

## Test Bank

### Chapter 01: Foundations of Interpersonal Communication

#### Multiple Choice

1.1. A variety of studies show that employers rate \_\_\_\_\_ as the most desired skill set for potential employees.

- a. job-specific skills
- b. computer skills
- c. leadership qualities
- d. oral and written communication skills

Answer: d

Chapter: 01

Module: 1.1

Learning Objective: LO 1.1 Identify the personal and professional benefits of studying interpersonal communication.

Topic: The Benefits of Studying Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts

1.2. Daniel asks Erin out on a date. Erin must now decide what she will say, how she will say it, what she won't say, etc. Erin is being presented with \_\_\_\_\_.

- a. feedback
- b. physiological noise
- c. choice points
- d. a metamessage

Answer: c

Chapter: 01

Module: 1.1

Learning Objective: LO 1.1 Identify the personal and professional benefits of studying interpersonal communication.

Topic: The Benefits of Studying Interpersonal Communication

Difficulty: Moderate

Skill: Apply What You Know

1.3. \_\_\_\_\_ is the verbal and nonverbal interaction that takes place between two (or more) interdependent people.

- a. Interpersonal communication
- b. Self-disclosure
- c. Punctuation
- d. Intrapersonal communication

Answer: a

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.4. According to the text, it is not the \_\_\_\_\_ of communication you engage in, but the \_\_\_\_\_ that matters.

- a. style; quantity
- b. quality; style
- c. quantity; quality
- d. quality; quantity

Answer: c

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.5. Interpersonal competence refers to \_\_\_\_\_.

- a. signals that serve as stimuli
- b. the ability to communicate effectively
- c. a person's motive in communicating
- d. feedforward messages

Answer: b

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.6. \_\_\_\_\_ refers to the act of producing messages, whereas \_\_\_\_\_ is the act of understanding them.

- a. Encoding; decoding
- b. Source; receiver
- c. Person-focused; message-focused
- d. Feedforward; feedback

Answer: a

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.7. Terrell responded to an email message sent to him the day before. This is an example of \_\_\_\_\_ communication.

- a. convergent
- b. synchronous
- c. asynchronous
- d. automatic

Answer: c

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Moderate

Skill: Apply What You Know

1.8. Metamessages are messages \_\_\_\_\_.

- a. about other messages
- b. that do not include feedback or feedforward
- c. that include psychological noise
- d. occurring only in the speaker's head

Answer: a

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.9. \_\_\_\_\_ signals to a speaker whether he or she needs to adjust, modify, strengthen, or change the content or form of a message.

- a. Feedforward
- b. Feedback
- c. Noise
- d. Code-switching

Answer: b

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts

1.10. When Ayana calls her father to tell him about the promotion she just received, the telephone would be considered \_\_\_\_\_.

- a. the channel
- b. feedforward
- c. physical noise
- d. the physical dimension

Answer: a

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Moderate

Skill: Apply What You Know

1.11. Which of the following is an example of psychological noise in a classroom setting?

- a. someone coughing next to you
- b. worrying about your grade on a test
- c. experiencing hearing loss
- d. being confused by the meaning of a word

Answer: b

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Moderate

Skill: Apply What You Know

1.12. Using jargon, or overly complex terms, can contribute to \_\_\_\_\_ noise.

- a. psychological
- b. physical
- c. physiological
- d. semantic

Answer: d

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.13. In the term “signal-to-noise ratio” the word “signal” refers to \_\_\_\_\_.

- a. what we ignore in a communication situation
- b. what we find useful in a communication situation
- c. what we classify as noise in a communication situation
- d. the gatekeeping function of many people in communication situations

Answer: b

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts

1.14. What are two dimensions of context in interpersonal communication?

- a. temporal and social–psychological
- b. channel and noise
- c. cultural and gestural–visual
- d. social–psychological and semantic

Answer: a

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts

1.15. \_\_\_\_\_ context refers to the beliefs and customs of the people communicating.

- a. Cultural
- b. Personal
- c. Relational
- d. Social–psychological

Answer: a

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.16. The \_\_\_\_\_ view of ethics argues that what is or is not ethical depends on a culture's values and beliefs, as well as the particular circumstances.

- a. subjective
- b. objective
- c. absolute
- d. cultural

Answer: a

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.17. According to the interpersonal continuum, a father/son relationship most likely follows which roles, rules, or messages?

- a. social roles
- b. rules of society
- c. personally established rules
- d. impersonal messages

Answer: c

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts

1.18. Luis and his boyfriend always strive to communicate with each other in a respectful manner. Because of this, they develop a supportive relationship. This reflects the idea that interpersonal communication is \_\_\_\_\_.

- a. ambiguous
- b. transactional
- c. relational
- d. inevitable

Answer: c

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Moderate

Skill: Apply What You Know

1.19. Which of the following is true of transactional communication?

- a. It's always the same.

- b. It's a linear process.
- c. The elements are independent.
- d. Each person serves simultaneously as speaker and listener.

Answer: d

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts

1.20. Madison texts her boyfriend throughout the day to let him know she's thinking of him, and she always feels better when he responds in kind. In this case, their purpose for communication is to \_\_\_\_\_.

- a. help
- b. relate
- c. learn
- d. influence

Answer: b

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Moderate

Skill: Apply What You Know

1.21. The principle of \_\_\_\_\_ states that messages often have more than one meaning.

- a. punctuation
- b. ambiguity
- c. unrepeatability
- d. irreversibility

Answer: b

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts



1.22. In a \_\_\_\_\_ relationship, the two individuals mirror each other's behaviors.

- a. complementary
- b. symmetrical
- c. dyadic
- d. convergent

Answer: b

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.23. Messages that refer to the "real world" are called \_\_\_\_\_ messages.

- a. relationship
- b. objective
- c. content
- d. subjective

Answer: c

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.24. When someone punctuates a sequence of events, it usually benefits \_\_\_\_\_.

- a. the other person's self-esteem
- b. his or her self-image
- c. the quality of stimuli and responses
- d. an outsider to the conversation

Answer: b

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts

1.25. “You never get a second chance to make a first impression” exemplifies the principle of \_\_\_\_\_.

- a. inevitability
- b. punctuation
- c. unrepeatability
- d. ambiguity

Answer: c

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts

## **True/False**

1.26. One study showed that more people believed a lack of effective communication was more to blame for marriage failure than money or in-law interference.

Answer: True

Chapter: 01

Module: 1.1

Learning Objective: LO 1.1 Identify the personal and professional benefits of studying interpersonal communication.

Topic: The Benefits of Studying Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.27. Sending messages to your friends through Facebook is an example of interpersonal communication.

Answer: True

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Moderate

Skill: Apply What You Know

1.28. Good communicators are born, not made.

Answer: False

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.29. Feedforward tells the speaker what effect she or he is having on listeners.

Answer: False

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.30. Interpersonal communication can occur without messages being encoded and decoded.

Answer: False

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.31. Every communication act contains an ethical dimension.

Answer: True

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.32. Interpersonal communication can take place in small, intimate groups such as families.

Answer: True

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.33. In interpersonal communication, the individuals are interdependent but the elements of communication are independent.

Answer: False

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts

1.34. Research shows that men tend to focus on the relationship dimension of a message, whereas women tend to focus on the content dimension.

Answer: False

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts

1.35. When Arlene is aggressive toward Ben, Ben is aggressive right back. This is an example of a complementary relationship.

Answer: False

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Moderate

Skill: Apply What You Know

### **Fill-in-the-Blank**

1.36. Anyone who receives your message that isn't part of your immediate audience is known as the \_\_\_\_\_ audience.

Answer: remote

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source-receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts

1.37. Using different language styles depending on the situation illustrates \_\_\_\_\_.

Answer: code-switching

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source-receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.38. \_\_\_\_\_ are the media through which messages pass and act as a bridge between source and receiver.

Answer: Channels

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.39. The inevitable physical, physiological, psychological, and semantic interference that distorts messages is called \_\_\_\_\_.

Answer: noise

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.40. The \_\_\_\_\_ dimension of context includes the time of day, moment in history, and where a particular message fits into the sequence of communication events.

Answer: temporal

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.41. Interpersonal communication always has an impact on its participants; the \_\_\_\_\_ effect refers to changes in attitude, values, beliefs, and emotions related to the conversation.

Answer: affective

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.42. In a(n) \_\_\_\_\_ view of ethics, the morality of an act depends on the specific culture's values and beliefs as well as the particular circumstances.

Answer: subjective

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.43. Messages in interpersonal communication include two dimensions: the content dimension and the \_\_\_\_\_ dimension.

Answer: relationship

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

1.44. A view of interpersonal communication that is currently favored and is opposed to the linear view is the \_\_\_\_\_ view.

Answer: transactional

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts

1.45. \_\_\_\_\_ influence is the major characteristic that distinguishes traditional media from social media in transactional communication.

Answer: Mutual

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Easy

Skill: Remember the Facts

### Short Answer/Essay

1.46. Discuss two ways that studying interpersonal communication could benefit someone, providing examples of each.

Answer: Interpersonal communication is a major part of human existence that every educated person needs to understand. Understanding how people interact (communicate interpersonally) and form relationships (both face-to-face and online) will help you learn skills that will yield both personal and professional benefits. All relationships—from family and friends to romantic and workplace interaction—are based on your ability to engage in satisfying conversation. In addition, the ability to communicate interpersonally is widely recognized as crucial to professional success. From the initial interview at a college job fair to interning, to participating in and then leading meetings, your skills at interpersonal communication will largely determine your success.

Chapter: 01

Module: 1.1

Learning Objective: LO 1.1 Identify the personal and professional benefits of studying interpersonal communication.

Topic: The Benefits of Studying Interpersonal Communication

Difficulty: Moderate

Skill: Apply What You Know

1.47. List and define at least five elements of interpersonal communication.

Answer: The source–receiver is an individual involved in the communication. Messages are signals that serve as stimuli for a receiver and are received by one of our senses. The channel is the medium through which messages pass. Noise is anything that distorts a message. Context is the environment that influences the form and content of messages. Effects are the consequences that the communication has on the persons involved. Ethics is the study of good and bad, right and wrong, and moral and immoral.

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver*, *messages*, *channels*, *noise*, *context*, *effects*, and *ethics*.

Topic: The Elements of Interpersonal Communication



Difficulty: Moderate

Skill: Understand the Concepts

1.48. Differentiate between feedback and feedforward, describing the purposes of each.

Answer: Feedback is a message sent to the speaker concerning reactions to what is said. It tells the speaker what effect he or she is having on the listeners and also allows the speaker to adjust, modify, strengthen, deemphasize, or change content or form as appropriate. In contrast, feedforward is information you provide before sending your primary message. It reveals something about the message to come, indicating that you have something to say or providing a type of preview.

Chapter: 01

Module: 1.2

Learning Objective: LO 1.2 Define *interpersonal communication* and its essential elements including *source–receiver, messages, channels, noise, context, effects, and ethics*.

Topic: The Elements of Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts

1.49. Interpersonal communication exists along a continuum that ranges from impersonal to highly personal. Using your own contrasting examples, explain the distinctions between an impersonal relationship and an interpersonal one.

Answer: The three characteristics are role versus personal information, societal versus personal rules, and social versus personal messages. In impersonal relationships, we respond to roles and rules of society, while in interpersonal roles, we respond to others as unique individuals and follow personally established rules. In impersonal communication, we exchange little personal information, and in interpersonal relationships, we can exchange highly personal information. For example, one impersonal relationship is between a customer and a server. When you go to a restaurant, you would interact with your server as you would any other server, you would follow societal rules by maintaining a certain amount of distance between you and the server, and you would not walk away from the interaction having shared any personal information or having learned anything personal about the server. In contrast, an interpersonal relationship would be between spouses. You would interact with your spouse in a manner that you don't interact with others, you would display physical closeness in the manner that you have established in your relationship, and you would discuss highly personal information during your conversations.

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Moderate

Skill: Apply What You Know

1.50. Explain what is meant by the sentence, “Interpersonal communication is inevitable, irreversible, and unrepeatable.” In your answer, explain why these characteristics are true in both face-to-face and online communication.

Answer: Interpersonal communication will take place even when we don’t plan it. Once we say or do something, it has already been received by another and has made an impact. You can’t duplicate a message because of ever-changing variables. With online communication, there is more permanence.

Chapter: 01

Module: 1.3

Learning Objective: LO 1.3 Paraphrase the principles of interpersonal communication.

Topic: The Principles of Interpersonal Communication

Difficulty: Moderate

Skill: Understand the Concepts