Real Communication 5th edition OHair Test Bank

SKU: 9781319201746-TEST-BANK

Name:_____ Class:_____ Date:_____

Chapter 1

1. What term refers to the process by which humans use symbols and behaviors to exchange information?
   a. encoding
   b. decoding
   c. communication
   d. perception

ANSWER: c

2. Which statement accurately describes communication?
   a. Humans begin to communicate when they learn to talk.
   b. Effective communication requires work and adaptation.
   c. Communication, by definition, is verbal and intentional.
   d. The messages sent during communication are reversible.

ANSWER: b

3. At its foundation, communication functions to help people:
   a. increase their cognitive complexity.
   b. learn about themselves.
   c. determine their cultural identity.
   d. achieve their goals.

ANSWER: d

4. While on a first date, Shreya notices her date leaning in toward her, meeting her gaze, smiling when she makes eye contact, and laughing at her jokes. Shreya infers from this behavior that her date likes her. This scenario BEST represents the use of communication to:
   a. negotiate for control.
   b. express affiliation.
   c. encode a message.
   d. provide feedback.

ANSWER: b

5. Which statement BEST defines interdependence?
   a. What a person does affects others, and what others do affects that person.
   b. A person's self-esteem depends on whether another person needs him or her.
   c. A person can communicate effectively to meet their needs.
   d. A person is reluctant to communicate with others.

ANSWER: a

6. The ability of one person, group, or organization to influence others and the manner in which their relationships are conducted is called:
   a. control.

Copyright Macmillan Learning. Powered by Cognero.

Real Communication 5th edition OHair Test Bank

Chapter 1

b. affiliation.
c. interdependence.
d. goal achievement.

ANSWER: a

7. English speakers use the word dog to refer to the canine companion that is a popular pet in the United States. In this example, dog is BEST described as a:
a. code.
b. channel.
c. symbol.
d. behavior.

ANSWER: c

8. After looking in his book bag and realizing he forgot to grab a pen, Leroy leans over to one of his classmates and says, "Do you have a pen I can borrow for class today?" Leroy has just engaged in what mental process?
a. encoding
b. decoding
c. affiliating
d. symbolizing

ANSWER: a

9. A person interprets and assigns meaning to a message they received. This person is:
a. creating a code.
b. decoding the message.
c. displaying behavioral flexibility.
d. providing feedback.

ANSWER: b

10. What term refers to the shared beliefs, values, and practices of a group of people?
a. interdependence
b. culture
c. norms
d. morals

ANSWER: b

11. Destiny describes herself as being a sorority sister, a member of the National Honor Society, an African American, and a master gardener. These all represent:
a. dyads.
b. norms.

Copyright Macmillan Learning. Powered by Cognero.

Real Communication 5th edition OHair Test Bank

Chapter 1

c. cocultures.

d. communication channels.

ANSWER: c

12. Communication that involves the exchange of messages that are interdependent is said to be:

a. linear.

b. cultural.

c. transactional.

d. intentional.

ANSWER: c

13. How can a person determine whether their communication was appropriate?

a. It helped them meet their goals.

b. It met the demands of the situation and the expectations of those present.

c. It used a shared code between two or more people.

d. It produced some kind of product as a result of the exchange between the communicators.

ANSWER: b

14. Although online gaming and game design are Anna's favorite topics to discuss, she is able to converse about other topics that are more interesting to others or that are more appropriate in particular situations. This is an example of:

a. culture.

b. interdependence.

c. behavioral flexibility.

d. affiliation.

ANSWER: c

15. Which term refers to the study of morals, specifically the moral choices individuals make in their relationships with others?

a. religion

b. culture

c. communication

d. ethics

ANSWER: d

16. In which model of communication does a sender originate a message and send it through a channel to a receiver without taking any kind of feedback into consideration?

a. interaction model

b. linear model

c. transactional model

Copyright Macmillan Learning. Powered by Cognero.

Real Communication 5th edition OHair Test Bank

d. competent communication model

ANSWER: b

17. In the interaction model of communication, the receiver's responses are referred to as:

a. noise.

b. the message.

c. code.

d. feedback.

ANSWER: d

18. Which model of communication presents a transactional perspective, in which individuals simultaneously send and receive messages within a relational, situational, and cultural context?

a. linear

b. interaction

c. competent communication

d. cultural

ANSWER: c

19. Which term refers to the thoughts a communicator has about himself or herself and others?

a. feelings

b. emotions

c. behaviors

d. cognitions

ANSWER: d

20. A detective talks to multiple witnesses of a crime and then formulates many possible theories as to what happened. The questions she asks are determined by the witnesses' responses and their body language. This scenario BEST represents which concept?

a. cognitive complexity

b. linear communication

c. ethical decision making

d. affiliation

ANSWER: a

21. Humans are able to communicate without the use of symbols.

a. True

b. False

ANSWER: b

22. Human beings are born with the capacity to communicate.

Copyright Macmillan Learning. Powered by Cognero.

Real Communication 5th edition OHair Test Bank

Chapter 1

a. True
b. False

ANSWER: a

23. Humans sometimes express emotions to help fulfill practical needs.
a. True
b. False

ANSWER: a

24. The more control one person has in a communication relationship, the less the other person has.
a. True
b. False

ANSWER: a

25. Control within a relationship is increased or decreased through communication.
a. True
b. False

ANSWER: a

26. The meanings of symbols are arbitrary and are negotiated between people.
a. True
b. False

ANSWER: a

27. Symbols are a set of codes that are joined to create a meaningful message.
a. True
b. False

ANSWER: b

28. Individuals are only able to identify with one coculture at a time, making this aspect of their cultural identity less meaningful than others.
a. True
b. False

ANSWER: b

29. The discipline of communication is the study of intentional communication.
a. True
b. False

ANSWER: b

30. Transactional communication involves a sender and a receiver sending independent messages to one

Copyright Macmillan Learning. Powered by Cognero.

Real Communication 5th edition OHair Test Bank

another.

a. True

b. False

ANSWER: b

31. Competent communication must be effective and appropriate.

a. True

b. False

ANSWER: a

32. Competent communicators are more concerned with the outcome of their communication than they are with the process of their communication.

a. True

b. False

ANSWER: b

33. The appropriateness of a communication act is largely determined by cultural norms and rules about what is acceptable or unacceptable.

a. True

b. False

ANSWER: a

34. Although appropriateness is subjective and may change from one situation to another, competent communication focuses on using the skills that are effective in all situations.

a. True

b. False

ANSWER: b

35. An individual's ethics are influenced by their personal morals and values as well as by broader cultural notions of what is right or wrong morally.

a. True

b. False

ANSWER: a

36. Most communication skills are known by instinct and cannot be learned or improved.

a. True

b. False

ANSWER: b

37. The linear model of communication could be used to describe the way an artist uses recorded music to communicate with their fans.

Copyright Macmillan Learning. Powered by Cognero.

Real Communication 5th edition OHair Test Bank

Chapter 1

a. True

b. False

ANSWER: a

38. The interaction model of communication is the most complex and accurate model of communication put forth because it is the only model to acknowledge that communicators simultaneously send and receive messages.

a. True

b. False

ANSWER: b

39. A communicator's self-perception can have a profound impact on the way he or she communicates.

a. True

b. False

ANSWER: a

40. Cognitions influence all human communication.

a. True

b. False

ANSWER: a

41. What key factors go into effective communication?

ANSWER: Effective communication requires being thoughtful about the message sent, remaining silent at times, and using listening skills and appropriate nonverbal behaviors.

42. What are the three primary functions of goal-oriented communication?

ANSWER: To express affiliation, to manage relationships, and to influence others.

43. What is the difference between encoding and decoding a message?

ANSWER:

44. Provide an example of a coculture to which you belong. What makes this a coculture?

ANSWER:

45. Define cultural identity.

ANSWER:

46. Give a specific example of unintentional communication and explain how it can affect how others interpret the message being communicated intentionally.

ANSWER:

47. Define what is meant by communication channel and provide an example of a channel you have used to

Copyright Macmillan Learning. Powered by Cognero.

Real Communication 5th edition OHair Test Bank

communicate today.
ANSWER:

48. What do the authors of your textbook mean when they say that communication is a transactional process?
ANSWER:

49. What are the essential features of competent communication? In what ways are process and outcome related, and in what ways are they distinctly different from one another? How do appropriateness and effectiveness affect communication?
ANSWER:

50. Consider a time when you and a communication partner failed to communicate competently. Describe what happened in the situation and what went wrong in both your communication and your partner's communication. Based on what you have learned so far about competent communication, what could you and the other person do to communicate more competently if you could go back in time and redo the interaction?
ANSWER:

51. Using classroom interaction as the source for your examples, illustrate the characteristics of communication as being symbolic, requiring a shared code, being linked to culture, being both intentional and unintentional, occurring through various channels, and being transactional. Explain how understanding these characteristics can help a teacher communicate more competently with their students.
ANSWER:

52. Describe a recent conflict you had with your roommate, a close friend, a family member, or your significant other. Apply the model of competent communication to this interaction to illustrate the elements of the model. How does considering the interaction through the lens of this model help you understand the interaction differently than you might have before engaging in this analysis?
ANSWER:

53. Contrast the difference between appropriate communication and effective communication.
ANSWER:

54. Give an example, real or hypothetical, of behavioral flexibility being used to improve communication.
ANSWER:

55. Compare and contrast the essential features of the three models of communication discussed in your textbook: the linear model, the interaction model, and the competent communication model.
ANSWER:

56. In what way does noise affect communication?
ANSWER:

57. What is the difference between cognitions and behaviors?
ANSWER:

Copyright Macmillan Learning. Powered by Cognero.

Real Communication 5th edition OHair Test Bank

Chapter 1

58. Why does a person's relational history with another person help determine what is appropriate in a given situation?
ANSWER:

59. Identify one element of the situational context of the classroom in which you are taking this course that can create a challenge to the communication between you and your instructor or among the students in the class.
ANSWER:

60. Describe how a person's cultural identity influences their communication behavior.
ANSWER:

Copyright Macmillan Learning. Powered by Cognero.

Real Communication 5th edition OHair Test Bank