU-NC3W-CE4U-Y3JW-E7JI-YT4D-JFNN-4OTI-GO4W-NQNBEE

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