

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

## Chapter 1: The World of Communication

1. Which of the following statements about communication is/are accurate?

- a. Studying communication only has academic benefits.
- b. People who study communication are no less likely to communicate clearly than those who do not study it.
- c. Studying communication can improve your communication skills.
- d. Studying communication is less popular now than it was 15 years ago.
- e. Studying communication is very difficult and should only be pursued by those seeking a doctoral degree.

ANSWER: c

2. You did not do very well during the spring semester at school. When your parents see your grades, your mother says to you, "You're going to need to take some classes this summer." The content meaning of this statement is:

- a. Your mom is upset that you didn't do well in the spring semester.
- b. Your mom thinks that taking summer classes may make up for your poor performance during the spring semester.
- c. Your mom thinks you will need to take courses during the summer.
- d. Even though you are an adult, your parents still have some control over your life and can demand that you take summer courses.
- e. All of these choices represent the content meaning of the statement.

ANSWER: c

3. What does it mean to say that communication is a process?

- a. Communication is ongoing and always in motion.
- b. Its hard to tell when communication starts and stops.
- c. Communication evolves in clearly defined stages.
- d. Communication is ongoing, always in motion, and evolves clearly defined stages.
- e. Communication is ongoing, always in motion, and it's hard to tell when it starts and stops.

ANSWER: e

4. What did George Herbert Mead mean when he stated that people are "talked into" humanity?

- a. We gain personal identity as we communicate with others.
- b. We first see ourselves through the eyes of others.
- c. Other people's messages form important foundations for our self-concepts.
- d. Family members help to tell us who we are.
- e. All of these answers are correct.

ANSWER: d

5. One of the first models of communication (Laswell) described communication as linear. Which of these five questions did NOT help to describe how communication worked in this early model?

- a. Who?
- b. Says who?
- c. In what channel?
- d. With what effect?
- e. Says what?

ANSWER: b

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6. If Jacob, Bobby's supervisor, tells Bobby to "get lost," why would Bobby feel as though his supervisor may see him as inferior and dislike his work?

- a. The content level of meaning indicates that Jacob probably isn't serious.
- b. The relationship level of meaning probable indicates that Jacob isn't joking when he says "get lost."
- c. "Get lost" is a phrase that people use but don't really mean.
- d. There is no reason for Bobby to get offended.
- e. The content level of meaning indicates that Jacob is mean.

ANSWER: b

7. Erin tries to concentrate during a class lecture, but he can't get his mind off a personal problem. His preoccupation with his personal problem is an example of:

- a. noise.
- b. feedback.
- c. transaction.
- d. social diversity.
- e. noise and transaction.

ANSWER: a

8. To study communication is to study

- a. what we should believe.
- b. how friendships help our lives become more meaningful.
- c. the arbitrary nature of the world.
- d. how we use symbols to create meaning in our lives.
- e. the content level of meaning in phrases we hear.

ANSWER: d

9. Which of the following is/are considered unifying themes in the field of communication?

- a. ethics
- b. symbols
- c. critical thinking
- d. meaning
- e. All of these are common themes.

ANSWER: e

10. Communication with others to shape which area(s) of our lives?

- a. culture and professional
- b. professional and social/civic
- c. personal, cultural, and professional
- d. personal and professional
- e. cultural, professional, social/civic, and personal

ANSWER: e

11. What name does philosopher Martin Buber give to the relationship where most personal communication occurs?

- a. I-It relationship

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- b. I-You relationship
- c. I-Thou relationship
- d. I-We relationship
- e. None of these answers are correct.

ANSWER: c

12. Which of these types of communication is defined as "communication between people."
- a. Intrapersonal communication
  - b. Interpersonal communication
  - c. Group communication
  - d. Public communication
  - e. Mass media communication

ANSWER: b

13. What type of communication did the ancient Greek, Aristotle, primarily focus on?
- a. Intrapersonal communication
  - b. Interpersonal communication
  - c. Group communication
  - d. Public communication
  - e. He focused on all types of communication.

ANSWER: d

14. What area of communication emphasizes the relationships between coworkers?
- a. Interpersonal Communication
  - b. Intrapersonal Communication
  - c. Group Communication
  - d. Organizational Communication

ANSWER: d

15. Poor communication in the workplace means
- a. errors and misunderstandings
  - b. messages must be repeated.
  - c. suffering productivity.
  - d. losing jobs.
  - e. Each of these would be considered examples of poor communication.

ANSWER: e

16. Cultural differences play a relatively unimportant role in interpersonal communication.
- a. True
  - b. False

ANSWER: False

17. Effective communication principles are the same across all cultures.
- a. True

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b. False

ANSWER: False

18. To say that communication is a system means that it is always deliberately planned.

a. True

b. False

ANSWER: False

19. Meanings are at the heart of communication.

a. True

b. False

ANSWER: True

20. Feedback in the communication process can be either intentional or unintentional.

a. True

b. False

ANSWER: True

21. In communication, all parts of the system affect each other.

a. True

b. False

ANSWER: True

22. Interactive models of communication show that communicators create and interpret messages within personal fields of experience.

a. True

b. False

ANSWER: True

23. The linear model of communication accurately captures the nature of the communication process.

a. True

b. False

ANSWER: False

24. Within the United States, there are distinct social communities based on race, gender, and sexual orientation.

a. True

b. False

ANSWER: True

25. A linear model of communication may accurately describe particular types of communication, such as leaving a voicemail.

a. True

b. False

ANSWER: True

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26. We can freeze communication at any moment.

- a. True
- b. False

ANSWER: False

27. Organizational culture refers to how organizations are affected by the cultural associations of the members of the group.

- a. True
- b. False

ANSWER: False

28. Health communication is the fastest growing area in the field of communication.

- a. True
- b. False

ANSWER: True

29. Mass communication and social media have an influence on our culture.

- a. True
- b. False

ANSWER: True

30. Critical thinking is an important theme of the field of communication.

- a. True
- b. False

ANSWER: True

31. Critical thinking is an important theme of the field of communication.

- a. True
- b. False

ANSWER: True

32. \_\_\_\_\_ is a systemic process in which people interact with and through symbols to create and interpret meanings.

ANSWER: Communication

33. \_\_\_\_\_ are/is abstract, arbitrary, and ambiguous representations of other things.

ANSWER: Symbols

34. The \_\_\_\_\_ is the literal level of meaning in communication.

ANSWER: Content level of meaning

35. Responses to a message are called \_\_\_\_\_.

ANSWER: Feedback

36. \_\_\_\_\_ is anything that interferes with intended communication.

ANSWER: Noise

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37. \_\_\_\_\_ is the understandings about identity and codes of thought and action shared by members of an organization.

ANSWER: Organizational culture

38. \_\_\_\_\_ refers to communication between people.

ANSWER: Interpersonal Communication

39. \_\_\_\_\_ is the literal message.

ANSWER: Content level of meaning

40. The \_\_\_\_\_ model of communication includes noise.

ANSWER: Transactional

41. \_\_\_\_\_ involves the examination of ideas to decide what to believe, think, and do in particular situations.

ANSWER: Critical Thinking

42. The \_\_\_\_\_ expresses the connection between two people who are communicating.

ANSWER: Relationship level of meaning

43. \_\_\_\_\_ refers to communication between people different countries or ethnic groups.

ANSWER: Intercultural Communication

44. Define critical thinking and explain how and why competent communicators must be able to think critically.

ANSWER: Answer not provided.

45. Compare and contrast the three models of communication described in your textbook.

ANSWER: Answer not provided.

46. Describe the value of communication in your personal life. Your essay should discuss both the values of communication to individuals and the role of communication in shaping your identity.

ANSWER: Answer not provided.

47. Choose one of the areas of study within communication. Describe that field of study, and then pose two questions that a researcher (novice or skilled) could explore within that area of communication, being sure to note how answering those questions would add to our knowledge of human communication.

ANSWER: Answer not provided.