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SKU: 9781319448547-TEST-BANK

Name:_____ Class:_____ Date:_____

Appendix Interviewing

1. A planned conversation that uses questions and answers to meet a specific purpose is
   a. interview protocol.
   b. an interview.
   c. a focus group.
   d. rapport building.

ANSWER: b

2. The participant in an interview who plans and manages the questions and answers is the
   a. interviewer.
   b. interviewee.
   c. employer.
   d. applicant.

ANSWER: a

3. The person answering the questions in an interview is the
   a. employer.
   b. applicant.
   c. interviewee.
   d. interviewer.

ANSWER: c

4. Which of these is NOT an accurate statement regarding interviews?
   a. Effective interviews follow an interview protocol.
   b. Interviews are planned and structured.
   c. Interviews occur only in dyads.
   d. Interviews can occur between two or more persons.

ANSWER: c

5. All of these statements are true EXCEPT an interview
   a. can be face-to-face.
   b. can be mediated.
   c. can be conducted within a small group.
   d. is by definition dyadic.

ANSWER: d

6. What type of interview generates knowledge or understanding about a topic?
   a. employment interview
   b. information interview
   c. selection interview
   d. exit interview

ANSWER: b

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7. Briana is charged with redesigning a popular consumer item and has chosen to conduct an interview to gain feedback from her customers. What type of interview would you suggest she conduct?
   a. a performance/appraisal interview
   b. a selection interview
   c. an employment interview
   d. a focus group interview

ANSWER: d

8. What type of interview helps manage an organization's personnel?
   a. selection interview
   b. exit interview
   c. information interview
   d. employment interview

ANSWER: d

9. What type of interview determines whether applicants have the education, experience, and proper attitude required for a job?
   a. performance or appraisal interview
   b. exit interview
   c. selection interview
   d. information interview

ANSWER: c

10. What type of interview is used to help an employee by providing feedback and setting new goals?
   a. performance appraisal interview
   b. exit interview
   c. selection interview
   d. employment interview

ANSWER: a

11. What type of interview typically occurs once a year?
   a. performance appraisal interview
   b. focus group interview
   c. selection interview
   d. information interview

ANSWER: a

12. What type of interview evaluates work and helps set new goals?
   a. performance appraisal interviews
   b. exit interview

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c. information interview
d. employment interview

ANSWER: a

13. What type of interview identifies why an employee is leaving a job?
a. performance appraisal interview
b. employment interview
c. information interview
d. exit interviews

ANSWER: d

14. A listing of questions that guides the interview is called
a. primary questions.
b. interview protocol.
c. open questions.
d. a selection interview.

ANSWER: b

15. What step in preparing for an interview occurs when developing an interview protocol?
a. determining the purpose of the interview
b. determining what questions to ask
c. selecting the interviewee
d. ordering a list of questions to be asked

ANSWER: d

16. What type of question introduces a new topic?
a. primary question
b. open question
c. leading question
d. neutral question

ANSWER: a

17. Ari is interviewing his economics professor to gather information for his speech about inflation. His first question is, "How does inflation affect the middle and lower classes?" This is a
a. secondary question.
b. closed question.
c. primary question.
d. leading question.

ANSWER: c

18. A follow-up question in an interview is called a

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a. primary question.
b. open question.
c. secondary question.
d. neutral question.

ANSWER: c

19. When an interviewer says to an interviewee, "That's interesting, tell me more," or, "What happened next?" the interviewer is using
a. primary questions.
b. secondary questions.
c. leading questions.
d. neutral questions.

ANSWER: b

20. Questions that provide freedom of response are
a. leading questions.
b. primary questions.
c. neutral questions.
d. open questions.

ANSWER: d

21. "How do you plan to do volunteer work during the school break?" is an example of a(n)
a. leading question.
b. secondary question.
c. open question.
d. neutral question.

ANSWER: c

22. What type of question limits an interviewee's response?
a. secondary questions
b. leading questions
c. neutral questions
d. closed questions

ANSWER: d

23. In an interview if you are asked, "Can you lift a twenty-five-pound box?" what type of question is being used?
a. illegal question
b. open question
c. closed question
d. leading question

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ANSWER: c

24. An interviewer who wants to find out what an interviewee really thinks about a topic would begin with a
    a. neutral question.
    b. leading question.
    c. closed question.
    d. secondary question.

ANSWER: a

25. What type of question points an interviewee to a preferred answer?
    a. neutral question
    b. leading question
    c. closed question
    d. primary question

ANSWER: b

26. What type of question reveals what an interviewee thinks about a topic?
    a. neutral question
    b. leading question
    c. open question
    d. primary question

ANSWER: a

27. If you are asked, "Don't you like the new student desks that we chose to purchase?" you are experiencing what type of question?
    a. leading question
    b. neutral question
    c. secondary question
    d. open question

ANSWER: a

28. Effective interviewers demonstrate
    a. attending skills.
    b. paraphrasing.
    c. rapport building.
    d. All of the options are correct.

ANSWER: d

29. Demonstrating a readiness to listen to an interviewee shows you possess
    a. paraphrasing skills.
    b. leave-taking skills.

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c. attending skills.
d. rapport-building skills.

ANSWER: c

30. A restatement in your own words of what a person said is
a. rapport building.
b. paraphrasing.
c. attending.
d. leave-taking.

ANSWER: b

31. Paraphrasing requires that a
a. speaker restate what they said.
b. listener restate what a person said.
c. listener avoid the use of attending skills.
d. speaker avoid immediacy.

ANSWER: b

32. What is one reason an interviewer would use paraphrasing?
a. to rephrase a long question
b. to apply the cooperative principle
c. to check understanding of an interviewee's answer
d. to build rapport with the interviewee

ANSWER: c

33. An exchange of messages that creates a bond and sets the tone for an interview is called
a. rapport building.
b. paraphrasing.
c. attending.
d. leave-taking.

ANSWER: a

34. In using Grice's cooperative principle in an interview, how might an interviewer apply being honest?
a. prepare an interview protocol
b. ask leading questions
c. avoid asking leading questions
d. use appropriate language

ANSWER: c

35. When interviewing a job candidate, Lorenz used jargon. What tenet of Grice's cooperative principle did Lorenz violate?

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a. be informative
b. be honest
c. be clear
d. be relevant

ANSWER: c

36. Which of these options is a recommended practice when participating in synchronous or asynchronous video interviews?
a. know how to use the technology
b. test the technology
c. rehearse and record yourself on video
d. All of the options are correct.

ANSWER: d

37. Colby has been asked to record video of himself answering interview questions and then upload the video to an employer's secure website. This is an example of a(n)
a. synchronous video interview.
b. asynchronous video interview.
c. Skype interview.
d. information interview.

ANSWER: b

38. To prepare for an information interview, it is wise to
a. build rapport.
b. develop an interview protocol.
c. be engaged.
d. just "wing it."

ANSWER: b

39. According to your text, to prepare for an information interview, one needs to take all of these step(s) EXCEPT
a. identifying your purpose.
b. conducting a background research.
c. developing an interview protocol.
d. preparing secondary questions.

ANSWER: d

40. Effective management of an information interview includes all of these strategies EXCEPT
a. build rapport.
b. develop an interview protocol.
c. be engaged.

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d. end on a positive note.

ANSWER: b

41. The process of ending an interview is called
a. concluding.
b. leave-taking.
c. summarizing.
d. thanking.

ANSWER: b

42. Asking, "When do you plan to make a decision?" is an example of what step of managing an information interview?
a. being engaged
b. rapport building
c. leave-taking
d. using attending skills

ANSWER: c

43. A written summary of education, experience, and skills is a(n)
a. résumé.
b. cover letter.
c. bona fide occupational qualification.
d. interview protocol.

ANSWER: a

44. What type of résumé details the history of your education and work experience, starting with the most recent.
a. functional résumé
b. cover letter
c. chronological résumé
d. objective statement

ANSWER: c

45. What type of résumé focuses on how your skills and experiences relate to the specific job you're applying for?
a. functional résumé
b. chronological résumé
c. cover letter
d. objective statement

ANSWER: a

46. What introduces a candidate for a job and highlights the candidate's qualifications for the job in question?

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a. bona fide occupational qualifications
b. functional résumé
c. chronological résumé
d. cover letter

ANSWER: d

47. What is the term for a characteristic essential to operating the business?
a. physical strength
b. bona fide occupational qualification
c. interview protocol
d. rapport building

ANSWER: b

48. What is NOT a step the text recommends a candidate do to prepare for an employment selection interview?
a. develop their résumé
b. review their social media image
c. plan their own questions for the interviewer
d. rehearse their answers to questions

ANSWER: d

49. If Lindsay focuses her skills and experiences to a specific job while preparing for an employment selection interview, what step is she taking?
a. writing a functional résumé
b. developing a cover letter
c. developing questions for the interview
d. preparing responses for the interview

ANSWER: a

50. An interviewee should take all of these steps to effectively manage an employment selection interview EXCEPT
a. dress appropriately.
b. deal with unlawful questions.
c. demonstrate positivity.
d. develop a cover letter.

ANSWER: d

51. According to the bona fide occupational qualification, if a characteristic is essential to performing the job, an employer can ask about which characteristic?

a. religion.
b. gender.

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c. age.
d. all of the options are correct.

ANSWER: d

52. The interviewee assumes a passive role in an interview.
a. True
b. False

ANSWER: b

53. All interviews are dyadic, involving two people.
a. True
b. False

ANSWER: b

54. Interviews must occur in a face-to-face setting.
a. True
b. False

ANSWER: b

55. By using Skype, a real-time, synchronous video interview can be conducted.
a. True
b. False

ANSWER: a

56. A focus group is a type of information interview used by marketing consultants.
a. True
b. False

ANSWER: a

57. A doctor asking their patients questions is an example of an information interview.
a. True
b. False

ANSWER: a

58. An interview protocol is similar to a preparation outline in that they both guide the communication.
a. True
b. False

ANSWER: a

59. Secondary questions are often part of the interview protocol and are often highly structured.
a. True
b. False

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ANSWER: b

60. Open questions normally require a yes or no response.
    a. True
    b. False
ANSWER: b

61. A leading question is often more useful for finding out what an interviewee really thinks about a topic.
    a. True
    b. False
ANSWER: b

62. Attending is an important listening skill to demonstrate that an interviewer is ready to listen.
    a. True
    b. False
ANSWER: a

63. Paraphrasing is an important listening skill that requires a listener to state back exactly word for word what a person said.
    a. True
    b. False
ANSWER: b

64. Rapport building can occur through the effective use of both nonverbal and verbal communication in an interview setting.
    a. True
    b. False
ANSWER: a

65. One strategy for achieving leave-taking in an interview is to say, "Is there anything else I didn't ask that you would like me to know?"
    a. True
    b. False
ANSWER: a

66. In a functional résumé, information is NOT in chronological order.
    a. True
    b. False
ANSWER: a

67. By writing a cover letter, an applicant can provide a detailed, comprehensive review of their work history and experience.
    a. True

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b. False

ANSWER: b

68. According to your text, a bona fide occupational qualification precludes an interviewer from asking an applicant's age.

a. True

b. False

ANSWER: b

69. Identify three ways in which an interview can occur.

ANSWER: Dyadic, small group, and face-to-face.

70. Identify the two primary types of interviews.

ANSWER: Information and employment interviews.

71. What are the three types of employment interviews?

ANSWER: Selection, performance appraisal, and exit interviews.

72. How can an interviewee prepare for an interview?

ANSWER: An interviewee can prepare for an interview by first defining the purpose of the interview to help determine what topics will be covered. Next, develop an interview protocol, or write the questions that will guide the interview. Finally, the interviewee should determine what types of questions to ask.

73. Distinguish between primary/secondary, open/closed, and neutral/leading questions.

ANSWER: Primary questions introduce new topics, while secondary questions help follow up on answers. Open questions allow freedom of response, while closed questions require a simple yes or no response. Neutral questions determine what an interviewee really thinks about a topic, while leading questions point to the preferred response.

74. Define and differentiate between an open and a closed question.

ANSWER: While an open question allows freedom to develop and expand on an idea or response, a closed one usually requires only a yes or no response.

75. Explain two strategies for practicing attending skills?

ANSWER: Choose a quiet location with limited distractions and use nonverbal communication to promote immediacy.

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76. What are some ways to build rapport in an interview?

ANSWER: Greet the other person in a friendly, upbeat way, use appropriate self-disclosure, and demonstrate cooperation.

77. What strategies can one employ to be an active listener during an interview?

ANSWER: There are three strategies one can employ to be an active listener during an interview. First, they can demonstrate their readiness to listen by using attending skills. Second, use nonverbal immediacy, or demonstrate closeness (e.g., eye contact, leaning in). Finally, they can use paraphrasing, or repeating back information in their own words.

78. Identify two types of video interviews and explain three ways to use them competently.

ANSWER: Video interviews can be conducted by synchronous or asynchronous video. Ways to use them competently are to be sure to know how to use equipment, software, or technology, and test it before using it. Also practice speaking on video.

79. What are the steps of preparing for an information interview?

ANSWER: To prepare for an information interview, conduct background research, identify your purpose, prepare your interview protocol, and request the interview.

80. How can you manage an information interview?

ANSWER: To manage an information interview, build rapport, be engaged, and end on a positive note.

81. Explain how you can effectively manage an information interview.

ANSWER: To effectively manage an information interview, first build rapport by using first names and shaking hands. Be engaged by using active listening skills. Finally, end on a productive note by using leave-taking.

82. What steps can an interviewee take to prepare for an employment selection interview?

ANSWER: There are several steps an interviewee can take to prepare for an employment selection interview. First, research the potential employer or company. Second, develop their résumé and cover letter. Next, review their social media image to be sure their profile does not portray them in a negative light. Finally, develop their own questions to ask during the interview.

83. What is a bona fide occupational qualification?

ANSWER: It is a characteristic essential to operating the business.

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Chapter 1 Introduction to Communication

1. The process through which people use messages to generate meanings within and across modalities, channels, and contexts is
   a. fields of experience.
   b. communication.
   c. interaction.
   d. feedback.

ANSWER: b

2. Which of these is a "package" of information?
   a. message
   b. channel
   c. context
   d. model

ANSWER: a

3. What is the term for an exchange or series of messages?
   a. context
   b. communication
   c. channel
   d. interaction

ANSWER: d

4. Face-to-face interaction, photos, social media posts, and texting are examples of
   a. channels.
   b. networks.
   c. modalities.
   d. contexts.

ANSWER: c

5. Auditory, visual, and tactile are all examples of
   a. media.
   b. communication.
   c. channels.
   d. noise.

ANSWER: c

6. Situations such as a college class, a party, or a workplace are
   a. modalities.
   b. contexts.
   c. channels.
   d. fields of experience.

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Chapter 1 Introduction to Communication

ANSWER: b

7. What type of communication goals are designed to make a communicator be perceived in a particular way?
   a. self-presentation
   b. instrumental
   c. relationship
   d. transactional

ANSWER: a

8. Lena wants to be perceived as trustworthy, caring, and credible by her partner's parents. Which type of interpersonal goal is she trying to achieve?
   a. self-presentation
   b. relationship
   c. instrumental
   d. achievement

ANSWER: a

9. Practical objectives you want to achieve through communication are known as
   a. relationship goals.
   b. self-presentation goals.
   c. instrumental goals.
   d. transactional goals.

ANSWER: c

10. You are trying to persuade your communication professor to let you take a makeup exam. What type of communication goal are you trying to achieve?
   a. self-presentation
   b. relationship
   c. instrumental
   d. personal

ANSWER: c

11. What type of communication goals are used to build, maintain, or terminate bonds with others?
   a. relationship
   b. transactional
   c. instrumental
   d. self-presentation

ANSWER: a

12. Chris is trying to arrange a meeting with his partner of five years to discuss how he can terminate their relationship. What communication goal is he seeking?
   a. self-presentation

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Chapter 1 Introduction to Communication

b. relationship
c. instrumental
d. personal

ANSWER: b

13. Which communication model demonstrates communication as a one-way process from start to finish?
a. transactional
b. interactive
c. instrumental
d. linear

ANSWER: d

14. The components of the linear model of communication are
a. sender, receiver, noise, feedback, and fields of experience.
b. sender, receiver, and fields of experience.
c. sender, receiver, and noise.
d. source, destination, interaction, and competence.

ANSWER: c

15. Factors such as distracting thoughts or slow internet speed that impact how a message is received are
a. noise.
b. feedback.
c. rhetoric.
d. channels.

ANSWER: a

16. Which model of human communication is the oldest and most simplistic?
a. interactive
b. transactional
c. field of experience
d. linear

ANSWER: d

17. Which communication model is illustrated by text messaging and email?
a. transactional
b. interactive
c. multidimensional
d. linear

ANSWER: d

18. In the linear and interactive models, the individual who generates information to be communicated is the

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Chapter 1 Introduction to Communication

a. writer.
b. speaker.
c. sender.
d. presenter.

ANSWER: c

19. In the linear and interactive models, people for whom a message is intended are
a. listeners.
b. channels.
c. contexts.
d. receivers.

ANSWER: d

20. Which was the first communication model to incorporate feedback and fields of experience?
a. linear
b. interactive
c. fields of experience
d. transactional

ANSWER: b

21. What variables does the interactive communication model add to the linear communication model?
a. feedback and noise
b. fields of experience and channel
c. noise and sender
d. feedback and fields of experience

ANSWER: d

22. Which of these is NOT an element found in the linear communication model?
a. sender
b. noise
c. feedback
d. receiver

ANSWER: c

23. While lecturing to your class, Professor Smith inquires of his students, "Are you all understanding me?" What component of communication is your professor seeking?
a. sender
b. noise
c. feedback
d. receiver

ANSWER: c

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24. The verbal and nonverbal messages used by receivers to indicate reactions to communication are called
    a. interactions.
    b. modalities.
    c. noise.
    d. feedback.

ANSWER: d

25. The attitudes, values, beliefs, and experiences a participant brings to a communication event are called
    a. contexts.
    b. modalities.
    c. fields of experience.
    d. channels.

ANSWER: c

26. Both the linear and interactive communication models
    a. conceptualize communication as multidirectional.
    b. show that both senders and receivers equally influence communication.
    c. suggest that all parties communicate collaboratively.
    d. describe senders as active and receivers as passive.

ANSWER: d

27. Brendan is hunting around in the kitchen and asks his wife, "Have you seen my. . ." and she says, "Keys?" What characteristic of the transactional model of communication does this illustrate?
    a. fields of experience
    b. noise
    c. collaboration
    d. relationship goals

ANSWER: c

28. Which model of communication recognizes the multidirectional, complex nature of communication?
    a. transactional
    b. action
    c. linear
    d. interactive

ANSWER: a

29. Which communication model introduces the concept of communication as collaboration?
    a. linear
    b. transactional
    c. interactive

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d. instrumental

ANSWER: b

30. The theory and practice of persuading others through speech is called
    a. communication.
    b. interaction.
    c. rhetoric.
    d. self-presentation.

ANSWER: c

31. The principles and practice of communication were first studied by
    a. social scientists after the conclusion of WWII.
    b. the rhetoricians of ancient Greece and Rome.
    c. media theorists after the advent of mediated communication.
    d. members of the National Communication Association.

ANSWER: b

32. Who was the first to teach about the value of a speaker's credibility?
    a. Caesar
    b. Aristotle
    c. Socrates
    d. Plato

ANSWER: b

33. Which of these is NOT one of Cicero's three goals of public speaking?
    a. to instruct
    b. to persuade
    c. to honor
    d. to make peace

ANSWER: d

34. Cicero defined five requirements of speech crafting. Which of these was NOT one of his requirements?
    a. invention
    b. competency
    c. memory
    d. arrangement

ANSWER: b

35. A communication major can pursue careers in
    a. marketing.
    b. sales.

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c. public relations.
d. All options are correct.

ANSWER: d

36. What type of communication is transmitted using a technological device?
a. mediated communication
b. small group communication
c. interpersonal communication
d. public communication

ANSWER: a

37. Mediated communication includes all of these EXCEPT
a. tweeting.
b. Skyping.
c. instant messaging.
d. face-to-face meetings.

ANSWER: d

38. In which type of communication do messages significantly influence the relationship between two people?
a. mediated communication
b. impersonal communication
c. interpersonal communication
d. public communication

ANSWER: c

39. Communication using email, text messaging, Skype, or Twitter is referred to as
a. rhetoric.
b. mediated communication.
c. public communication.
d. interpersonal communication.

ANSWER: b

40. Which is a characteristic of interpersonal communication?
a. It is static.
b. It is passive.
c. It involves three or more people.
d. It impacts participants' relationships.

ANSWER: d

41. Interpersonal communication involves
a. one person.

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b. two people.
c. three people.
d. a large group.

ANSWER: b

42. If you and your roommate are discussing who will get the bigger bedroom in your new apartment, what type of communication are you MOST likely using?
a. mediated communication
b. public communication
c. small group communication
d. interpersonal communication

ANSWER: d

43. What type of communication involves three or more interdependent persons who share a common identity?
a. small group communication
b. interpersonal communication
c. mediated communication
d. public communication

ANSWER: a

44. Small group communication involves all of these EXCEPT
a. communicating to achieve common goals.
b. communication between two people.
c. sharing a common identity.
d. building group unity.

ANSWER: b

45. Which type of communication involves preparing and delivering a message to an audience to achieve a specific purpose?
a. mediated communication
b. public communication
c. interpersonal communication
d. small group communication

ANSWER: b

46. Which is NOT a type of communication?
a. interpersonal
b. small group
c. public
d. self

ANSWER: d

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Chapter 1 Introduction to Communication

47. Which type of communication has the FEWEST participants?
    a. public
    b. small group
    c. mediated
    d. interpersonal

ANSWER: d

48. Competent communicators report all of these EXCEPT
    a. higher divorce rates.
    b. more satisfying relationships.
    c. better psychological health.
    d. better physical health.

ANSWER: a

49. Communication that is appropriate, effective, and ethical is considered
    a. competent.
    b. interactive.
    c. mediated.
    d. public.

ANSWER: a

50. Competent communication is composed of all of these EXCEPT
    a. ethics.
    b. effectiveness.
    c. appropriateness.
    d. contexts.

ANSWER: d

51. When communication matches expectations of how people should communicate, it is considered
    a. effective.
    b. appropriate.
    c. linear.
    d. noise.

ANSWER: b

52. The process of observing our own communication and the norms of the situation in order to make appropriate communication choices is called
    a. noise.
    b. self-monitoring.
    c. feedback.

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d. interaction.

ANSWER: b

53. Brian prefers encounters in which he can act like himself by expressing his values and beliefs. Brian is a(n)
a. high self-monitor.
b. low self-monitor.
c. competent communicator.
d. incompetent communicator.

ANSWER: b

54. Which statement is true regarding communication competence?
a. It is most important to be appropriate.
b. It is most important to be effective.
c. It is most important to be ethical.
d. The three components should be balanced.

ANSWER: d

55. Which component of competent communication pertains to achieving your goals?
a. appropriateness
b. ethics
c. effectiveness
d. feedback

ANSWER: c

56. The set of moral principles that guide your behavior is called
a. rhetoric.
b. ethics.
c. competence.
d. feedback.

ANSWER: b

57. If your group leader focuses on accomplishing the task while simultaneously disregarding how and where information is obtained, they are ignoring what component of competent communication?
a. ethics
b. effectiveness
c. appropriateness
d. skills

ANSWER: a

58. According to the National Communication Association, all of these behaviors are considered to be examples of ethical behavior EXCEPT

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a. withholding feelings and information in a significant interpersonal relationship.
b. communicating in an honest, accurate, and thoughtful way.
c. trying to both understand and respect others before evaluating or responding to their messages.
d. condemning communication that degrades people through intolerance, distortion, or intimidation.

ANSWER: a

59. What is important to remember when trying to achieve communication competence?
a. Appropriateness is the most important aspect of competence.
b. Effectiveness is the most important aspect of competence.
c. Knowledge must be translated into communication skills.
d. Ethical communication is the most important element of competence.

ANSWER: c

60. The translation of communication knowledge into repeatable goal-directed behaviors produces
a. communication skills.
b. interaction.
c. fields of experience.
d. communication competence.

ANSWER: a

61. "Communication is irreversible" means
a. communication can be unintentional.
b. people can read into or give meaning to anything you say.
c. people can attach meaning to anything you do or don't do.
d. once you have communicated something, you can't take it back.

ANSWER: d

62. Kat had a disagreement with Paul and told him that he was an idiot. Later, while apologizing, Kat asked Paul to "forget my comment." Kat is not aware that
a. communication is irreversible.
b. communication is a process.
c. ethical communication is imperative.
d. choices have consequences.

ANSWER: a

63. What is the BEST path for improving our human interactions?
a. control others' behavior
b. practice communication skills
c. build lots of friendships
d. avoid communication

ANSWER: b

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64. Communication is your primary vehicle for all of these EXCEPT
    a. exchanging meaning.
    b. achieving goals.
    c. connecting with others emotionally.
    d. choosing a major.

ANSWER: d

65. A ballgame, work, and a classroom are all examples of communication contexts.
    a. True
    b. False

ANSWER: a

66. Auditory, visual, and tactile are all examples of noise.
    a. True
    b. False

ANSWER: b

67. If you are chairing a meeting and remind members to stay focused on finishing your agenda, you are meeting relationship goals.
    a. True
    b. False

ANSWER: b

68. Noise is present in all three communication models.
    a. True
    b. False

ANSWER: a

69. A transactional communication model views communication as a one-way form of communication.
    a. True
    b. False

ANSWER: b

70. The transactional model of communication is the most sophisticated of the three models.
    a. True
    b. False

ANSWER: a

71. Communication scholars have only recently begun to explore the challenges and promise of human communication.
    a. True

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b. False

ANSWER: b

72. Rhetoric involves the theory and practice of persuasion.

a. True

b. False

ANSWER: a

73. The communication discipline can be an appropriate major for those pursuing careers in public relations, sales, or political consulting.

a. True

b. False

ANSWER: a

74. Texting, Skyping, and tweeting are all examples of mediated communication.

a. True

b. False

ANSWER: a

75. Interpersonal communication can help you meet self-presentation, instrumental, and relationship goals.

a. True

b. False

ANSWER: a

76. While the four types of communication differ in their purpose and nature, they are all connected to one another in history and practice.

a. True

b. False

ANSWER: a

77. Communication competence consists of appropriateness, effectiveness, and ethics.

a. True

b. False

ANSWER: a

78. High self-monitors prefer situations in which clear expectations exist regarding how they're supposed to communicate.

a. True

b. False

ANSWER: a

79. The ethical component of communication competence involves consideration of expectations about how you "should" say something.

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a. True
b. False

ANSWER: b

80. The effectiveness component focuses on achieving self-presentation, instrumental, and relationship goals.
a. True
b. False

ANSWER: a

81. One guideline to remember when considering the ethics element of communication competence is to avoid intentionally hurting others with your communication.
a. True
b. False

ANSWER: a

82. Competent communication suggests that one is able to apply their knowledge to repeatable goal-directed behaviors.
a. True
b. False

ANSWER: a

83. Communication is reversible.
a. True
b. False

ANSWER: b

84. Define *communication*.

ANSWER: A process through which people use messages to generate meanings within and across modalities, channels, and contexts.

85. Identify and describe the five components of the definition of communication.

ANSWER: Communication is a *process* (it unfolds over time through a series of interconnected actions) through which people create *messages* ("packages" of information transported during communication) using a variety of *modalities* (or forms) and sensory *channels* (the sensory dimensions along with communicators transmit information) to convey meaning within and across *contexts* (or situations).

86. List three examples of communication modalities.

ANSWER: Face-to-face interaction, social media posts, and texting.

87. Identify the MOST common channels through which communicators transmit information.

ANSWER: The most common channels are auditory (sound), visual (sight), and tactile (touch).

88. Identify three types of goals that communication can meet.

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ANSWER: Self-presentation goals, instrumental goals, and relationship goals.

89. Explain the fundamental drive that compels our communication.
ANSWER: The fundamental drive that compels our communication is the desire for human connection. Humans are social beings, and relationships with others enhance our well-being. Our social connections help buffer us from stress, recover more quickly from setbacks at work or in relationships, and reduce feelings of loneliness.

90. How does the interactive communication model build upon the linear communication model?
ANSWER: By adding two additional components: feedback and field of experience.

91. Define rhetoric.
ANSWER: The theory and practice of persuading others through speech.

92. What are the three primary objectives of public speaking, according to Cicero?
ANSWER: To instruct, to persuade, and to honor.

93. Identify the four types of communication.
ANSWER: Interpersonal communication, small group communication, public communication, and mediated communication.

94. What are three examples of mediated communication?
ANSWER: Texting, Tweeting, and emailing.

95. Define interpersonal communication.
ANSWER: Communication between two people in which the messages exchanged significantly impact their thoughts, emotions, behaviors, and relationships.

96. Define public communication.
ANSWER: Public communication is the process of preparing and delivering a message to an audience to achieve a specific purpose (also known as public speaking).

97. What is communication competence?
ANSWER: Communication competence is communication that is *appropriate* or follows accepted norms; communication that is *effective* or helps achieve one's goals; and communication that is *ethical* or treats people fairly without intentionally causing harm.

98. What are the three components of communication competence?
ANSWER: Appropriateness, effectiveness, and ethics.

99. Why do high self-monitors closely monitor their own communication?
ANSWER: These individuals monitor their own communication to ensure they are acting in accordance with situational expectations.

100. How do ethics impact communication competence?

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ANSWER: Ethical communication is communication that does not intentionally hurt others; it is respectful, honest, and positive.

101. How do communication skills relate to communication competence?

ANSWER: Communication competence includes the ability to translate knowledge into effective, appropriate, ethical behavior.

102. What does it mean when we say "communication is irreversible"?

ANSWER: Communication cannot be taken back; think carefully of outcomes before communicating.

103. What is the relationship between choices, outcomes, and connections?

ANSWER: Your communication *choices* influence your *outcomes*; by making choices informed by strong communication skills, you increase the chance of better outcomes; *connections* exist between different forms or types of communication and knowing which one to use will also increase the likelihood of positive outcomes.

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