Business Relationships Across Cultures Version 1 0 1st edition McLean Test Bank

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Chapter 2
Culture, Relationships, and Conflict

True/False Questions

1. A label is an inaccurate or restrictive classifying phrase.
   True; Easy

2. All relationships involve culture and conflict, and it is unnecessary to handle these relationships with respect.
   False; Easy

3. Intrapersonal communication is communication with one's self.
   True; Moderate

4. Acts of imagination may be a form of intrapersonal communication.
   True; Moderate

5. Intrapersonal communication does not follow the 8 basic components of the communication process.
   False; Moderate

6. According to Pearson and Nelson, your internal monologue is the only part of intrapersonal communication.
   False; Hard

7. Intrapersonal communication takes place in the mind without externalization and all relies on previous interaction with the external world
   True; Moderate

8. Self-awareness is part of effective intercultural communication.
   True; Moderate

9. Self may be defined as one's own sense of individuality, personal characteristics, motivations, and actions.
   True; Moderate

10. Self-concept is "what we perceive ourselves to be," and is also called the looking-glass self.
    True; Hard

11. We evaluate ourselves in relation to others with different status, characteristics or qualities, rather than those who are similar to us.
    False; Moderate

12. The Johari Window shows Luft and Ingham's four dimensions of self
    True; Moderate

13. Each of us has only 1 cultural identity.
    False; Easy

14. The caste system of India is an example of class identity.

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True; Moderate

15. Maslow's Hierarchy of Needs addresses only basic human needs and is unconcerned with concepts like self-esteem.
False; Moderate

16. William Schutz's version of interpersonal needs considers the universal aspects of our needs and how they operate within a range or continuum for each person.
True; Moderate

17. Underpersonals are people who seed limited interaction with others.
True; Moderate

18. The Onion Theory is one name for the progression from superficial to intimate levels of communication in social penetration theory.
True; Moderate

19. Self-disclosure is information, thoughts, or feelings about ourselves that others can tell just by looking at us.
False; Moderate

20. Self-disclosure usually moves in small steps.
True; Easy

21. The predicted outcome value theory asserts only that we want to reduce uncertainty.
False; Moderate

22. A skilled intercultural communicator knows when to speak, when to remain silent, and to always stop speaking before the listener stops listening.
True; Moderate

23. Conversation is a form of cultural tradition and ritual.
True; Moderate

24. Bronislaw Malinowski calls small talk phatic communion.
True; Hard

25. A conversational preview is always a verbal indication of what the conversation is about, both in terms of content and in terms of the relationships.
False; Hard

26. Conflict is part of the human experience.
True; Easy

27. Conflict is the physical or psychological struggle associated with the perception of opposing or incompatible goals, desires, demands, wants, or needs.
True; Moderate

28. The only available conflict management strategy is avoidance.
False; Easy

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29. Face-saving communication strategies protect credibility and separate message from messenger.
True; Moderate

30. When receiving an evaluation, it is important to start by listening without interruption.
True; Moderate

Multiple Choice Questions

1. Leonard Shedletsky considers intrapersonal communication _____, but all the interaction occurs within the individual.
   a. private
   b. transactional
   c. singular
   d. introspective
   e. secretive
   b; Moderate

2. Intrapersonal communication takes place in the mind without _____.
   a. externalization
   b. internalization
   c. thought
   d. consideration
   e. trouble
   a; Moderate

3. What does your internal monologue represent?
   a. your cultural backgrounds, which may be diverse and divergent
   b. your mother's cultural background
   c. your father's cultural background
   d. aligned values and expectations
   e. a minor part of how you communicate with others
   a; Moderate

4. How does Steven Pinker define the conscious present for most people?
   a. 1 second
   b. 3 seconds
   c. 10 seconds
   d. 15 seconds
   e. 30 seconds
   b; moderate

5. Who you are and who you will become are a reflection of both your culture background and your current _____.
   a. social situation(s)
   b. work environment(s)
   c. context(s)
   d. social circle(s)
   e. physical state(s)
   c; Moderate

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6. Leon Festinger posited that we engage in _____ comparison, evaluating ourselves in relation to our peers of similar status, similar characteristics, or similar qualities.
   a. cultural
   b. economic
   c. medical
   d. social
   e. religious
   d; Moderate

7. Which of the following is not an aspect of self-reflecton?
   a. It allows us to adapt and change to our context or environment.
   b. It allows us to accept or reject messages.
   c. It allows us to examine our concept of ourselves.
   d. It allows us to choose to improve.
   e. It allows us to remain the same regardless of the situation.
   e; Moderate

8. Which of the following is not true about an internal monologue?
   a. It can be a running monologue that is rational and reasonable.
   b. It can be a running monologue that is disorganized and illogical.
   c. It can interfere with listening to others.
   d. It can impede your ability to focus.
   e. It facilitates effective communication.
   e; Moderate

9. Group communication, which involves diverse cultures and points of view, occurs:
   a. in groups of 2 to 8 people.
   b. in groups of more than 8 people.
   c. in groups of any size.
   d. in public only.
   e. in a formal presentation.
   a; Moderate

10. The Johari Window, or Luft and Ingham's Dimensions of Self, represents all of the following, except:
    a. known to others but not to me
    b. known to me and to others
    c. known to me but not to others
    d. known to the society but not to me
    e. not known to me or to others
    d; Moderate

11. The dimensions of self described in the Johari Window can serve to remind us that:
    a. we are fixed, with no freedom to change.
    b. we are not fixed, with the freedom to change.
    c. we are broken, with no freedom to change.
    d. we are broken, with the freedom to change
    e. we are fixed and unable to adapt to change.
    b; Hard

12. Which of the following is not an example of a cultural identity?

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a. Gender identity
b. Physical ability identity
c. Social class identity
d. Class assignment identity
e. Spiritual identity
d; Easy

13. It is hard to focus on ____ goals when survival is a day-to-day struggle.
a. interim
b. medium-term
c. long-term
d. stretch
e. lofty
c; Easy

14. The 7th level of Maslow's Hierarchy of Needs represents:
a. our drive to grow and learn, explore our environment, or engage in new experiences.
b. our ability to take in beauty for its own sake and value aesthetics that we previously ignored or had little time to consider.
c. our self-actualization.
d. our self-esteem.
e. our safety.
b; Hard

15. _____ allows us to share experiences, come to know ourselves and others, and form relationships, but it requires time and effort.
a. Trepidation
b. Communication
c. Secretiveness
d. Introversion
e. Extraversion
b; Moderate

16. Which of the following is not a level of the social penetration, or onion, theory?
a. Core
b. Personal
c. Intimate
d. Exploratory
e. Superficial
c; Hard

17. All of the following are principles of self-disclosure except:
a. self-disclosure requires trust.
b. self-disclosure involves risk.
c. self-disclosure moves from impersonal to intimate information.
d. self-disclosure is reciprocal.
e. self-disclosure always moves quickly from impersonal to intimate.
e; Moderate

18. Interpersonal communication places emphasis on the ____ rather than the size of the ___.
a. audience, sentences

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b. personal, audience
c. relationship, audience
d. impersonal, group
e. conversation, audience
c; Moderate

19. For most people, a transaction is a(n) _____ experience, however pleasant.
a. impersonal
b. personal
c. uncomfortable
d. intimate
e. brash
a; Moderate

20. Intercultural communication begins with_____.
a. introduction
b. conversation
c. translation
d. language training
e. sign language
b; Moderate

21. Which of the following is not a stage of conversation?
a. Conversational initiation
b. Conversational communion
c. Conversational preview
d. Conversational feedback
e. Conversational closing
b; Moderate

22. How you choose to approach ____ influences its _____.
a. resolution, conflict
b. conversation, resolution
c. conflict, resolution
d. communication, conversation
e. management, resolution
c; Moderate

23. ____ communication is characterized by control, evaluation, and judgments.
a. Offensive
b. Preventive
c. Supportive
d. Defensive
e. Optimal
d; Moderate

24. _____ strategies involve messages or statements that take away from the respect, integrity, or credibility of a person, while _____ strategies are actions that protect credibility and separate message from messenger.
a. Face-saving, face-detracting
b. Face-detracting, face-saving

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c. Face-detracting, face-confirming
d. Face-confirming, face-detracting
e. Face-bashing, face-saving
b; Moderate

25. Face-saving strategies are common in _____ cultures, where the community's well-being is promoted or valued above that of the individual.
a. capitalist
b. culturalist
c. cooperative
d. collectivist
e. computerized
c; Moderate

26. _____ listening involves listening to both the literal and implied meanings within a message.
a. Empathic
b. Sympathetic
c. Active
d. Empathetic
e. Emotional
d; Moderate

Short Answer Questions

1. What are the eight basic components of the communication process?
The eight basic components of the communication process are source, receiver, message, channel, feedback, environment, context, and interference.
Moderate

2. What is intrapersonal communication?
Intrapersonal communication can be defined as communication with one's self, nd that may include self-talk, acts of imagination and visualization, and even recall and memory.
Moderate

3. Where does intrapersonal communication take place and on what does it rely?
Intrapersonal interaction takes place in the mind without externalization, and it all relies on previous interaction with the external world.
Moderate

4. Describe how intrapersonal communication is also intercultural communication?
Intrapersonal communication is intercultural communication because it represents the cultural backgrounds of the individual and all of the people with whom the individual interacts.
Hard

5. Explain why you, as a person, are a dynamic system.
Some aspects of an individual's body, personality, and character are relatively constant, while other aspects are constantly changing. This complex combination contributes to the self you call you.
Moderate

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6. What is self-concept?
   Self-concept is "what we perceive ourselves to be," and it involves aspects of image and esteem.
   Easy

7. What is Charles Cooley's looking-glass self?
   What you are thinking now and how you communicate impacts and influences how others treat you. You look at how others treat you, what they say, and how they say it for clues about how they view you to gain insight into your identity.
   Moderate

8. What is the Johari Window?
   The Johari Window represents four dimensions of self. The four dimensions are: 1. Known to me and to others; 2. Known to others but not to me; 3. Not known to me or to others; and 4. Known to me but not to others.
   Hard

9. Why are self-concept and identity an important part of international marketing and branding efforts?
   If customers come to identify with a product or company, they see it favorably and make important purchasing decisions based on that perceived familiarity.
   Hard

10. What is the perfect self identity?
    The perfect self identity refers to the ideal person, and the associated characteristics, within a specific culture.
    Moderate

11. What are social and cultural identities?
    Social and cultural identities include gender, sexual, age, racial and ethnic, physical ability, religious, social class, national, regional, and personal aspects. Each identity carries with it specific cultural expectations, which may be in conflict with other social or cultural identities you use to describe yourself.
    Moderate

12. What happens when one's interpersonal needs deviate from the established norm of a specific culture?
    Deviance from the established norm is met with disfavor at best and abandonment and ostracization at worst.
    Easy

13. According to Maslow's Hierarchy of Needs, what must be met before we move to level two: safety?
    In order to move to level two of Maslow's Hierarchy of Needs, we must have our basic needs of food, water, and air met.
    Moderate

14. How does Schutz' alternate version of interpersonal needs differ from Maslow's?
    Like Maslow, Schutz considers the universal aspects of our needs, but he outlines how they operate within a range or continuum for each person.
    Moderate

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15. According to Schutz, what are underpersonals, overpersonals, and personal individuals?
    Underpersonals seek limited interaction, overpersonals have a strong need to be liked and constantly seek attention from others. Personal individuals strike a healthy balance between attention-seeking and avoidance behaviors.
    Hard

16. What is the dyadic effect?
    People expect that when they reveal something about themselves, that others will reciprocate by revealing something about themselves.
    Hard

17. What does uncertainty theory state?
    Uncertainty theory states that we choose to know more about others with whom we have interactions in order to reduce or resolve the anxiety associated with the unknown.
    Moderate

18. What does the predicted outcome value theory state?
    The predicted value outcome value theory asserts that not only do we want to reduce uncertainty, we also want to maximize our possibility to benefit from the association.
    Moderate

19. What behavior does the term absent presence describe?
    Absent presence is a behavior or state where one, while physically present, is so absorbed in a technological device that he or she is somewhere else.
    Hard

20. What does a skilled intercultural communicator know to do?
    A skills intercultural communicator knows when to speak, when to remain silent, and to always stop speaking before the listener stops listening.
    Moderate

21. What are conversational talking points?
    Conversational talking points represent the essential meanings shared in the interaction.
    Moderate

22. What is the difference in expectations about distance between conversational partners between low-context and high-context cultures?
    Members of low-context cultures expect more distance between conversational partners and have less tolerance for touching than members of high-context cultures.
    Hard

23. What is a conversational closing?
    A conversational closing is a verbal and/or nonverbal exchange where the conversational partners agree to end the interaction.
    Moderate

24. What is conflict and when does it occur?
    Conflict is the physical or psychological struggle associated with the perception of opposing or incompatible goals, desires, demands, wants, or needs. Conflict may occur when incompatible goals, scarce resources, or interference are present, but it doesn't mean the relationship is poor or failing.
    Moderate

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25. Describe defensive and supportive communication.
Defensive communication is characterized by control, evaluation, and judgments, while supportive communication focuses on the points and not personalities.
Moderate

26. What is empathetic listening?
Empathetic listening involves listening to both the literal and implied meanings within a message.
Moderate

Fill in the Blanks

1. _____ can be defined as communication with one's self.
Intrapersonal communication; Easy

2. According to the Shedletsky, intrapersonal communication is _____, but all the interaction occurs within the individual.
transactional; Easy

3. Humans engage in _____ when they evaluate themselves in relation to their peers of similar status, similar characteristics, or similar qualities.
social comparisons; Moderate

4. **_____** is a trait that allows us to adapt and change to our context or environment, to accept or reject messages, to examine our concept of ourselves, and to choose to improve.
Self-reflection; Easy

5. _____ refers to the self-talk of intrapersonal communication.
Internal monologue; Easy

6. The Johari Window represents four dimensions of _____.
self; Easy

7. Humans have a need for _____, or the ability to influence people and events.
control; Easy

8. _____ efforts to control one's situation are self-directed in terms of control.
Autocratic; Moderate

9. _____ shift the burden of responsibility from themselves to others, looking to others for a sense of control.
Abdicrats; Moderate

10. _____ share the need between the individual and the group.
Democrats; Hard

11. _____ are generally not found on center stage, while oversocials crave the spotlight.
Undersocials; Easy

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12. A _____ person is one who strikes a health balance between being withdrawn and being the constant center of attention.
social person; Moderate

13. Schutz describes the three interpersonal needs of affection, control, and belonging as ____ and ____.
independent; variable; Moderate

14. Altman and Taylor's _____ theory describes the progression from superficial to intimate levels of communication.
social penetration; Moderate

15. The social penetration theory posits that people ____ what they don't know.
fear; Moderate

16. Communication requires _____, and that often takes time.
trust; Easy

17. ____ early in a relationship can be a sign of respect, but it can also send the message that you are fearful, shy, or lack confidence, and it may be interpreted as an unwillingness to communicate, which may in turn discourage interaction.
Silence; Moderate

18. _____ can be defined as communication between two people.
Interpersonal communication; Easy

19. _____ is a behavior that precludes the wealth of experiences all around you, including conversations.
Absent presence; Hard

20. _____ may differ based on cultural background, language, gender norms, and a myriad of other diverse factors.
Expectations; Moderate

21. Beebe, Beebe, and Redmond describe five stages of _____.
conversation; Easy

22. According the Malinowski, _____ is phatic communion, reinforcing the idea that there is a degree of ritual across cultures on how we initiate, engage, and conclude conversations.
small talk; Hard

23. The _____ is an indication, verbal or nonverbal, of what the conversation is about, both in terms of content and in terms of the relationship.
conversational preview; Moderate

24. To _____ is to restate the main points of what has just been discussed.
paraphrase; Easy

25. If you disagree with someone, focus on the points or issues at hand and not ____.
personalities; **Easy**

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