

## Chapter 02 Communicating Verbally

### True / False Questions

1. According to the textbook, using language to convey meaning is known as verbal communication.

**TRUE**

*Blooms: Remembering*  
*Topic: Functions of verbal communication*

2. When I tell you that reality is an enemy, I am using alliteration.

**FALSE**

*Blooms: Applying*  
*Topic: Functions of verbal communication*

3. A friend of yours is talking about a relationship, and he says, "I don't want to get burned again." He is using a metaphor.

**TRUE**

*Blooms: Applying*  
*Topic: Functions of verbal communication*

4. A coffee advertisement claims that "Good coffee is like friendship; rich and warm and strong." The advertisers are using a simile.

**TRUE**

*Blooms: Applying*  
*Topic: Functions of verbal communication*

5. In describing a small automobile accident, your friend says, "I was helpless. I was knocked out for what seemed like hours. I thought I would be left to die." She is using hyperbole.

**TRUE**

*Blooms: Applying*

*Topic: Functions of verbal communication*

6. If I say "Dan's dog drooled all over after drinking dirty water in the dam," I am using alliteration.

**TRUE**

*Blooms: Applying*

*Topic: Functions of verbal communication*

7. According to your textbook, verbal communication serves many functions, including the obfuscating function, which is the function to confuse others.

**FALSE**

*Blooms: Understanding*

*Topic: Functions of verbal communication*

8. The social function of verbal communication is the use of language to engage in critical thinking to evaluate and critique issues or ideas.

**FALSE**

*Blooms: Understanding*

*Topic: Functions of verbal communication*

9. The two processes for interpreting messages are denotation meaning and connotation meaning.

**FALSE**

*Blooms: Remembering*

*Topic: How words communicate*

10. The agreed-upon meaning of a word, the one generally found in the dictionary, is known as the denotative meaning.

**TRUE**

*Blooms: Remembering*

*Topic: How words communicate*

11. Verbal communication includes a number of rules including rules of place.

**TRUE**

*Blooms: Understanding*

*Topic: Rules of verbal communication*

12. If you shift from one treatment of language to another based on the person or persons to whom you are speaking, you are engaged in turn taking.

**FALSE**

*Blooms: Remembering*

*Topic: Rules of verbal communication*

13. The book suggests a number of categories of words to avoid—in particular, literary language used generally by poets and writers of classical works.

**FALSE**

*Blooms: Remembering*

*Topic: Words to avoid*

14. Language that denigrates people on the basis of their gender is known as racist language.

**FALSE**

*Blooms: Remembering*

*Topic: Words to avoid*

15. The book suggests that using profanity is perfectly acceptable today, but using slang is not a good idea.

**FALSE**

*Blooms: Understanding*  
*Topic: Words to avoid*

16. If you tell a friend that you will "BRB"—by which you mean that you will be right back—you are using jargon.

**TRUE**

*Blooms: Applying*  
*Topic: Words to use carefully*

17. When a relative is lunching with you and says, "I have to go to the little girl's room," she is using jargon.

**FALSE**

*Blooms: Applying*  
*Topic: Words to use carefully*

18. If you want to improve your verbal communication, you should avoid asking the other person, "What did you mean?"

**FALSE**

*Blooms: Understanding*  
*Topic: Strategies to improve verbal communication*

19. One suggestion from the book for improving your verbal communication is to use concrete language.

**TRUE**

*Blooms: Remembering*  
*Topic: Strategies to improve verbal communication*

20. Building your vocabulary can improve your verbal communication.

**TRUE**

*Blooms: Remembering*

*Topic: Strategies to improve verbal communication*

### Multiple Choice Questions

21. According to Chapter 2, *verbal communication* is

- A. the use of bodily movement as messages.
- B. the conversion of thought into words.
- C. the use of facial expression to convey meaning.
- D.** the use of language to convey meaning.

*Blooms: Remembering*

*Topic: Functions of verbal communication*

22. According to Chapter 2, *language* is

- A. the only way we can communicate with each other.
- B.** the code we use to communicate with each other.
- C. the expression of thought through gesture.
- D. the dictionary meaning of words.

*Blooms: Remembering*

*Topic: Functions of verbal communication*

23. According to Chapter 2, *meaning* is

- A. whatever message someone is trying to convey.
- B. how a message is interpreted by another.
- C.** the conveyed message and its interpretation by another.
- D. the verbal content of a message.

*Blooms: Applying*

*Topic: Functions of verbal communication*

24. Chapter 2 presents four functions of language. They include all of the following EXCEPT the

- A. instrumental.
- B. analytical.
- C. creative.
- D.** structural.

*Blooms: Remembering*

*Topic: Functions of verbal communication*

25. When your teacher tells you that your term paper is due in three weeks, your teacher is using which function of language in communication?

- A. Structural
- B. Analytical
- C. Creative
- D.** Instrumental

*Blooms: Understanding*

*Topic: Functions of verbal communication*

26. When you use acronyms and abbreviations in tweeting and texting, you are using an ancient rhetorical canon or principle called

- A. *inventio*.
- B.** *elocutio*.
- C. *dispositio*
- D. *pathos*.

*Blooms: Understanding*

*Topic: Functions of verbal communication*

27. What kind of figurative language was the teacher using when she said, "Imagine the universe as a large pizza in which just one of the pepperonis is our galaxy surrounded by many others"?

- A. Simile
- B. Alliteration
- C. Reductionism
- D. Metaphor**

*Blooms: Applying*

*Topic: Functions of verbal communication*

28. Which of the following is the best example of alliteration?

- A.** Alice's aunt ate apples and acorns around August.
- B. After the blow, his head swelled like a basketball.
- C. Far from true, his statement was a blatant falsehood.
- D. So tiny was he that his shoes could fit a child.

*Blooms: Understanding*

*Topic: Functions of verbal communication*

29. Which of the following is the best example of a simile?

- A. The sunset was disturbed by the contrail of a passing jet.
- B.** Her face brightened like a beacon when he complimented her.
- C. The corners of her mouth curved upward in happiness.
- D. His strength was not in athletics but in math and science.

*Blooms: Understanding*

*Topic: Functions of verbal communication*

Chapter 02 - Communicating Verbally

30. Because listeners daydream, speakers need to say a message in more than one way. Strategies include all of the following EXCEPT
- A. repetition.
  - B. review.
  - C. preview.
  - D. implementation.**

*Blooms: Remembering*  
*Topic: Functions of verbal communication*

31. Examples of the analytical function of language include all of the following EXCEPT
- A. researching an issue for understanding.
  - B. evaluating an issue for weakness and strengths.
  - C. recommending solutions to problems.
  - D. restating the issue in figurative language.**

*Blooms: Understanding*  
*Topic: Functions of verbal communication*

32. Saying "hi" to an acquaintance on the sidewalk without expecting more than a "hi" in return is a form of communication called
- A. phatic communication.**
  - B. interpersonal communication.
  - C. intrapersonal communication.
  - D. social communication.

*Blooms: Remembering*  
*Topic: Functions of verbal communication*

33. "Trouble talk" is a social function of communication characterized by
- A. figuring out a solution to an immediate problem.
  - B. complaining about problems without really expecting any solution.**
  - C. exchanging solutions to a problem together.
  - D. talking about and solving a problem.

*Blooms: Applying*  
*Topic: Functions of verbal communication*



34. *Conflict management* is

- A. using language to resolve issues between individuals and groups.
- B. serving as a referee between individuals in a dispute.
- C. winning an argument by being a competent communicator.
- D. using words to express one's view in a conflict.

*Blooms: Remembering*

*Topic: Functions of verbal communication*

35. Which of the following statements about language is FALSE?

- A. Language is an imperfect means of communication.
- B. The thoughts that one person encodes never exactly match what the other decodes.
- C. Language often requires interpretation or clarification.
- D. Encoded messages are generally decoded accurately.

*Blooms: Analyzing*

*Topic: How words communicate*

36. Which item below is a denotative meaning of a word?

- A. A mouse is a tiny creature that scares people because of its unexpected movement.
- B. A mouse is a four-legged mammal classified as a rodent.
- C. A mouse can produce a litter of young about every 19 days.
- D. A mouse is a furry little animal much beloved as a stuffed toy.

*Blooms: Understanding*

*Topic: How words communicate*

37. New concepts require new words. The term for new words is

- A. conceptualizations.
- B. neologisms.
- C. semantics.
- D. metaconcepts.

*Blooms: Remembering*

*Topic: How words communicate*

38. The connotative meaning of a word could include all of the following EXCEPT
- A. the feelings it evokes.
  - B.** its dictionary definition.
  - C. experiences associated with it.
  - D. figures of speech that help describe it.

*Blooms: Remembering*  
*Topic: How words communicate*

39. In which situation below should you be most careful about your language choices?
- A. At a beer party before a game with friends.
  - B.** At an interview for an important job.
  - C. At a study session with a group of other students.
  - D. At an informal gathering during the lunch hour at work.

*Blooms: Applying*  
*Topic: Rules of verbal communication*

40. In which situation below can you be most casual about your language?
- A. You are asking directions from a well-dressed stranger at the airport.
  - B. You are telling your own young children how to use the computer.
  - C. You are at the dinner table with relatives during a religious holiday.
  - D.** You are with your best friends on a vacation.

*Blooms: Applying*  
*Topic: Rules of verbal communication*

41. Rules of engagement as explained in Chapter 2 refer to all of the following EXCEPT
- A. rules about initiating communication.
  - B. rules about terminating communication.
  - C. rules about conducting communication.
  - D.** rules about interfering with communication.

*Blooms: Remembering*  
*Topic: Rules of verbal communication*

42. Turn taking is most commonly exhibited in which communication situation?

- A. A vigorous argument
- B. A conversation**
- C. A classroom lecture
- D. A public speech

*Blooms: Understanding*

*Topic: Rules of verbal communication*

43. Which item below best illustrates the concept of code switching?

- A. A navy vet who talks one way with his shipmates but quite another way when interviewing for a job back onshore**
- B. A child who speaks one way at age three but quite another way at age five
- C. A Jamaican who speaks *patois* at home and at work
- D. A woman who speaks the same way to her kids as to her husband

*Blooms: Applying*

*Topic: Rules of verbal communication*

44. According to information in Chapter 2, which of the following observations is NOT credible?

- A. Older people in the United States may be less tolerant of profanity than are younger people.
- B. In general men use profanity more than do women, especially in public.
- C. Profanity is so common currently that once-forbidden words have practically lost their impact.
- D. The Internet is the one place where profanity can be used openly with no prohibitions.**

*Blooms: Remembering*

*Topic: Words to avoid*

45. Which statement below is an example of sexism in language?

- A.** It's okay to use man-linked words like *freshman*; everyone knows what you mean.
- B. We can no longer use language that assumes all members of a category like lawyers, physicians, professors, and soldiers are male.
- C. The Women's Policy Institute champions the interests of women throughout the country.
- D. Women continue to get paid less than men working in the same fields and on similar tasks.

*Blooms: Analyzing*  
*Topic: Words to avoid*

46. The textbook makes several suggestions about the use of racist language in communication. Which of the following is NOT one of them?

- A. People in a particular racial group should get to decide what people outside that group call them.
- B. One possible way to reduce racial jokes is to quit laughing at them.
- C. An aggressive stance for reducing racial jokes is to ask the person to quit using them.
- D.** Even if it means losing your job, you should tell your boss to quit telling racist jokes.

*Blooms: Remembering*  
*Topic: Words to avoid*

47. The definition "informal, casual language used among equals" refers to

- A. clichés.
- B. hyperbole.
- C.** slang.
- D. profanity.

*Blooms: Remembering*  
*Topic: Words to use carefully*

48. An author finds this note from the textbook editor: "AU: OK to KT list at EOC?" The editor is using

- A.** jargon.
- B. slang.
- C. similes.
- D. code switching.

*Blooms: Applying*  
*Topic: Words to use carefully*

49. Using the term "friendly fire" to refer to an American soldier killed by another American soldier is to use

- A. slang.
- B.** a euphemism.
- C. profanity.
- D. ambiguity.

*Blooms: Applying*  
*Topic: Words to use carefully*

50. To use words that are open to multiple interpretations is to use

- A.** ambiguous language.
- B. euphemistic language.
- C. simplistic language.
- D. colorful language.

*Blooms: Remembering*  
*Topic: Words to use carefully*

Chapter 02 - Communicating Verbally

51. Chapter 2 presents several strategies for improving your verbal communication. They include all of the following EXCEPT

- A. build your vocabulary.
- B. describe without judgment.
- C. define your terms.
- D. correct others.**

*Blooms: Remembering*

*Topic: Strategies to improve verbal communication*

52. An excellent strategy to increase accurate communication is to state in your own words what you think the other person meant, a strategy called

- A. repetition.
- B. paraphrasing.**
- C. explaining.
- D. arguing.

*Blooms: Remembering*

*Topic: Strategies to improve verbal communication*

53. When the physician tells the patient that she has a tumor the size of a grape, the physician is using what language strategy for clarification?

- A. Professional jargon
- B. A figure of speech**
- C. Slang
- D. An unlikely comparison

*Blooms: Applying*

*Topic: Strategies to improve verbal communication*

54. Which item below best illustrates the use of concrete language?

- A.** He had black hair, brown eyes, bronze complexion, and a pleasant smile.
- B. She was a real beauty.
- C. He was a handsome dude with an attractive personality.
- D. She was ugly as a mud fence.

*Blooms: Applying*

*Topic: Strategies to improve verbal communication*

55. Some people refer to their noon meal as dinner and their evening meal as supper; others have dinner at night. These are examples of what language characteristic?

- A. Connotations
- B. Denotations
- C. Jargon
- D.** Regionalisms

*Blooms: Understanding*

*Topic: Strategies to improve verbal communication*

### Fill in the Blank Questions

56. When you creatively compare two things that do not at first seem alike, you are using

\_\_\_\_\_.  
**metaphor**

*Blooms: Remembering*

*Topic: Functions of verbal communication*

57. If a depressed friend says, "I'm drowning in a sea of despair," he is using a(n)

\_\_\_\_\_.  
**metaphor**

*Blooms: Applying*

*Topic: Functions of verbal communication*

58. When Forrest Gump notes that "life is like a box of chocolates," he is using a(n)

\_\_\_\_\_.  
**simile**

*Blooms: Applying*  
*Topic: Functions of verbal communication*

59. A speaker states, "I have traveled every square inch of this world, and no place is better than my home, sweet home." She is using \_\_\_\_\_.

**hyperbole**

*Blooms: Applying*  
*Topic: Functions of verbal communication*

60. If a doctor addressed a lay audience and used terms like *ABG*, *MRI*, *stat*, and *CT Scan*, you might note that these are examples of \_\_\_\_\_.

**jargon**

*Blooms: Applying*  
*Topic: Words to use carefully*

61. You are attempting to be creative in your use of language, so you write "Lithe Linda and Little Lola both loved lively Larry." You are using the figure of speech known as

\_\_\_\_\_.  
**alliteration**

*Blooms: Applying*  
*Topic: Functions of verbal communication*

62. When we use language as a directive for getting someone else to do something, we use the \_\_\_\_\_ of language.

**instrumental function**

*Blooms: Remembering*  
*Topic: Functions of verbal communication*



63. When you use metaphors and similes in your speech, you are using the \_\_\_\_\_ function of verbal communication.

**creative**

*Blooms: Understanding*

*Topic: Functions of verbal communication*

64. The two processes related to interpreting messages are known as \_\_\_\_\_.

**encoding and decoding**

*Blooms: Remembering*

*Topic: How words communicate*

65. If you use one style of language in the classroom and another with friends at the local bar, you are demonstrating the rule of verbal communication related to \_\_\_\_\_.

**place**

*Blooms: Applying*

*Topic: Rules of verbal communication*

66. The book discusses two rules of engagement with regard to verbal communication which are \_\_\_\_\_.

**turn taking and code switching**

*Blooms: Remembering*

*Topic: Rules of verbal communication*

67. The book identifies five categories of words to avoid; they are \_\_\_\_\_.

**profanity, sexist language, racist language, ageist language, grammatical errors**

*Blooms: Remembering*

*Topic: Words to avoid*

68. Informal language that is acceptable to use among equals is known as \_\_\_\_\_.  
**slang**

*Blooms: Remembering*  
*Topic: Words to use carefully*

69. \_\_\_\_\_ are harmless words, names, or phrases that replace suggestive terms or offensive terms.  
**Euphemisms**

*Blooms: Remembering*  
*Topic: Words to use carefully*

70. \_\_\_\_\_ is the code we use to communicate with each other.  
**Language**

*Blooms: Remembering*  
*Topic: Functions of verbal communication*

71. Words that are unique to one part of the country are known as \_\_\_\_\_.  
**regionalisms**

*Blooms: Remembering*  
*Topic: Strategies to improve verbal communication*

72. When you give an account of behavior you observed, you are using \_\_\_\_\_.  
**descriptive language**

*Blooms: Understanding*  
*Topic: Strategies to improve verbal communication*

Chapter 02 - Communicating Verbally

73. The book mentions four functions of verbal communication; they are \_\_\_\_\_.  
**instrumental, creative, analytical, social**

*Blooms: Remembering*  
*Topic: Functions of verbal communication*

74. A(n) \_\_\_\_\_ is a symbol that has been assigned meaning.  
**word**

*Blooms: Remembering*  
*Topic: How words communicate*

75. \_\_\_\_\_ refers to whatever message someone is trying to convey to others as well as how that message is interpreted.  
**Meaning**

*Blooms: Remembering*  
*Topic: Functions of verbal communication*