Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

SKU: 9781506315522-TEST-BANK

Business and Professional Communication 2e
Quintanilla and Wahl
Instructor Resource

Chapter 2: Verbal and Nonverbal Communication

Test Bank

Multiple Choice

1. What word best describes the symbols communicators use?
    a. abstract
    b. vague
    c. arbitrary
    *d. all of the above
Learning objective number: 2-1
Cognitive domain: Knowledge
Answer location: Verbal Communication
Question type: MC

2. Rules regarding when, how, where, and with whom to talk about certain things are known as
    a. communication rules.
    *b. regulative rules.
    c. contextual rules.
    d. constitutive rules.
Learning objective number: 2-1
Cognitive domain: Knowledge
Answer location: Verbal Communication
Question type: MC

3. What type of communication rules describe what “appropriate” communication consists of?
    a. nonverbal
    *b. regulative
    c. constitutive
    d. audience-centered
Learning objective number: 2-1
Cognitive domain: Knowledge
Answer location: Verbal Communication
Question type: MC

4. How is communication made the most effective?
    *a. when verbal and nonverbal elements operate in an integrated fashion
    b. when verbal communication is given more emphasis than nonverbal communication
    c. when nonverbal communication is allowed to dictate the interaction
    d. when our interactions do not require nonverbal communication

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Nonverbal Communication
Question type: MC

5. Which of the following is not a purpose of nonverbal behavior?
    a. to express emotion
    b. to convey interpersonal attitudes
    *c. to replace verbal communication
    d. to present one's personality
Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Nonverbal Communication
Question type: MC

6. John is giving a presentation at his office. During his speech, John controls his tone of voice, how fast he is talking, and how he articulates his words. John is using the nonverbal code of
    a. kinesics.
    b. proxemics.
    c. physical appearance.
    *d. vocalics.
Learning objective number (if applicable):2
Cognitive domain: Comprehension
Answer location: Vocal Expression
Question type: MC

7. Stacy is studying in the library at her school when a stranger comes up and moves her backpack to take the seat next to her. Stacy becomes uncomfortable and moves to another table. This is a violation of _
    *a. proxemics.
    b. kinesics.
    c. space.
    d. a and c.
Learning objective number: 2-2
Cognitive domain: Comprehension
Answer location: Space
Question type: MC

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

8. The space that is generally occupied by significant others, family members, and close friends is known as the _____ zone.

a. social zone
*b. intimate zone
c. informal
d. casual

Learning objective number: 2-2
Cognitive domain: Comprehension
Answer location: Space
Question type: MC

9. A restaurant's decision to use intense colors, intimate seating arrangements, and bright lighting are all examples of influencing

a. space.
b. perceptions.
*c. environment.
d. kinesics.

Learning objective number: 2-2
Cognitive domain: Comprehension
Answer location: Environment
Question type: MC

10. Proxemics is a type of _____ communication.

a. verbal
b. location
c. human
*d. nonverbal

Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Space
Question type: MC

11. During a speech, Frank lost his footing and fell to the floor. To show the audience he was okay, Frank gave a thumbs-up to the crowd. The thumbs-up is an example of a(n)

a. illustrator.
*b. emblem.
c. regulator.
d. affect display.

Learning objective number: 2-2
Cognitive domain: Comprehension

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

Answer location: Body Movement
Question type: MC

12. While Shawn is talking to a colleague about firings in the department, he notices his coworker wringing her hands and fidgeting quite a bit, so he changes the subject. Shawn's colleague is displaying
    *a. adapters.
    b. regulators.
    c. illustrators.
    d. emblems.
Learning objective number: 2-2
Cognitive domain: Comprehension
Answer location: Body Movement
Question type: MC

13. Trying to keep a blank expression when hearing bad news would be an example of
    a. masking.
    b. deintensification.
    *c. neutralization.
    d. concealing.
Learning objective number: 2-2
Cognitive domain: Comprehension
Answer location: Facial Behavior
Question type: MC

14. Aaron is playing a game of poker with his friends when he gets a really good hand. He wants to bait his opponent to make a bet, so he puts a sad look on his face to indicate he doesn't like his hand. Aaron is using the strategy of
    a. intensification.
    *b. masking.
    c. deception.
    d. neutralization.
Learning objective number: 2-2
Cognitive domain: Application
Answer location: Facial Behavior
Question type: MC

15. _____ is the most powerful form of nonverbal communication.
    a. Vocalics

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

b. Space
c. Oculesics
*d. Haptics
Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Touch
Question type: MC

16. Greeting a coworker with a handshake falls under the category of _____ touch.
*a. functional
b. social
c. friendship
d. acquaintance
Learning objective number: 2-2
Cognitive domain: Comprehension
Answer location: Touch
Question type: MC

17. Why is touch such an important nonverbal code?
a. It is the most commonly used code.
b. Touching is a taboo code in many cultures.
c. Touch conveys a great deal of information about our personality.
*d. Touch is the most powerful and misunderstood code.
Learning objective number (if applicable):2
Cognitive domain: Knowledge
Answer location: Touch
Question type: MC

18. Judy notices her coworkers slouching when they are in meetings. Her coworkers are communicating through their _____ behavior.
a. interpersonal
b. proxemics
c. body
*d. kinesic
Learning objective number: 2-2
Cognitive domain: Comprehension
Answer location: Body Movement
Question type: MC

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

19. Monica is proud of a new tattoo she just had done on her wrist and has been showing her new ink to her friends at work. She is communicating with the use of a(n)

a. emblem.
*b. artifact.
c. item.
d. object.

Learning objective number: 2-2
Cognitive domain: Comprehension
Answer location: Physical Appearance
Question type: MC

20. The process of understanding our experiences and the experiences of others through the use of verbal and nonverbal messages is known as

a. group communication.
*b. human communication.
c. interpersonal communication.
d. interactive communication.

Learning objective number: 2-4
Cognitive domain: Knowledge
Answer location: Nonverbal Communication
Question type: MC

21. Joel's team was given a project that included the due date, meeting times, and people involved in the project. This information forms the

a. relational layer.
*b. content layer.
c. verbal communication.
d. environment.

Learning objective number: 2-3
Cognitive domain: Application
Answer location: Forming Relationships With Verbal and Nonverbal Communication
Question type: MC

22. _____ precedes and perhaps structures all subsequent communication.

a. Verbal communication
*b. Nonverbal communication
c. Kinesics
d. Proxemics

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

Learning objective number: 2-4
Cognitive domain: Knowledge
Answer location: Nonverbal Communication
Question type: MC

23. The constructed or natural surroundings that influence your communicative decisions, attitude, and mood are termed the
    a. context.
    b. backdrop.
    c. scene.
    *d. environment.

Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Environment
Question type: MC

24. Success in productivity and sales has been linked to
    a. facial expressions.
    b. salesperson posture.
    c. handshake techniques.
    *d. all of the above

Learning objective number: 2-3
Cognitive domain: Knowledge
Answer location: Verbal and Nonverbal Communication and Their Impact on Professions
Customer Service and Sales
Question type: MC

25. Journalists who receive low public respect and esteem have been found to commonly be guilty of
    *a. arrogant body language.
    b. wordy dialogue.
    c. nervous body language.
    d. exaggerated gestures.

Learning objective number: 2-3
Cognitive domain: Knowledge
Answer location: Journalism and Television Broadcasting
Question type: MC

26. What criteria do patients often use when selecting physicians?

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

a. medical schooling
b. proximity to their home
*c. perceived image
d. experience
Learning objective number (if applicable):3
Cognitive domain: Knowledge
Answer location: Medical Professions
Question type: MC

27. The level of performance and perceived satisfaction teachers receives from their students is largely influenced by
a. verbal communication.
*b. nonverbal communication.
c. difficulty of course material.
d. the peer relationship of the classroom.
Learning objective number: 2-3
Cognitive domain: Knowledge
Answer location: Teaching Professions
Question type: MC

28. How can managers effectively convey impressions of empathy and power?
a. tone of voice
b. physical appearance
c. work environment
*d. body language
Learning objective number: 2-3
Cognitive domain: Knowledge
Answer location: Management (Private and Public)
Question type: MC

29. For speakers to be consistently efficient at verbally conveying their intended meanings, they must
*a. understand that intended meanings may not be fully conveyed by a message because of a variety of factors.
b. use shared language that has a universal meaning.
c. reiterate their message more than once to the recipient.
d. constantly define what their words mean during an communication interaction.
Learning objective number (if applicable):3
Cognitive domain: Knowledge
Answer location: Verbal Communication

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

Question type: MC

30. Learning that eye contact counts as paying attention, or that kissing/hugging counts as showing affection help define our

a. communication rules.
b. regulative rules.
*c. constitutive rules.
d. interactive rules.

Learning objective number: 2-3
Cognitive domain: Knowledge
Answer location: Verbal Communication
Question type: MC

31. Nonverbal communication accounts for _____% to _____% of the total meaning of communication.

a. 23%; 47%
*b. 65%; 93%
c. 72%; 98%
d. 35%; 50%

Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Nonverbal Communication
Question type: MC

32. The nonverbal dimension that defines how we react to things by evaluating them as positive/negative or good/bad is known as

*a. immediacy.
b. responsiveness.
c. status.
d. proximity.

Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Nonverbal Communication
Question type: MC

33. Katherine is giving a speech to her boss tomorrow. To prepare, Katherine puts on her conservative jewelry and makeup, her business suit, and a moderate perfume. These are known as

a. emblems.

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

b. illustrators.
*c. artifacts.
d. affect displays.
Learning objective number: 2-2
Cognitive domain: Comprehension
Answer location: Physical Appearance
Question type: MC

34. Eye contact is a constitutive rule than counts as paying attention.
*a. True
b. False
Learning objective number: 2-3
Cognitive domain: Knowledge
Answer location: Verbal Communication
Question type: TF

35. Over half of interpersonal messages are conveyed nonverbally.
*a. True
b. False
Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Nonverbal Communication
Question type: TF

36. Nonverbal communication cannot substitute part of a verbal message.
a. True
*b. False
Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Nonverbal Communication
Question type: TF

37. Nonverbal cues can conflict with what is being said.
*a. True
b. False
Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Nonverbal Communication
Question type: TF

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

38. Kinesics refers to how people use their voices to communicate and express themselves.
    a. True
    *b. False
Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Body Movement
Question type: TF

39. Fillers such as “umm” and “like” are considered nonverbal communication.
    a. True
    *b. False
Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Verbal Communication
Question type: TF

40. Regulative rules define what communication means by prompting us to count certain kinds of communication.
    a. True
    *b. False
Learning objective number: 2-1
Cognitive domain: Knowledge
Answer location: Verbal Communication
Question type: TF

41. Space, environment, and touch are all nonverbal codes of communication.
    *a. True
    b. False
Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Codes of Nonverbal Communication
Question type: TF

42. Oculesics is the study of eye behavior.
    *a. True
    b. False
Learning objective number: 2-2

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

Cognitive domain: Knowledge
Answer location: Facial Behavior
Question type: TF

43. Facial behavior is considered the most powerful form of nonverbal communication.
    a. True
    *b. False
Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Touch
Question type: TF

44. The jewelry, tattoos, piercings, and makeup a person uses are known as emblems.
    a. True
    *b. False
Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Physical Appearance
Question type: TF

45. Affect displays complement, enhance, or substitute for a verbal message.
    a. True
    *b. False
Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Body Movement
Question type: TF

46. A hug or pat on the back is an example of a social touch.
    *a. True
    b. False
Learning objective number: 2-2
Cognitive domain: Knowledge
Answer location: Touch
Question type: TF

47. Shared understanding of what communication means and what constitutes appropriate communication are known as communication rules.
    *a. True

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

b. False
Learning objective number: 2-1
Cognitive domain: Knowledge
Answer location: Verbal Communication
Question type: TF

48. Verbal communication does not carry any symbolic meaning or understanding.
a. True
*b. False
Learning objective number: 2-1
Cognitive domain: Knowledge
Answer location: Verbal Communication
Question type: TF

49. Discuss how you would alter you physical appearance between going to a concert or going to a job interview. What do want your alterations to say about you in each of the different contexts?
*a. Answer varies
Learning objective number: 2-3
Cognitive domain: Application
Answer location: Physical Appearance
Question type: ESS

50. Why do you think it is important to alter our facial expressions depending on the context of a situation? Under what circumstances would it be inappropriate to show your true feelings during an interaction?
*a. Answer varies
Learning objective number: 2-2
Cognitive domain: Analysis
Answer location: Facial Behavior
Question type: ESS

51. How do your gestures and body movement impact a professional setting differently than an informal or social setting?
*a. Answer varies
Learning objective number: 2-3
Cognitive domain: Application
Answer location: Body Movement
Question type: ESS

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank

52. Think about an example where your space has been violated. What boundary or territory markers did you set up around you? Why were they not effective?

*a. Answer varies

Learning objective number: 2-3
Cognitive domain: Application
Answer location: Space
Question type: ESS

53. Discuss the appropriateness of touch in regard to a professional setting. Is there ever a situation where it is appropriate to move beyond the functional/professional touch?

*a. Answer varies

Learning objective number: 2-2
Cognitive domain: Application
Answer location: Touch
Question type: ESS

54. Think about the last good presentation you have seen, whether it was professional, informal, comedic, or dramatic. What methods did they use to effectively combine their verbal and nonverbal communication?

*a. Answer varies

Learning objective number: 2-4
Cognitive domain: Analysis
Answer location: Forming Relationships With Verbal and Nonverbal Communication
Question type: ESS

55. Describe four different types of nonverbal communication and explain how they impact the effectiveness of communication

*a. Answer varies

(Answers need to include a description of four of the following: kinesics, facial/eye behavior, vocalics, space, touch, environment, and appearance (Table 1.2).)

Learning objective number: 2-2
Cognitive domain: Analysis
Answer location: Nonverbal Communication
Question type: ESS

Business and Professional Communication KEYS for Workplace Excellence 3rd edition Quintanilla Test Bank