# *Interpersonal Communication 4th edition Floyd Test Bank*

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# Interpersonal Communication 4th Edition by Floyd CH01

ANSWERS ARE LOCATED IN THE SECOND PART OF THIS DOCUMENT

**TRUE/FALSE - Write 'T' if the statement is true and 'F' if the statement is false.**

**1)** Human interaction is critical for the health of both infants and adults.

1) _____

◎ true
◎ false

**Question Details**
Bloom's : Remember
Topic : Why We Communicate
Learning Objective : Describe the importance of human contact.
Accessibility : Keyboard Navigation

**2)** Instrumental needs are the least important needs served by communication.

2) _____

◎ true
◎ false

**Question Details**
Bloom's : Remember
Topic : Why We Communicate
Accessibility : Keyboard Navigation
Learning Objective : Identify the characteristics of instrumental needs.

**3)** In the communication process, noise can be either physical or psychological.

3) _____

◎ true
◎ false

**Question Details**
Bloom's : Remember
Topic : Models of Communication
Learning Objective : Identify the major types of noise.
Accessibility : Keyboard Navigation

**4)** Context and feedback are aspects of the action model of communication.



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4) _____

◎ true
◎ false

**Question Details**
Bloom's : Remember
Topic : Models of Communication
Learning Objective : Compare and contrast the action, interaction, and transactional models of commun
Accessibility : Keyboard Navigation

**5)** The concept of perceptual filters states that everyone will derive the same meaning from any given message.

5) _____

◎ true
◎ false

**Question Details**
Bloom's : Remember
Topic : Characteristics of Communication
Accessibility : Keyboard Navigation
Learning Objective : Explain what it means for communication to pass through perceptual filters.

**6)** Words have inherent meanings.

6) _____

◎ true
◎ false

**Question Details**
Bloom's : Remember
Topic : Characteristics of Communication
Learning Objective : Describe how perceptual filters can influence the meaning people give words.
Accessibility : Keyboard Navigation

**7)** Metacommunication occurs when individuals discuss the meaning or subtext of their messages.

7) _____



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◎ true
◎ false

**Question Details**
Bloom's : Remember
Topic : Characteristics of Communication
Learning Objective : Describe metacommunication.
Accessibility : Keyboard Navigation

**8)** Most people in the United States believe they are above-average communicators.

8) _____

◎ true
◎ false

**Question Details**
Bloom's : Remember
Topic : Characteristics of Communication
Learning Objective : Recall that experience in communication does not equal expertise.
Accessibility : Keyboard Navigation

**9)** Lack of effective communication is the most commonly cited reason for relationship failure.

9) _____

◎ true
◎ false

**Question Details**
Bloom's : Remember
Topic : Understanding Interpersonal Communication
Learning Objective : Describe the importance of interpersonal communication.
Accessibility : Keyboard Navigation

**10)** Competent communication must be both effective and appropriate.

10) _____

◎ true
◎ false



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**Question Details**
Bloom's : Remember
Topic : Communication Competence
Learning Objective : Define commuinication competence.
Accessibility : Keyboard Navigation

**11)** Having empathy means feeling sorry for someone else.

11) _____

- ◎ true
- ◎ false

**Question Details**
Bloom's : Remember
Topic : Communication Competence
Learning Objective : Define empathy.
Accessibility : Keyboard Navigation

**12)** Ethical communication generally involves treating people fairly, communicating honestly, and avoiding immoral behavior.

12) _____

- ◎ true
- ◎ false

**Question Details**
Bloom's : Remember
Topic : Communication Competence
Learning Objective : Define ethics.
Accessibility : Keyboard Navigation

**13)** Research shows that biology plays almost no role in how we communicate.

13) _____

- ◎ true
- ◎ false



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**Question Details**
Bloom's : Understand
Topic : Communication Competence
Learning Objective : Explain empathic communication.
Accessibility : Keyboard Navigation

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

**14)** Studies involving communication between infants and caregivers have reliably demonstrated which of the following?

14) _____

A) Without sufficient interaction, infants will likely develop severe mental illness later in life.
B) Human interaction, specifically touch, is critical for development and health.
C) Infants' language acquisition occurs whether or not their caregivers communicate with them.
D) Only a child's biological parents are able to influence his or her social development.

**Question Details**
Bloom's : Remember
Topic : Why We Communicate
Learning Objective : Describe the importance of human contact.
Accessibility : Keyboard Navigation

**15)** Which of the following best defines a stigma?

15) _____

A) an individual who is incapable of taking on the perspectives of another person
B) communication that occurs in the context of marginalized or overlooked populations
C) a characteristic that discredits a person because he or she is seen as abnormal or undesirable
D) a pattern of interaction in which one person perpetually criticizes or condemns others because of characteristics that are out of their immediate control



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**Question Details**
Bloom's : Remember
Topic : Why We Communicate
Learning Objective : Define stigma.
Accessibility : Keyboard Navigation

**16)** According to the text, which of the following characteristics is not typically associated with some type of social stigma?

16) _____

A) being homeless
B) being alcoholic
C) having HIV
D) having cancer

**Question Details**
Bloom's : Understand
Topic : Why We Communicate
Learning Objective : Define stigma.
Accessibility : Keyboard Navigation

**17)** According to research, what is the most powerful predictor of happiness in life?

17) _____

A) physical attractiveness
B) income
C) health
D) marital happiness

**Question Details**
Bloom's : Remember
Learning Objective : Identify the predictors of happiness in life.
Topic : Why We Communicate
Accessibility : Keyboard Navigation



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**18)** As defined in the textbook, communication can help us grow spiritually in all of the following areas *except*

18) _____

A) developing a sense of our values.
B) articulating morals (beliefs about right and wrong).
C) discouraging the spirituality of others.
D) finding a meaning for life.

**Question Details**
Bloom's : Remember
Topic : Why We Communicate
Learning Objective : Summarize how communication meets spiritual needs.
Accessibility : Keyboard Navigation

**19)** Which of the following would be considered an instrumental need that can be met through communication?

19) _____

A) developing a romantic relationship with someone you find attractive
B) convincing your roommate to turn off her music by midnight each night
C) talking with your grandfather on the telephone after not speaking with him for a while
D) making small talk with a stranger you just met at a party

**Question Details**
Bloom's : Understand
Topic : Why We Communicate
Learning Objective : Define instrumental needs.
Accessibility : Keyboard Navigation

**20)** What term is used to describe anything that interferes with the accurate decoding of a message?



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20) _____

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

**Question Details**
Bloom's : Remember
Topic : Models of Communication
Learning Objective : Explain what noise is in a communication model.
Accessibility : Keyboard Navigation

**21)** Which type of noise is associated with distractions that result from a loud environment?

21) _____

A) physical noise
B) psychological noise
C) physiological noise
D) psychic noise

**Question Details**
Bloom's : Remember
Topic : Models of Communication
Learning Objective : Identify the major types of noise.
Accessibility : Keyboard Navigation

**22)** Which of the following is an example of feedback that someone might provide in response to a message?

22) _____



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A) nodding to show that he is paying attention to and understanding the message
B) looking at her watch anxiously as someone else is talking
C) rolling his eyes or sighing in the middle of someone's comments
D) Each of these is an example of feedback.

**Question Details**
Bloom's : Understand
Topic : Models of Communication
Learning Objective : Define feedback.
Accessibility : Keyboard Navigation

**23)** Communication context includes all of the following except

23) _____

A) the number of people who might overhear the conversation.
B) the emotional climate of the situation.
C) the connotation of the message.
D) the location where communication occurs.

**Question Details**
Bloom's : Understand
Learning Objective : Explain how context affects communciation.
Topic : Models of Communication
Accessibility : Keyboard Navigation

**24)** Which model considers both people in a conversation to be senders and receivers simultaneously?

24) _____

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



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**Question Details**
Bloom's : Remember
Topic : Models of Communication
Learning Objective : Illustrate the major components of the transaction model of communication.
Accessibility : Keyboard Navigation

**25)** To say that words are symbols accurately reflects which of the following ideas?

25) _____

A) People give communication its meaning.
B) Words are representations of ideas.
C) Words can have different meanings for different people.
D) All of these answers are correct.

**Question Details**
Bloom's : Remember
Topic : Characteristics of Communication
Learning Objective : Recognize the symbolic nature of words.
Accessibility : Keyboard Navigation

**26)** Which of the following is an example of a channel-rich communication context?

26) _____

A) writing a letter to someone
B) interacting in an online chat room
C) using text messaging on a cell phone
D) chatting with friends at a party

**Question Details**
Bloom's : Understand
Topic : Characteristics of Communication
Learning Objective : Distinguish between channel-lean and channel-rich contexts.
Accessibility : Keyboard Navigation



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**27)** When your roommate says "We're out of detergent again" and you take that as a criticism, you are paying attention to which aspect of the message?

27) _____

A) context dimension
B) relational dimension
C) representative dimension
D) content dimension

**Question Details**
Bloom's : Remember
Topic : Characteristics of Communication
Learning Objective : Evaluate communication messages to discern their relational dimensions.
Accessibility : Keyboard Navigation

**28)** When people engage in communication about their communication, they are engaging in a process called

28) _____

A) perceptual identity checking.
B) communication assurance.
C) metacommunication.
D) understanding maximization.

**Question Details**
Bloom's : Remember
Topic : Characteristics of Communication
Learning Objective : Describe metacommunication.
Accessibility : Keyboard Navigation

**29)** A sign in the library that reads "No Talking Allowed" would constitute an example of what?

29) _____



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A) perceptual filter
B) relational dimension
C) explicit rule
D) unintentional communication

**Question Details**
Bloom's : Remember
Learning Objective : Define explicit communication rules.
Topic : Characteristics of Communication
Accessibility : Keyboard Navigation

**30)** In the United States, most people understand that they are expected to form a line and wait for their turn, even if they have never been explicitly instructed to do so. That is an example of what type of rule?

30) _____

A) a culture-bound rule
B) an explicit rule
C) an implicit rule
D) an orderly rule

**Question Details**
Bloom's : Remember
Topic : Characteristics of Communication
Learning Objective : Define implicit communication rules.
Accessibility : Keyboard Navigation

**31)** The fact that some people lie in order to take advantage of others refutes which of the following myths of communication?

31) _____



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A) More communication is better.
B) Communication is inherently good.
C) Communication can break down.
D) Communication can be used to solve any problem.

**Question Details**
Bloom's : Understand
Topic : Characteristics of Communication
Learning Objective : Recognize that communication is neither inherently good nor bad.
Accessibility : Keyboard Navigation

**32)** According to the text, which of the following is NOT a necessary characteristic of interpersonal communication?

32) _____

A) It defines relationships.
B) It happens over time.
C) It relates to intimate information.
D) It occurs between people.

**Question Details**
Bloom's : Remember
Learning Objective : Define interpersonal communication.
Topic : Understanding Interpersonal Communication
Accessibility : Keyboard Navigation

**33)** Which aspect of communication relates to how well a message meets its goals?

33) _____

A) effectiveness
B) clarity
C) appropriateness
D) ethics



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**Question Details**
Bloom's : Remember
Topic : Communication Competence
Learning Objective : Recognize the characteristics of competent communicators.
Accessibility : Keyboard Navigation

**34)** Different cultures have different standards that define competent communication. This cultural variation speaks to which element of communication competence?

34) _____

A) effectiveness
B) sensitivity
C) appropriateness
D) responsibility

**Question Details**
Bloom's : Remember
Learning Objective : Recall the cultural influences on appropriate communication.
Topic : Communication Competence
Accessibility : Keyboard Navigation

**35)** Researchers use which term to describe how aware people are of their own behaviors?

35) _____

A) cognitive complexity
B) self-monitoring
C) adaptability
D) self-disclosure

**Question Details**
Bloom's : Remember
Topic : Communication Competence
Learning Objective : Define self-monitoring.
Accessibility : Keyboard Navigation



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**36)** The ability to take another person's perspective, and to think and feel as that person does, is called what?

36) _____

A) ethics
B) sympathy
C) empathy
D) self-awareness

**Question Details**
Bloom's : Remember
Topic : Communication Competence
Learning Objective : Define empathy.
Accessibility : Keyboard Navigation

**37)** Imagine that you have just called a friend, but your friend didn't take the call and it went to voicemail. At first, you assume your friend was simply away from the phone or busy, but you start to wonder if he might be angry with you or ignoring you. In this instance, you are exercising which ability?

37) _____

A) self-monitoring
B) cognitive complexity
C) communication competence
D) interpersonal communication

**Question Details**
Bloom's : Understand
Topic : Communication Competence
Learning Objective : Define and explain cognitive complexity.
Accessibility : Keyboard Navigation

**38)** A sense of morality and the judgment of right and wrong are known as



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38) _____

A) competence.
B) sincerity
C) cognitive complexity.
D) ethics.

**Question Details**
Bloom's : Remember
Topic : Communication Competence
Learning Objective : Define ethics.
Accessibility : Keyboard Navigation

**SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.**

**39)** Using concrete examples, explain how two of the following needs are served by communication: physical, relational, identity, spiritual, instrumental.

**Question Details**
Bloom's : Understand
Topic : Why We Communicate
Learning Objective : Distinguish physical, relational, identity, spiritual, and instrumental needs me
Accessibility : Keyboard Navigation

**40)** Explain the primary differences between the action, interaction, and transaction models of communication.

**Question Details**
Bloom's : Understand
Topic : Models of Communication
Learning Objective : Compare and contrast the action, interaction, and transactional models of commun
Accessibility : Keyboard Navigation



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**41)** Using specific examples, explain the idea that "meanings are in people."

**Question Details**
Bloom's : Understand
Topic : Characteristics of Communication
Learning Objective : Describe how perceptual filters can influence the meaning people give words.
Accessibility : Keyboard Navigation

**42)** Compare and contrast *effective* and *appropriate* communication, giving examples of each.

**Question Details**
Bloom's : Understand
Topic : Communication Competence
Learning Objective : Idenitfy elements of effective communication.
Accessibility : Keyboard Navigation
Learning Objective : Idenitfy elements of appropriate communication.

**43)** Define and illustrate two of the following characteristics of competent communicators: self-awareness, adaptability, perspective-taking, cognitive complexity, ethics.

**Question Details**
Bloom's : Understand
Topic : Communication Competence
Learning Objective : Recognize the characteristics of competent communicators.
Accessibility : Keyboard Navigation



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# Interpersonal Communication 4th Edition by Floyd CH01

**ESSAY. Write your answer in the space provided or on a separate sheet of paper.**

**44)** Communication can be used to meet a variety of needs in everyday interaction. Explain why it is important that people use communication to meet their needs. Next, pick any two of the five needs that communication can meet. For each of those needs, provide a definition of the idea behind the need and be sure to identify how communication can meet that need. Finally, provide a clear, concrete example of an interaction that would satisfy those needs.

**Question Details**
Bloom's : Understand
Topic : Why We Communicate
Learning Objective : Distinguish physical, relational, identity, spiritual, and instrumental needs me
Accessibility : Keyboard Navigation

**45)** Communication scholars have developed three different models that can be used to analyze interactions: the action, interaction, and transaction models. What elements do these models have in common? How are they different? Even though the transaction model is the most complete and widely used, consider situations in which it might be useful to analyze an interaction using either the action or interaction model; identify two different examples and justify your choices.

**Question Details**
Bloom's : Analyze
Topic : Models of Communication
Learning Objective : Compare and contrast the action, interaction, and transactional models of commun
Learning Objective : Demonstrate the utility of each model in differing situations.
Accessibility : Keyboard Navigation



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**46)** In channel-rich contexts, such as face-to-face conversations, people utilize several channels simultaneously to convey meaning. Identify any four different channels that might be at work in a face-to-face interaction. Discuss how those channels might be used together to create a message. How might they contradict one another? Finally, of the channels you have identified, pick one that you would identify as the most important in face-to-face interactions. Why did you pick that one? Use examples to illustrate why that channel is particularly important.

**Question Details**
Bloom's : Analyze
Topic : Characteristics of Communication
Learning Objective : Recognize that communication relies on multiple channels.
Accessibility : Keyboard Navigation

**47)** There is a long-standing debate in the field of communication about whether or not messages need to be intentional in order to convey meaning. Take a position in that debate. How important do you think intentionality is in communication? Are there instances in which someone is not communicating?

**Question Details**
Bloom's : Analyze
Topic : Characteristics of Communication
Learning Objective : Recognize that messages may be intentional or unintentional.
Accessibility : Keyboard Navigation



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**48)** Interpersonal communication is governed by both explicit and implicit rules. First, define each of these terms and point out how they are similar and how they are different. Next, identify two distinct examples of explicit communication rules that were enforced in your household while growing up. Indicate what each rule was, how it was conveyed/reinforced in your home, and what happened (or would have happened) when it was violated. Finally, identify one example of an implicit communication rule that was enforced in your home. Indicate what the rule was and how you came to be aware of it (given that it was implicit).

**Question Details**
Bloom's : Analyze
Learning Objective : Define explicit communication rules.
Topic : Characteristics of Communication
Learning Objective : Define implicit communication rules.
Accessibility : Keyboard Navigation

**49)** One cultural myth about communication is that it can solve any relational problem. Offer reasoned speculation as to why people believe that idea. Do our shared social experiences lead us to think communication is a cure-all? How is that idea reinforced in our society? What role do the mass media play in perpetuating that idea? Finally, offer a brief but reasoned argument refuting this myth.

**Question Details**
Bloom's : Analyze
Topic : Characteristics of Communication
Learning Objective : Remember that communication will not solve every problem.
Accessibility : Keyboard Navigation



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# Interpersonal Communication 4th Edition by Floyd CH01

# Answer Key

Test name: CH01

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



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27) B
28) C
29) C
30) C
31) B
32) C
33) A
34) C
35) B
36) C
37) B
38) D
39) Answers will vary

40) Answers will vary

41) Answers will vary

42) Answers will vary

43) Answers will vary

44) Answers will vary

45) Answers will vary

46) Answers will vary

47) Answers will vary

48) Answers will vary

49) Answers will vary



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