Communication Matters 4th edition Floyd Test Bank

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Communication Matters 4th Edition by Floyd CH02

ANSWERS ARE LOCATED IN THE SECOND PART OF THIS DOCUMENT

MULTIPLE CHOICE - Choose the one alternative that best completes the statement or answers the question.

1) Which term best describes the process by which signs, symbols, and behaviors are used to exchange information and create meaning?

1) _____

A) interaction
B) communication
C) talking
D) feedback

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-01 List and summarize the needs communication helps us meet.
Topic : The Communication Process
AACSB : Communication

2) Solitary confinement often results in the quickly deteriorating health of prisoners. Such punishment therefore deprives prisoners of which type of basic need?

2) _____

A) physical
B) spiritual
C) identity
D) instrumental

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Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 List and summarize the needs communication helps us meet.
Bloom's : Understand
Difficulty : Medium
Topic : Physical Needs
AACSB : Communication

3) Robert is recently homeless and is suffering from mental illness. As a result, he feels increasingly socially isolated. Although he used to be physically healthy, he is now sick quite often. Which aspect of Robert's health is directly affected by his lack of contact with others?

3) _____

A) relational
B) spiritual
C) instrumental
D) physical

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 List and summarize the needs communication helps us meet.
Difficulty : Medium
Topic : Physical Needs
Bloom's : Apply
AACSB : Communication

4) The essential elements that we look for in our interactions with others are _____ needs.

4) _____

A) relational
B) spiritual
C) instrumental
D) physical

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Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-01 List and summarize the needs communication helps us meet.
Topic : Relational Needs
AACSB : Communication

5) Which of the following is NOT a relational need?

5) _____

A) affection
B) conflict
C) escape
D) companionship

Question Details
Accessibility : Keyboard Navigation
Bloom's : Analyze

6) Julio is a recent immigrant from Nicaragua. He cannot afford the technology, such as a smartphone or a computer, that would allow him to communicate with his friends and family at home, and he has yet to make friends in the United States because he is still learning English. Julio feels lonely and often ignored in his new country. Which of his needs is NOT being met?

6) _____

A) physical
B) spiritual
C) relational
D) instrumental

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Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 List and summarize the needs communication helps us meet.
Difficulty : Medium
Bloom's : Apply
Topic : Relational Needs
AACSB : Communication

7) Research shows that marital happiness is more important than income, job status, or education in accounting for how happy people are overall. In the case of a happy marriage, which type of need is being met?

7) _____

A) spiritual
B) instrumental
C) physical
D) relational

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 List and summarize the needs communication helps us meet.
Bloom's : Understand
Difficulty : Medium
Topic : Relational Needs
AACSB : Communication

8) Which of the following plays a critical role in the process of identity development?

8) _____

A) adaptability
B) noise
C) communication
D) decoding

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Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-01 List and summarize the needs communication helps us meet.
Topic : Identity Needs
AACSB : Communication

9) Kara views herself as a shy, introverted person, unlike her more outgoing friends. At social gatherings, Kara's friends often speak and answer questions on her behalf. Kara's shyness is based on beliefs she has about herself, but it affects the way her friends view her as well. Her social habits play an important role in establishing which aspect of Kara's sense of self?

9) _____

A) identity
B) level of confidence
C) overall happiness
D) spirituality

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 List and summarize the needs communication helps us meet.
Difficulty : Medium
Topic : Identity Needs
Bloom's : Evaluate
AACSB : Communication

10) Which of the following statements does NOT reflect one's orientation toward spirituality, according to the text?

10) _____

A) "I believe in loyalty and honesty."
B) "I believe in God."
C) "I never think about the meaning of life."
D) "It's never okay to steal, no matter what."

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Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 List and summarize the needs communication helps us meet.
Bloom's : Analyze
Difficulty : Hard
Topic : Spiritual Needs
AACSB : Communication

11) Kyle enjoys having philosophical discussions about the meaning of life in which he often touches upon his own sense of purpose. These discussions meet which needs for Kyle?

11) _____

A) physical needs
B) instrumental needs
C) relational needs
D) spiritual needs

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 List and summarize the needs communication helps us meet.
Difficulty : Medium
Bloom's : Apply
Topic : Spiritual Needs
AACSB : Communication

12) Most of the communication we engage in daily is routine and not emotionally charged, thus helping us to meet _____ needs.

12) _____

A) physical
B) instrumental
C) spiritual
D) relational

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Learning Objective : 01-01 List and summarize the needs communication helps us meet.
Bloom's : Understand
Topic : Instrumental Needs
AACSB : Communication

13) When Laura calls the salon to schedule a haircut, she is using communication to fill what type of need?

13) _____

A) relational
B) spiritual
C) instrumental
D) physical

Question Details
Accessibility : Keyboard Navigation
Learning Objective : 01-01 List and summarize the needs communication helps us meet.
Difficulty : Medium
Bloom's : Apply
Topic : Instrumental Needs
AACSB : Communication

14) What term is used for the formal description of a process such as communication?

14) _____

A) model
B) definition
C) analysis
D) channel

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Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-03 Differentiate the action, interaction, and transaction models of communica
Topic : Communication Models
AACSB : Communication

15) Which of the following is NOT a model of communication?

15) _____

A) interaction
B) action
C) reaction
D) transaction

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember

16) If you mail an annual family newsletter to update your loved ones and you don't expect a response, you are using which model of communication?

16) _____

A) action
B) interaction
C) reaction
D) transaction

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Question Details
Accessibility : Keyboard Navigation
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-03 Differentiate the action, interaction, and transaction models of communica
Topic : The Action Model
AACSB : Communication

17) Which of the following is NOT a component of the action model of communication?

17) _____

A) source
B) receiver
C) noise
D) feedback

Question Details
Accessibility : Keyboard Navigation
Bloom's : Analyze

18) Miles sends an instant message to his brother. According to the action model of communication, which term best describes Miles's role in the communication?

18) _____

A) decoder
B) receiver
C) communicator
D) source

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Analyze
Topic : The Action Model
Learning Objective : 01-02 Define the components of communication.
AACSB : Communication

19) When you put your idea in the form of language or a gesture that the receiver can understand, you are _____ the message.

19) _____

A) decoding
B) channeling
C) encoding
D) interpreting

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Bloom's : Understand
Topic : The Action Model
Learning Objective : 01-02 Define the components of communication.
AACSB : Communication

20) Yani is on the phone with her mother, who is explaining how to go about preparing dinner for the family later. Yani is distracted by a humorous Twitter post by one of her friends. As dinnertime nears, Yani realizes she has no idea how to cook the family meal as her mother instructed her to do. During the conversation with her mother, Yani was experiencing which type of noise?

20) _____

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A) physical
B) psychological
C) physiological
D) practical

Question Details
Accessibility : Keyboard Navigation
Bloom's : Apply
Topic : The Action Model
Learning Objective : 01-02 Define the components of communication.
AACSB : Communication

21) Fatigue and hunger are examples of _____ noise.

21) _____

A) physical
B) practical
C) psychological
D) physiological

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : Easy
Topic : The Action Model
Learning Objective : 01-02 Define the components of communication.
AACSB : Communication

22) Wayne and Lindsay go on a blind date, and they both enjoy themselves. At the end of the evening, Wayne tells Lindsay he will call her "soon." Lindsay expects to hear from Wayne by the next day, as that is what "soon" means to her, but he does not call for three weeks. Lindsay most likely made an error during which stage of the communication process?

22) _____

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A) noise
B) decoding
C) encoding
D) channeling

Question Details
Accessibility : Keyboard Navigation
Bloom's : Evaluate
Difficulty : Hard
Topic : The Action Model
Learning Objective : 01-02 Define the components of communication.
AACSB : Communication

23) Which two elements does the interaction model of communication add to the action model?

23) _____

A) feedback and context
B) message and feedback
C) channel and noise
D) encoding and decoding

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : Medium
Learning Objective : 01-02 Define the components of communication.
Topic : The Interaction Model
AACSB : Communication

24) When Liz asks her father if he minds her borrowing the car, she notices he frowns and shakes his head. What is Liz observing in her father?

24) _____

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A) context
B) noise
C) feedback
D) decoding

Question Details
Accessibility : Keyboard Navigation
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-02 Define the components of communication.
Topic : The Interaction Model
AACSB : Communication

25) According to the interaction model of communication, receivers are not passive. Instead, receivers offer various verbal and nonverbal responses to messages. What are these responses called?

25) _____

A) noise
B) feedback
C) context
D) channels

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Bloom's : Understand
Learning Objective : 01-02 Define the components of communication.
Topic : The Interaction Model
AACSB : Communication

26) As you tell your brother about your first assignment in speech class, he nods his head and says, "Uh huh," and even smiles when he hears you got an A. Which of the following terms best describes your brother's reaction to your story?

26) _____

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A) feedback
B) noise
C) messages
D) context

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Apply
Learning Objective : 01-02 Define the components of communication.
Topic : The Interaction Model
AACSB : Communication

27) Ralph went to a party over the weekend. Excited to share stories of his antics at the party with his friend Sarah, he invites her to his house after school. While Ralph is telling his story, his mother enters the room. Ralph immediately changes his loud, boisterous tone and stops using profanity. According to the interaction model, Ralph is reacting to a change in what?

27) _____

A) channel
B) noise
C) feedback
D) context

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Apply
Learning Objective : 01-02 Define the components of communication.
Topic : The Interaction Model
AACSB : Communication

28) One limitation of the interaction model of communication is that it doesn't account for

28) _____

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A) the fact that communication occurs in both directions.
B) feedback from the receiver.
C) the simultaneous exchange of messages and feedback.
D) the interference of noise.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Evaluate
Learning Objective : 01-03 Differentiate the action, interaction, and transaction models of communica
Topic : The Interaction Model
AACSB : Communication

29) The _____ model of communication maintains that both people in a conversation are simultaneously sources and receivers.

29) _____

A) action
B) transaction
C) reaction
D) interaction

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-03 Differentiate the action, interaction, and transaction models of communica
Topic : The Transaction Model
AACSB : Communication

30) As Professor Li lectures during class, she notices several students yawning. Only one student makes direct eye contact with her; the rest of the class is looking around the room. Professor Li interprets these nonverbal cues as messages that she is boring, reflecting the simultaneous nature of which model of communication?

30) _____

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A) action
B) reaction
C) interaction
D) transaction

Question Details
Accessibility : Keyboard Navigation
Bloom's : Apply
Difficulty : Hard
Learning Objective : 01-03 Differentiate the action, interaction, and transaction models of communica
Topic : The Transaction Model
AACSB : Communication

31) Susan observes that her new classmate, Lupe, is having some difficulty keeping up in class. Because Lupe has just learned the English language and has not yet adapted to the nonverbal codes many Americans use, it takes her longer to decode messages that she receives. Susan makes sure to stay after every class to share her notes with Lupe and to answer any questions she has. According to the transaction model of communication, Susan has identified which aspect of context as affecting how Lupe receives messages?

31) _____

A) culture
B) gender
C) psychological environment
D) social environment

Question Details
Accessibility : Keyboard Navigation
Bloom's : Evaluate
Difficulty : Hard
Learning Objective : 01-03 Differentiate the action, interaction, and transaction models of communica
Topic : The Transaction Model
AACSB : Communication

32) Submitting a written report to your supervisor for feedback best represents which model of communication?

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32) _____

A) action
B) interaction
C) transaction
D) construction

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Evaluate
Learning Objective : 01-03 Differentiate the action, interaction, and transaction models of communica
Topic : The Interaction Model
AACSB : Communication

33) Which model of communication best describes complex face-to-face communication?

33) _____

A) interaction
B) transaction
C) action
D) construction

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Bloom's : Understand
Learning Objective : 01-03 Differentiate the action, interaction, and transaction models of communica
Topic : The Transaction Model
AACSB : Communication

34) How would you categorize the context of a tweet, which relies on text alone, without the benefit of the sender's voice or gestures?

34) _____

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A) channel-less
B) channel-rich
C) channel-lean
D) channel-neutral

Question Details
Accessibility : Keyboard Navigation
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-04 List and summarize the important characteristics of communication.
Topic : Characteristics of Communication
AACSB : Communication

35) Which of the following is NOT an example of a perceptual filter in communication?

35) _____

A) intelligence
B) gender
C) religious beliefs
D) All of the above are examples of perceptual filters.

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember

36) Frances and Jean are watching the president give a speech on television. Frances is a big supporter of the president and identifies politically with his party. Jean did not vote for the president and does not agree with his policies. While listening to the address, Frances is delighted with the president's message and thinks he is on point, whereas Jean thinks the president is not addressing the issue at hand. Which characteristic of communication does this scenario illustrate?

36) _____

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A) Communication passes through perceptual filters.
B) Communication has relational implications.
C) Communication sends messages, whether intentional or unintentional.
D) Communication is governed by rules.

Question Details
Accessibility : Keyboard Navigation
Bloom's : Evaluate
Difficulty : Hard
Learning Objective : 01-04 List and summarize the important characteristics of communication.
Topic : Characteristics of Communication
AACSB : Communication

37) Where does the meaning of a word come from?

37) _____

A) the symbol
B) the object being discussed
C) the people using it
D) the referent

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Bloom's : Understand
Learning Objective : 01-04 List and summarize the important characteristics of communication.
Topic : Characteristics of Communication
AACSB : Communication

38) Riley wants to play music during lunch and tells her visiting granddaughter to pick out her favorite record. Her granddaughter is confused because all her music is digital, so she says, "You mean, like a sports record?" What assumption did Riley make about her granddaughter?

38) _____

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A) Her granddaughter would have the same musical tastes as she does.
B) Her granddaughter understands the meaning she intended to communicate simply because Riley understood it.
C) Her granddaughter understood the relational dimension to the message.
D) Her granddaughter is old enough to understand her use of symbols because she is old enough to visit her.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Apply
Learning Objective : 01-04 List and summarize the important characteristics of communication.
Topic : Characteristics of Communication
AACSB : Communication

39) Robert is driving Samantha, his girlfriend, home from a party. He notices she is quiet and withdrawn. Robert asks Samantha if she is okay. She replies, "I'm fine," in a snide tone while rolling her eyes. Robert becomes angry and asks what her problem is. Robert is responding to what dimension of Samantha's message?

39) _____

A) relational
B) content
C) symbolic
D) literal

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Apply
Learning Objective : 01-04 List and summarize the important characteristics of communication.
Topic : Characteristics of Communication
AACSB : Communication

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40) If your roommate tells you that you're out of cereal and you interpret the statement as also meaning, "I'm irritated you never replace food items when they are gone," you are interpreting which dimension of your roommate's message?

40) _____

A) content
B) symbolic
C) underlying
D) relational

Question Details
Accessibility : Keyboard Navigation
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-04 List and summarize the important characteristics of communication.
Topic : Characteristics of Communication
AACSB : Communication

41) What do we call it when we communicate about how we communicate?

41) _____

A) higher communication
B) metacommunication
C) intercommunication
D) interpersonal communication

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-04 List and summarize the important characteristics of communication.
Topic : Characteristics of Communication
AACSB : Communication

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42) Carolyn and Maxine are shopping for prom dresses. Carolyn asks Maxine's opinion on a particular dress and tells her to be honest. When Maxine laughs and says the dress makes Carolyn look ridiculous, she is surprised to see Carolyn get upset. When Carolyn explains to Maxine that it is not the opinion, but the way in which it was stated, that hurt her feelings, Carolyn is engaging in what type of communication?

42) _____

A) intercommunication
B) higher communication
C) metacommunication
D) interpersonal communication

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Apply
Learning Objective : 01-04 List and summarize the important characteristics of communication.
Topic : Characteristics of Communication
AACSB : Communication

43) When you choose a specific suit to wear to a job interview because you want to communicate professionalism, what type of message are you sending?

43) _____

A) intentional
B) unintentional
C) content
D) relational

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Apply
Learning Objective : 01-04 List and summarize the important characteristics of communication.
Topic : Characteristics of Communication
AACSB : Communication

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44) Which of these exemplifies following an explicit rule?

44) _____

A) not making eye contact on an elevator
B) not cutting in line at the bank
C) abiding by your school's weapons ban
D) keeping your voice down at a funeral

Question Details
Accessibility : Keyboard Navigation
Bloom's : Analyze
Difficulty : Hard
Learning Objective : 01-04 List and summarize the important characteristics of communication.
Topic : Characteristics of Communication
AACSB : Communication

45) What are the two types of rules that govern communication?

45) _____

A) content and relational
B) internal and external
C) norms and values
D) explicit and implicit

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-04 List and summarize the important characteristics of communication.
Topic : Characteristics of Communication
AACSB : Communication

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46) Stan mentally rehearses what he will say to break up with his girlfriend later in the day. Stan is engaging in what kind of communication?

46) _____

A) intrapersonal
B) interpersonal
C) unintentional
D) public

Question Details
Accessibility : Keyboard Navigation
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-05 Differentiate the five types of communication in which humans engage.
Topic : Types of Communication
AACSB : Communication

47) Which of the following is NOT an example of interpersonal communication?

47) _____

A) exchanging instant messages with a friend
B) talking on the phone with a relative
C) visiting face-to-face with a co-worker
D) reminding yourself to call a friend later

Question Details
Accessibility : Keyboard Navigation
Bloom's : Analyze

48) What is the most common form of communication we engage in?

48) _____

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A) intrapersonal
B) interpersonal
C) small group
D) public

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-05 Differentiate the five types of communication in which humans engage.
Topic : Types of Communication
AACSB : Communication

49) Lynn likes interacting with the members of her soccer team, especially engaging with them to make decisions and working together to win. What type of communication does Lynn seem to most enjoy?

49) _____

A) interpersonal
B) public
C) small group
D) mass

Question Details
Accessibility : Keyboard Navigation
Bloom's : Understand
Difficulty : Medium
Learning Objective : 01-05 Differentiate the five types of communication in which humans engage.
Topic : Types of Communication
AACSB : Communication

50) Jeremiah has a speech to deliver in two weeks. He spends a lot of time researching and organizing his presentation. He asks his friends to listen as he practices the speech. Jeremiah may be spending so much time preparing and practicing his remarks because he is anticipating engaging in what type of communication?

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50) _____

A) mass
B) interpersonal
C) public
D) small group

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Evaluate
Learning Objective : 01-05 Differentiate the five types of communication in which humans engage.
Topic : Types of Communication
AACSB : Communication

51) Mass media includes all of the following, EXCEPT

51) _____

A) blogs.
B) magazines.
C) instant messaging.
D) television.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Analyze
Learning Objective : 01-05 Differentiate the five types of communication in which humans engage.
Topic : Types of Communication
AACSB : Communication

52) Because its audience is so large, which type of communication works well for distributing news, commentary, and entertainment?

52) _____

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A) public
B) mass
C) small group
D) electronic

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Bloom's : Understand
Learning Objective : 01-05 Differentiate the five types of communication in which humans engage.
Topic : Types of Communication
AACSB : Communication

53) In a nationwide survey of U.S. adults conducted by the National Communication Association, 91 percent of respondents rated their communication skills as above average. This finding reflects what common myth?

53) _____

A) Everyone is a communication expert.
B) Communication will solve any problem.
C) Communication can break down.
D) Communication is inherently good.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Analyze
Learning Objective : 01-06 List and summarize common misconceptions about communication.
Topic : Communication Myths
AACSB : Communication

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54) Kareem and Haidy have been engaged for two years, but they have been arguing a lot for the past six months because they have different long-term goals. When Haidy tries to break off the engagement, Kareem insists they try couples' counseling first. He is sure that if they just work on their communication skills, they can stay together. After a few weeks of counseling, Haidy still chooses to end the engagement, despite the open communication they experienced in the counseling sessions. Kareem is surprised, thus showing he most likely believes which communication myth?

54) _____

A) Everyone is a communication expert.
B) Communication is inherently good.
C) Communication can break down.
D) Communication will solve any problem.

Question Details
Accessibility : Keyboard Navigation
Bloom's : Evaluate
Difficulty : Hard
Learning Objective : 01-06 List and summarize common misconceptions about communication.
Topic : Communication Myths
AACSB : Communication

55) The idea that communication can "break down" is a myth. Which of the following statements best explains why?

55) _____

A) Communication is inherently good.
B) Our progress is halted because communication has halted.
C) The problem lies not with the communication itself but how we are using it.
D) Communication is not a process, so therefore it can be compared to a journey.

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Evaluate
Learning Objective : 01-06 List and summarize common misconceptions about communication.
Topic : Communication Myths
AACSB : Communication

56) How we use communication determines whether it will have positive or negative effects. This fact dispels what myth?

56) _____

A) Everyone is a communication expert.
B) Communication is inherently good.
C) Communication will solve any problem.
D) More communication is always better.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Bloom's : Understand
Learning Objective : 01-06 List and summarize common misconceptions about communication.
Topic : Communication Myths
AACSB : Communication

57) Lulu disagrees with her friends' position on the war in Afghanistan. She thinks her friends simply aren't informed of the nuances of the situation. Lulu talks at length about her understanding of the conflict, and whenever her friends try to state their opinion, she simply speaks over them. She is sure if they would just listen, they would come to understand and agree with her point of view. Lulu probably believes which communication myth?

57) _____

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A) More communication is always better.
B) Communication will solve any problem.
C) Communication is inherently good.
D) Everyone is a communication expert.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Evaluate
Learning Objective : 01-06 List and summarize common misconceptions about communication.
Topic : Communication Myths
AACSB : Communication

58) According to a 2014 National Association of Colleges and Employers survey, which of the following is one of the most important qualities employers look for in college graduates?

58) _____

A) high grades
B) communication competence
C) personal connections
D) volunteer experience

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-07 Explain communication competence.
Topic : Communication Competence
AACSB : Communication

59) Someone with communication competence is able to communicate in ways that are _____ in a given situation.

59) _____

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A) literal and relational
B) symbolic and appropriate
C) effective and literal
D) effective and appropriate

Question Details
Accessibility : Keyboard Navigation
Bloom's : Remember
Difficulty : Easy
Learning Objective : 01-07 Explain communication competence.
Topic : Communication Competence
AACSB : Communication

60) In June 2010, President Obama went on NBC's *Today* show to discuss the BP oil spill in the Gulf of Mexico. During the interview, the president told host Matt Lauer he was holding discussions with BP executives so he would know "whose [obscenity] to kick." In the following days, there was much discussion and debate in the media over the use of obscenity in that situation. What does this controversy demonstrate with regard to the communication decisions of the president and other high-ranking officials?

60) _____

A) It is important to communicate appropriately for the social and cultural context.
B) Communication should be objective, not emotional.
C) It is important to communicate effectively for the *Today* show audience.
D) A public figure should always be honest about his or her opinions.

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Evaluate
Topic : Communication Competence
Learning Objective : 01-08 Analyze a situation for appropriate and inappropriate communication and ef
AACSB : Communication

61) Which of the following is NOT a trait of competent communicators?

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61) _____

A) adaptable
B) self-aware
C) cognitively simple
D) empathic

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Analyze
Topic : Communication Competence
Learning Objective : 01-09 List and summarize the five characteristics of competent communicators.
AACSB : Communication

62) Fred does not notice that he tends to dominate conversations because he is a(n) _____ self-monitor.

62) _____

A) experienced
B) high
C) low
D) objective

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Apply
Topic : Communication Competence
Learning Objective : 01-09 List and summarize the five characteristics of competent communicators.
AACSB : Communication

63) Which of the following can make someone a more competent communicator by enabling that person to see how his or her behavior fits, or doesn't fit, in a given social situation?

63) _____

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A) self-monitoring
B) adaptation
C) empathy
D) cognitive complexity

Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Bloom's : Understand
Topic : Communication Competence
Learning Objective : 01-09 List and summarize the five characteristics of competent communicators.
AACSB : Communication

64) Tom Cruise has appeared in various interviews to defend his views on Scientology and medication. In these interviews, he appears earnest, focused, and serious. This is in sharp contrast to his appearance on MTV's *Movie Awards* in 2010, where he appeared as a crude character named Les Grossman and did a suggestive dance with Jennifer Lopez. The appearance was widely viewed in a positive light by its intended audience. By assessing what would be appropriate in different contexts and modifying his behavior accordingly, Tom Cruise demonstrates the idea that competent communicators are which of the following?

64) _____

A) self-aware
B) empathic
C) ethical
D) adaptable

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Apply
Topic : Communication Competence
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65) Melanie wants to go with her friends on a class trip to Mexico, but her mother refuses to let her go. Melanie is frustrated, as she thinks her mother is too protective and won't let her have any fun. However, Melanie's mother is worried that something will happen to Melanie, a fear based on her own experiences at Melanie's age. Which of the following traits would help Melanie to understand her mother's perspective and thus become a more competent communicator?

65) _____

A) adaptability
B) empathy
C) self-awareness
D) ethical foresight

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Evaluate
Topic : Communication Competence
Learning Objective : 01-09 List and summarize the five characteristics of competent communicators.
AACSB : Communication

66) If you ask someone to "put yourself in my shoes," you are asking that person to practice which of the following?

66) _____

A) empathy
B) sympathy
C) understanding
D) awareness

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Bloom's : Understand
Topic : Communication Competence
Learning Objective : 01-09 List and summarize the five characteristics of competent communicators.
AACSB : Communication

67) If Chelsea looks for only one explanation for the behavior of her friend, then she most likely lacks _____ as a communicator.

67) _____

A) empathy
B) ethics
C) cognitive complexity
D) self-awareness

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Apply
Topic : Communication Competence
Learning Objective : 01-09 List and summarize the five characteristics of competent communicators.
AACSB : Communication

68) Which of the following approaches to communication generally dictates that we treat people fairly and communicate honestly?

68) _____

A) sympathetic
B) empathic
C) self-aware
D) ethical

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Question Details
Accessibility : Keyboard Navigation
Difficulty : Easy
Bloom's : Understand
Topic : Communication Competence
Learning Objective : 01-09 List and summarize the five characteristics of competent communicators.
AACSB : Communication

69) Chrissie is the owner of a small photocopying business. When her daughter participates in a fundraiser for a cheerleading competition, Chrissie asks her employees to contribute to the fundraiser, even though she pays most of them only the minimum wage. Most of her employees feel obligated to contribute, and they are upset by what they see as an unfair demand from someone who has power over them. Which of the following practices of a competent communicator might Chrissie keep in mind to understand her coworkers' feelings better?

69) _____

A) practicing self-awareness
B) behaving ethically
C) thinking with cognitive complexity
D) adaptability

Question Details
Accessibility : Keyboard Navigation
Difficulty : Medium
Bloom's : Apply
Topic : Communication Competence
Learning Objective : 01-09 List and summarize the five characteristics of competent communicators.
AACSB : Communication

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Communication Matters 4th Edition by Floyd CH02

Answer Key

Test name: CH01

1) B
2) A
3) D
4) A
5) B
6) C
7) D
8) C
9) A
10) C
11) D
12) B
13) C
14) A
15) C
16) A
17) D
18) D
19) C
20) B
21) D
22) B
23) A
24) C
25) B
26) A

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27) D
28) C
29) B
30) D
31) A
32) B
33) B
34) C
35) D
36) A
37) C
38) B
39) A
40) D
41) B
42) C
43) A
44) C
45) D
46) A
47) D
48) B
49) C
50) C
51) C
52) B
53) A
54) D
55) C
56) B

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57) A
58) B
59) D
60) A
61) C
62) C
63) A
64) D
65) B
66) A
67) C
68) D
69) B

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