

## Chapter 1 Introduction to Interpersonal Communication

1-1) What is the definition of interpersonal communication?

- A) It is a distinctive, transactional form of human communication involving mutual influence, usually for the purpose of managing relationships.
- B) It involves treating people as objects, responding to roles rather than the person, and distinctive conversations.
- C) It is a mechanical, transactional form of human communication, where each person has a role to perform.
- D) It involves communicating with someone you care about, communicating in an I-It relationship, and treating people as individuals.

Answer: A

Type: MC Page Ref: 4

Skill: Recall

Difficulty: Level 1

1-2) Which of the following is defined, in the broadest sense, as "the process of acting upon information?"

- A) human communication
- B) interpersonal communication
- C) communication
- D) impersonal communication

Answer: C

Type: MC Page Ref: 3

Skill: Recall

Difficulty: Level 1

1-3) Which of the following is NOT a true statement about communication?

- A) Experts agree on a definition of communication.
- B) We communicate even when we are not speaking.
- C) Without interpersonal communication, people suffer and may even die.
- D) Communication is the process of acting on information.

Answer: A

Type: MC Page Ref: 3

Skill: Recall

Difficulty: Level 1

1-4) When we interact with another person and exert a mutual influence, we are engaged in

- A) intercultural communication.
- B) communication.
- C) human communication.
- D) interpersonal communication.

Answer: D

Type: MC Page Ref: 4

Skill: Recall

Difficulty: Level 1

1-5) Kelvin and Meghan are trying to decide which colour to paint their living room. As part of their decision, they discuss the merits of their choices and how well they will match the furniture and the style of the house. In which form of communication are they most likely engaging?

- A) small group communication
- B) interpersonal communication
- C) impersonal communication
- D) intrapersonal communication

Answer: B

Type: MC Page Ref: 4

Skill: Applied

Difficulty: Level 2

1-6) What kind of communication occurs when we treat people as objects, or when we respond to their roles rather than to them as unique persons?

- A) human communication
- B) interpersonal communication
- C) impersonal communication
- D) intercultural communication

Answer: C

Type: MC Page Ref: 4

Skill: Recall

Difficulty: Level 1

1-7) Philosopher Martin Buber presented the concept of true dialogue as the essence of

- A) simultaneous interaction.
- B) authentic communication.
- C) intellectual communication.
- D) unusual communication.

Answer: B

Type: MC Page Ref: 4

Skill: Recall

Difficulty: Level 1

1-8) Interpersonal communication occurs when people communicate in an \_\_\_\_\_ relationship.

- A) I-It
- B) It-Thou
- C) I-Thou
- D) It

Answer: C

Type: MC Page Ref: 4

Skill: Recall

Difficulty: Level 1

1-9) When you interact with another person as a unique, authentic individual, Buber calls this

- A) an impersonal relationship.
- B) a self-centred relationship.

- C) an "I-Thou" relationship.
- D) a face-to-face relationship.

Answer: C

Type: MC Page Ref: 4

Skill: Recall

Difficulty: Level 1

1-10) Bob went to dinner with his good friend Isabel. They stayed at the restaurant for hours simply because they were enjoying each other's conversation. Their relationship is best described as

- A) I-It.
- B) It-Thou.
- C) I-Thou.
- D) It.

Answer: C

Type: MC Page Ref: 4

Skill: Applied

Difficulty: Level 2

1-11) Jessica, a first-year medical student, is having a conversation with her mom about life at university. While describing some of her anatomy lessons in graphic detail, Jessica notices a lack of colour in her mom's face, and her facial expression is very strained. This type of communication is called

- A) intrapersonal communication.
- B) interpersonal communication.
- C) impersonal communication.
- D) mass communication.

Answer: B

Type: MC Page Ref: 4-5

Skill: Applied

Difficulty: Level 2

1-12) The statements listed are all characteristics of impersonal communication EXCEPT

- A) People are treated as objects.
- B) People communicate in an "I-Thou" relationship.
- C) There is mechanical, stilted interaction.
- D) You communicate with people that you share no history with and have no expectation for any future relationship.

Answer: B

Type: MC Page Ref: 4

Skill: Recall

Difficulty: Level 1

1-13) Ira goes to the same coffee shop once a week. He can't remember the cashier's name, but he is always polite, and they say "Hi" to each other. Their relationship is best described as

- A) I-It.
- B) It-Thou.

C) I–Thou.

D) It.

Answer: A

Type: MC Page Ref: 4

Skill: Applied

Difficulty: Level 2

1-14) The type of communication that occurs when one person communicates the same message to many people at once, but the creator of the message is not physically present is called

A) intrapersonal communication.

B) interpersonal communication.

C) impersonal communication.

D) mass communication.

Answer: D

Type: MC Page Ref: 5-6

Skill: Recall

Difficulty: Level 1

1-15) Learning how to understand and improve interpersonal communication can

A) ensure that you avoid all family conflicts.

B) guarantee that your relationships with family members will be perfect.

C) limit your options to problem solve.

D) help you develop creative and constructive solutions to family conflict.

Answer: D

Type: MC Page Ref: 6

Skill: Recall

Difficulty: Level 2

1-16) All of the following statements are true EXCEPT

A) Widowed or divorced individuals are more likely to experience serious medical problems than married people.

B) Married people are more likely to experience mental illness than widowed and divorced individuals.

C) Loneliness can make you sick.

D) Married retired couples report happier relationships than couples in which one partner was retired and the other was still working.

Answer: B

Type: MC Page Ref: 7-8

Skill: Recall

Difficulty: Level 1

1-17) Depression is the most commonly diagnosed mental illness. What percentage of the population is estimated to suffer from depression?

A) 20%

B) 15%

C) 5%

D) 40%

Answer: B

Type: MC Page Ref: 8

Skill: Recall

Difficulty: Level 1

1-18) The Employability Skills Profile published by the Conference Board of Canada

A) is based on information gathered by a select group of Chief Executive Officers.

B) has identified teamwork skills as one of the essential employability skills.

C) summarizes the skills that are in demand under three headings: Academic Skills, Personal Management Skills, and Mathematical Skills .

D) is a comprehensive list of "hard skills."

Answer: B

Type: MC Page Ref: 7

Skill: Recall

Difficulty: Level 1

1-19) Which of the following models of human communication is the oldest and simplest?

A) communication as action

B) communication as interaction

C) communication as transaction

D) communication as contraction

Answer: A

Type: MC Page Ref: 8

Skill: Recall

Difficulty: Level 1

1-20) The message transfer model of communication portrays human communication as a

A) revolving process.

B) linear process.

C) circular process.

D) helical process.

Answer: B

Type: MC Page Ref: 8

Skill: Recall

Difficulty: Level 1

1-21) What is *encoding*?

A) putting thoughts, ideas, and feelings into words and messages

B) filtering messages through past experiences

C) minimizing external and psychological noise

D) making sense out of words and messages

Answer: A

Type: MC Page Ref: 8

Skill: Recall

Difficulty: Level 1

1-22) When we interpret words or unspoken signals, we are

- A) decoding.
- B) filtering.
- C) transmitting.
- D) encoding.

Answer: A

Type: MC Page Ref: 8

Skill: Recall

Difficulty: Level 1

1-23) The person who decodes and tries to make sense out of a message is the

- A) receiver.
- B) information source.
- C) transmitter.
- D) encoder.

Answer: A

Type: MC Page Ref: 8-9

Skill: Recall

Difficulty: Level 1

1-24) The \_\_\_\_\_ is the written, spoken, or unspoken elements of communication to which we assign meaning.

- A) message
- B) source
- C) receiver
- D) channel

Answer: A

Type: MC Page Ref: 8

Skill: Recall

Difficulty: Level 1

1-25) What are *channels* in the communication model?

- A) the words and messages used to communicate
- B) the filters through which messages pass
- C) the pathways used to send a message
- D) the transmitters of a thought or feeling

Answer: C

Type: MC Page Ref: 8

Skill: Recall

Difficulty: Level 1

1-26) Channels correspond to your

- A) signals.
- B) senses.
- C) receivers.
- D) noise source.

Answer: B

Type: MC Page Ref: 8

Skill: Recall  
Difficulty: Level 1

1-27) Visual, auditory, olfactory, and tactile all serve as \_\_\_\_\_ for a message.

- A) transmitters
- B) noise
- C) context
- D) channels

Answer: D

Type: MC Page Ref: 8

Skill: Recall

Difficulty: Level 1

1-28) Jessica's best friend Helen has just moved from Toronto, Ontario to Montreal, Quebec. They keep in touch using their computers, which are equipped with webcams. When they chat they are using the \_\_\_\_\_ to communicate.

- A) olfactory channel
- B) transmitters
- C) tactile channel
- D) auditory and visual channels

Answer: D

Type: MC Page Ref: 8

Skill: Applied

Difficulty: Level 2

1-29) \_\_\_\_\_ is anything that interferes with a message and keeps it from being understood and achieving its intended effect.

- A) Noise
- B) A channel
- C) A signal
- D) Understanding

Answer: A

Type: MC Page Ref: 9

Skill: Recall

Difficulty: Level 1

1-30) When you are preoccupied with your own thoughts and do not pay attention to your teacher's lecture, you are experiencing

- A) psychological noise.
- B) unintentional noise.
- C) external noise.
- D) intentional noise.

Answer: A

Type: MC Page Ref: 9

Skill: Recall

Difficulty: Level 1

1-31) The elements that distinguish the communication-as-action perspective from the communication-as-interaction view are

- A) encoding and decoding.
- B) spoken and unspoken elements.
- C) feedback and context.
- D) signals and signs.

Answer: C

Type: MC Page Ref: 9

Skill: Recall

Difficulty: Level 1

1-32) You choose to discuss a sensitive matter with a friend in a small, comfortable, vacant room. In choosing the room, you are recognizing the importance of

- A) interference.
- B) channel.
- C) context.
- D) information source.

Answer: C

Type: MC Page Ref: 10

Skill: Applied

Difficulty: Level 2

1-33) An intentional or unintentional, verbal or nonverbal response to a message is called

- A) destination.
- B) receiver input.
- C) feedback.
- D) channel selection.

Answer: C

Type: MC Page Ref: 9-10

Skill: Recall

Difficulty: Level 1

1-34) You are having a conversation with your neighbour, and you are not interested in what she is saying. When you yawn, you are providing

- A) intentional nonverbal feedback.
- B) unintentional verbal feedback.
- C) intentional verbal feedback.
- D) unintentional nonverbal feedback.

Answer: D

Type: MC Page Ref: 9-10

Skill: Applied

Difficulty: Level 2

1-35) What distinguishes the communication-as-transaction model from the other two models?

- A) It was the first model to be developed.
- B) All the interaction is simultaneous.
- C) It considers the context and culture of the individuals.



D) It can be applied to hearing and visually impaired individuals.

Answer: B

Type: MC Page Ref: 11

Skill: Recall

Difficulty: Level 1

1-36) For most scholars today, which view of communication is considered the most realistic?

A) action model

B) transactional model

C) Shannon-Weaver model

D) interactional model

Answer: B

Type: MC Page Ref: 11

Skill: Recall

Difficulty: Level 1

1-37) The transactional perspective of communication acknowledges that

A) when we talk to others, we are constantly reacting to what our partner is saying.

B) we talk to others; then when they talk to us, we listen.

C) we talk to others and they listen; they talk to us, and we listen.

D) when the message gets to the receiver, communication ends.

Answer: A

Type: MC Page Ref: 11

Skill: Recall

Difficulty: Level 1

1-38) A transactional approach to communication suggests that

A) a message's meaning is unaffected by the past or future.

B) messages do not influence each other.

C) no one single factor can explain how we interpret a message.

D) there is a simple explanation for a message's meaning.

Answer: C

Type: MC Page Ref: 11

Difficulty: Level 1

1-39) Systems theory helps us understand that

A) the transactional communication model is static.

B) a change in any aspect (source, receiver, context, channel, etc.) of the system has a potential influence on all other aspects of the system.

C) a change in any aspect (source, receiver, context, channel, etc.) of the system does not influence any other aspect of the system.

D) all elements of the communication model are distinct and unique.

Answer: B

Type: MC Page Ref: 11

Skill: Recall

Difficulty: Level 1

1-40) A sequence of interactions between individuals during which the message of one person influences the message of another person is referred to as

- A) an episode.
- B) meaning.
- C) interference.
- D) a message.

Answer: A

Type: MC Page Ref: 12

Skill: Recall

Difficulty: Level 1

1-41) What constitutes an episode is defined by

- A) the sender and receiver of the message.
- B) the extent to which the sender and receiver agree on meaning.
- C) the psychological context of the message.
- D) the physical context of the message.

Answer: A

Type: MC Page Ref: 12

Skill: Recall

Difficulty: Level 1

1-42) According to the transactional model, interpersonal communication is defined as

- A) the process of acting upon information.
- B) the process of making sense out of the world.
- C) simultaneous interaction and the coordinated management of meaning through episodes.
- D) the receiver of the message responds to the source through feedback.

Answer: C

Type: MC Page Ref: 11-12

Skill: Recall

Difficulty: Level 1

1-43) Using a cell phone or the Internet to communicate with others is referred to as

- A) electronically mediated communication.
- B) electronic interpersonal communication.
- C) information-age interpersonal communication.
- D) impersonal communication.

Answer: A

Type: MC Page Ref: 12

Skill: Recall

Difficulty: Level 1

1-44) The key differences between electronically mediated communication and face-to-face communication include

- A) anonymity, social consciousness, physical appearance, and distance.
- B) social consciousness, physical appearance, distance, and time.
- C) anonymity, potential for deception, distance, and time.
- D) anonymity, physical appearance, potential for deception, and group.

Answer: C

Type: MC Page Ref: 13

Skill: Recall

Difficulty: Level 1

1-45) One feature of electronically mediated communication is that your interaction with others can be \_\_\_\_\_, which would not happen in a face-to-face interaction.

- A) synchronous
- B) immediate
- C) asynchronous
- D) objective

Answer: C

Type: MC Page Ref: 13

Skill: Recall

Difficulty: Level 1

1-46) The following is NOT a reason that relationships formed through electronically mediated communication can become even more personal than equivalent face-to-face relationships.

- A) an idealization of the partner
- B) the absence of distracting external cues
- C) asynchronous communication
- D) the overdependence on only a few pieces of personal information

Answer: C

Type: MC Page Ref: 15

Skill: Recall

Difficulty: Level 1

1-47) A relationship formed through electronically mediated communication that becomes more personal and intense than an equivalent face-to-face relationship is called

- A) a hyperpersonal relationship.
- B) an ultrapersonal relationship.
- C) an impersonal relationship.
- D) an intrapersonal relationship.

Answer: A

Type: MC Page Ref: 15

Skill: Recall

Difficulty: Level 1

1-48) Cues-filtered-out theory suggests that

- A) people use information they receive from others via electronic media to develop relationships.
- B) the richness of a medium-based communication depends on the amount of emotional meaning it expresses.
- C) electronically mediated relationships can involve mutual influence.
- D) communication of emotions is restricted when people send messages to others via email because nonverbal cues such as facial expression and tone of voice are absent.

Answer: D

Type: MC Page Ref: 16

Skill: Recall  
Difficulty: Level 1

- 1-49) The social information-processing theory explains how
- A) information about society is conveyed to the public by the mass media.
  - B) family members convey essential information to one another through email.
  - C) information about social groups learned over the Internet is used to form opinions that affect communication with those groups.
  - D) we can develop quality relationships with others via email and other electronic means.

Answer: D

Type: MC Page Ref: 17

Skill: Recall

Difficulty: Level 1

1-50) Media richness theory describes the richness of a communication channel using four criteria. Which of the following is NOT one of those criteria?

- A) the amount of feedback that the communicator can receive
- B) the number of cues that the channel can convey and that can be interpreted by a receiver
- C) the variety of language that a communicator uses
- D) the number of channels used in the communication

Answer: D

Type: MC Page Ref: 16

Skill: Recall

Difficulty: Level 1

1-51) Based on the criteria for determining the "richness" of communication channels, which of the following would be the richest channel of communication?

- A) a live video conference
- B) an exchange of email
- C) a message left on voice mail
- D) a memo sent by your boss

Answer: A

Type: MC Page Ref: 16

Skill: Analysis

Difficulty: Level 3

1-52) Social information-processing theory suggests that

- A) it may take longer to express emotional messages electronically.
- B) there is more information to process in text-only interactions.
- C) it is impossible to communicate emotional messages electronically.
- D) it is easier to communicate emotional messages without nonverbal cues.

Answer: A

Type: MC Page Ref: 18

Skill: Recall

Difficulty: Level 1

1-53) Your unspoken messages, even when you are asleep, provide cues to which others react.

Which principle of interpersonal communication does this demonstrate?

- A) Interpersonal communication connects us to others.
- B) Interpersonal communication is complicated.
- C) Interpersonal communication is irreversible.
- D) Interpersonal communication is governed by rules.

Answer: A

Type: MC Page Ref: 19-20

Skill: Recall

Difficulty: Level 1

1-54) The principle that says interpersonal communication is inescapable means that

- A) once a message is sent, you can't take it back.
- B) you can't not communicate.
- C) communication occurs in a variety of contexts.
- D) you can't completely understand others.

Answer: B

Type: MC Page Ref: 20

Skill: Recall

Difficulty: Level 1

1-55) The principle that says interpersonal communication is complicated means that

- A) you can't completely understand others.
- B) you can't not communicate.
- C) once a message is sent, it can't be uncreated.
- D) once a message is sent, it continues to loop back on itself.

Answer: A

Type: MC Page Ref: 20

Skill: Recall

Difficulty: Level 1

1-56) You shout at a colleague, voicing all your frustrations toward the colleague as well as toward your work. You can apologize and you can say you didn't really mean what you said, but you can't "take back" what you said because

- A) interpersonal communication is complicated.
- B) interpersonal communication is contextual.
- C) interpersonal communication is inescapable.
- D) interpersonal communication is irreversible.

Answer: D

Type: MC Page Ref: 20

Skill: Applied

Difficulty: Level 2

1-57) The helical model suggests that

- A) interpersonal communication never loops back on itself.
- B) interpersonal communication is a series of loops moving back through old territory.
- C) interpersonal communication is a closed system.
- D) interpersonal communication loops through various contexts.

Answer: A

Type: MC Page Ref: 20

Skill: Recall

Difficulty: Level 1

1-58) Communication theorists have noted that whenever we communicate with another person, there are really at least \_\_\_\_\_ "people" involved.

A) 2

B) 4

C) 6

D) 8

Answer: C

Type: MC Page Ref: 20

Skill: Recall

Difficulty: Level 1

1-59) The principle of interpersonal communication that says communication is complicated is due partially to

A) the unintentional nature of some messages.

B) the time we spend taking back messages.

C) the interpretation of information through symbols.

D) the cultural nature of communication.

Answer: C

Type: MC Page Ref: 20

Skill: Recall

Difficulty: Level 1

1-60) "If communication can fail, it will." This illustrates the principle that

A) interpersonal communication is complicated.

B) interpersonal communication is governed by rules.

C) interpersonal communication is irreversible.

D) interpersonal communication involves both content and relationship dimensions.

Answer: A

Type: MC Page Ref: 21

Skill: Recall

Difficulty: Level 1

1-61) Rules governing interpersonal relationships may be

A) complementary or symmetrical.

B) self-oriented or other-oriented.

C) content-driven or emotion-driven.

D) explicit or implicit.

Answer: D

Type: MC Page Ref: 21

Skill: Recall

Difficulty: Level 1

1-62) The rules that govern interpersonal relationships

- A) define appropriate and inappropriate communication in a given situation.
- B) indicate which partner is in control.
- C) define the impersonal or interpersonal nature of the relationship.
- D) describe the current stage of relationship development.

Answer: A

Type: MC Page Ref: 21

Skill: Recall

Difficulty: Level 1

1-63) Which statement about rules is NOT true?

- A) Interpersonal relationships are shaped by explicit and implicit rules.
- B) Rules are not affected by the culture in which the individuals are communicating.
- C) Relationship rules can be learned by experience.
- D) Rules may be modified as the relationship progresses.

Answer: B

Type: MC Page Ref: 21-22

Skill: Recall

Difficulty: Level 1

1-64) Which of the following has NOT been identified as one of the most important communication rules?

- A) Partners should not criticize each other publicly.
- B) Partners should look each other in the eye during conversation.
- C) Partners should always say exactly what is on their minds.
- D) Partners should respect each other's privacy.

Answer: C

Type: MC Page Ref: 21

Skill: Recall

Difficulty: Level 1

1-65) Bob and Jenna are having a conversation about housework. "You're always such a big help around the house," Jenna hisses, sarcasm dripping from every word. This is an example of

- A) the content of a communication message.
- B) the relationship dimension of a communication message.
- C) metacommunication.
- D) implicit communication rules.

Answer: B

Type: MC Page Ref: 22

Skill: Applied

Difficulty: Level 3

1-66) Metacommunication is defined as

- A) verbal or nonverbal communication about communication.
- B) communication at the level of emotion.
- C) communication at the level of content.
- D) nonverbal communication codes that contradict verbal communication.

Answer: A

Type: MC Page Ref: 22

Skill: Recall

Difficulty: Level 1

1-67) The communibiological approach suggests that

A) a person's communication behaviour can be predicted based on the community within which the person grew up.

B) a person's communication behaviour cannot be predicted.

C) a person's communication behaviour can be predicted based on genetic traits.

D) a person's communication behaviour can only be predicted based on community and biology.

Answer: C

Type: MC Page Ref: 23

Skill: Recall

Difficulty: Level 1

1-68) Which of the follow statements does NOT describe social learning theory?

A) How we behave is dependent on our genetic makeup.

B) We can learn how to adjust our behaviour toward others.

C) People can learn to enhance their communication competence.

D) We can't blame biology for all aspects of our behaviour.

Answer: A

Type: MC Page Ref: 23

Skill: Recall

Difficulty: Level 1

1-69) Competent communication should be appropriate, which requires which of the following?

A) Choosing the single best way to communicate.

B) Choosing only our own approach to communication.

C) Letting other people dictate the approach to communication.

D) Considering time, place, and overall context, as well as the feelings and attitudes of the listener.

Answer: D

Type: MC Page Ref: 23

Skill: Recall

Difficulty: Level 1

1-70) Being "skilled" in interpersonal communication refers to

A) learning principles, concepts and ideas of effective communication.

B) translating knowledge about communication into action.

C) selecting the right behaviour for the situation.

D) using decentring to develop empathy for your partner.

Answer: B

Type: MC Page Ref: 24

Skill: Recall

Difficulty: Level 1



1-71) If you have a genuine desire to improve your communication skills and you want to connect with others, you are

- A) motivated.
- B) knowledgeable.
- C) adaptable.
- D) other-oriented.

Answer: A

Type: MC Page Ref: 24

Skill: Recall

Difficulty: Level 1

1-72) Being motivated about improving your communication effectiveness means that

- A) you select the right behaviour for the situation.
- B) you translate your knowledge into action.
- C) you learn principles, concepts, and ideas.
- D) you want to use your knowledge and skills.

Answer: D

Type: MC Page Ref: 24

Skill: Recall

Difficulty: Level 1

1-73) To assess each communication situation and then adjust your behaviour is to be

- A) adaptable.
- B) motivated.
- C) other-oriented.
- D) knowledgeable.

Answer: A

Type: MC Page Ref: 24

Skill: Recall

Difficulty: Level 1

1-74) If you are honest, keep confidences, and consider the needs of others, you are more likely to make sure your message is

- A) important.
- B) motivated.
- C) ethical.
- D) flexible.

Answer: C

Type: MC Page Ref: 24-25

Skill: Recall

Difficulty: Level 1

1-75) Unethical communication is characterized by

- A) increasing listener's freedom of choice.
- B) presenting the truth.
- C) forcing views on others.
- D) keeping confidences.

Answer: C

Type: MC Page Ref: 25

Skill: Recall

Difficulty: Level 1

1-76) It is difficult to communicate effectively when

- A) we focus on our partner.
- B) we are motivated.
- C) we focus exclusively on ourselves.
- D) we use our knowledge and skill.

Answer: C

Type: MC Page Ref: 25

Skill: Recall

Difficulty: Level 1

1-77) Considering the needs, goals, and desires of our partners is a way to become

- A) other-oriented.
- B) self-focused.
- C) symmetrical.
- D) complementary.

Answer: A

Type: MC Page Ref: 25

Skill: Recall

Difficulty: Level 1

1-78) Becoming other-oriented involves

- A) telling others what they want to hear.
- B) not disclosing anything about ourselves.
- C) ignoring our own needs and interests.
- D) adapting our messages to take others into account.

Answer: D

Type: MC Page Ref: 26

Skill: Recall

Difficulty: Level 1

1-79) A self-focused communicator is one who

- A) creates messages without considering the thoughts and feelings of the person who is listening.
- B) creates messages intended only to make himself or herself look good.
- C) wishes to control the communication.
- D) believes that his or her own method of communication is the best one.

Answer: A

Type: MC Page Ref: 26

Skill: Recall

Difficulty: Level 1

1-80) To become other-oriented, you must first

- A) learn everything you can about the other person.

- B) gain an accurate understanding of your self-concept and self-esteem.
- C) accept that communication is the most important goal of any relationship.
- D) attain a specific level of relationship with the listener.

Answer: B

Type: MC Page Ref: 26

Skill: Recall

Difficulty: Level 1

*Match the approaches to improve interpersonal communication with the definitions.*

- a. Become knowledgeable
- b. Become skilled
- c. Become motivated
- d. Become adaptable
- e. Become ethical
- f. Become other-oriented

1-81) Translate knowledge into action.

Answer: b

Type: MA Page Ref: 24

Skill: Recall

Difficulty: Level 1

1-82) Offer choices, establish trust, and reduce barriers to interpersonal communication.

Answer: e

Type: MA Page Ref: 24-25

Skill: Recall

Difficulty: Level 1

1-83) Resolve to use your knowledge.

Answer: c

Type: MA Page Ref: 24

Skill: Recall

Difficulty: Level 1

1-84) Learn principles, concepts, and ideas.

Answer: a

Type: MA Page Ref: 24

Skill: Recall

Difficulty: Level 1

1-85) Focus on others rather than only on your needs.

Answer: f

Type: SA Page Ref: 25

Skill: Recall

Difficulty: Level 1

1-86) Select the right behaviour, one size does not fit all.

Answer: d

Type: MA Page Ref: 24

Skill: Recall

Difficulty: Level 1

1-87) Write brief definitions of communication, human communication, and interpersonal communication. Compare and contrast the definitions.

Answer: Refer to Recap: “Comparing Key Definitions” on page 6 of the textbook.

*Communication*: the process of acting on information.

*Human Communication*: the process of making sense out of the world and sharing that sense with others.

*Interpersonal Communication*: the process of two people interacting with each other and mutually influencing each other, usually for the purpose of managing relationships.

Three essential elements of interpersonal communication:

1. A distinctive form of communication based on quality of communication. Refer to Buber’s terminology on page 4 of the textbook: I–It communication is impersonal and role defined; I–Thou communication involves interacting with another person as a unique authentic individual (true dialogue).

2. Involves mutual influence between individuals. Refer to page 5 of the textbook.

3. Helps us manage our relationships. Refer to page 5 of the textbook.

Interpersonal communication is different from other forms of communication (mass communication, public communication).

Type: SA Page Ref: 4-6

Skill: Applied

Difficulty: Level 2

1-88) Describe the difference between interpersonal communication and impersonal communication and give an example for both.

Answer: Interpersonal communications are characterized by the I–Thou model, wherein each partner in the communication is treated as a human being, and there is true sharing of feelings, ideas, and thoughts. An example would be a discussion between friends on where to spend the evening. Impersonal communication is characterized by the I–It model, wherein the parties are not treated as human, and there is no true sharing. The communication is probably just a means to an end, for example, ordering a coffee from the barista.

Type: SA Page Ref: 4

Skill: Applied

Difficulty: Level 2

1-89) Give an example that illustrates the difference between literal and psychological noise and explain.

Answer: If you were studying for a test, literal noise would be the lawnmower next door hindering your concentration. Psychological noise might be your fear of failing the test, which would also hinder your concentration.

Type: SA Page Ref: 9

Skill: Applied

Difficulty: Level 2

1-90) Compare and contrast communication as action, interaction, and transaction.

Answer: Refer to "An Evolving Model for Human and Interpersonal Communication" on page 12 of the textbook.

Human communication as action: message transfer. The key components are source, receiver, message, channel, noise.

Human communication as interaction: message exchange. Feedback and context are added to the action model.

Human communication as transaction: message creation. This model uses the same components as the other two models to describe communication. The difference is that all the interaction is simultaneous.

Type: ES Page Ref: 8-12

Skill: Recall

Difficulty: Level 1

1-91) Define *electronically mediated communication* and give an example.

Answer: Electronically mediated communication occurs when communication with others is established or maintained using media (such as email, cell phone, or the Internet) rather than face-to-face encounters.

Type: SA Page Ref: 12

Skill: Recall

Difficulty: Level 1

1-92) How does electronically mediated communication differ from face-to-face communication?

Answer: There are seven key differences.

*Time:* You decide when to communicate, and the messages may be asynchronous (i.e., not read, heard, or seen at the same time you send them).

*Anonymity:* You may not know the person with whom you are communicating.

*Potential for Deception:* It is easy to lie and difficult to detect when one is being lied to when communicating online. There is less emphasis on personal appearance.

*Nonverbal Cues:* Words become more important when communicating online, as we must rely solely on words to carry nonverbal meaning.

*Writing Style:* When writing, rather than speaking, you have more control over what you say and the impression that you create.

*Distance:* You may communicate with someone anywhere in the world.

*Permanence:* You are creating a record of your communication, which may have personal and professional consequences in the future.

Type: SA Page Ref: 13-15

Skill: Recall

Difficulty: Level 1

1-93) Use the four criteria of *media richness theory* to compare one-on-one, face-to-face communication with email communication.

Answer:

\*One-on-one, face-to-face communication is much richer than email communication because it has a larger amount of feedback that communicators can receive through nonverbal channels

- \* Multiple channels (voice, tone, facial expression, gestures, etc.) can be used
- \* There is a larger potential for expressing emotions.
- \* Variety of language is probably not a factor here.

Type: SA Page Ref: 16

Skill: Applied

Difficulty: Level 2

1-94) Compare and contrast the two theories that discuss emotional content in messages sent via the Internet.

Answer:

*Cues-filtered-out theory* suggests that communicating via the Internet restricts emotional content because of a lack of nonverbal cues such as facial expressions and tone of voice.

*Social information-processing theory* suggests that emotional content and relationship cues can be communicated via the Internet, but that it takes more time and the relationship must develop first.

Type: SA Page Ref: 16-18

Skill: Recall

Difficulty: Level 1

1-95) What makes interpersonal communication inescapable?

Answer: Wherever you go and whatever you do, people are interpreting your behaviour, or lack of behaviour, as a message. Even if you don't intend to or don't think you are sending a message, you are. Everything about you provides cues that others will interpret.

Type: SA Page Ref: 20

Skill: Applied

Difficulty: Level 2

1-96) Apply the helical model to explain interpersonal communication.

Answer: Interpersonal communication never loops back on itself. It expands as the communication partners contribute their thoughts and experiences to the conversation. You can't take a statement back, though you can add to it or modify it in some way.

Type: SA Page Ref: 20

Skill: Applied

Difficulty: Level 2

1-97) Discuss the five principles of interpersonal communication.

Answer: Interpersonal communication connects us with others, is irreversible, is complicated, is governed by rules, and involves both content and relationship dimensions.

Type: SA Page Ref: 19-22

Skill: Recall

Difficulty: Level 1

1-98) What is the difference between the content and the relationship dimension in a communication message?

Answer: The content contains new information, ideas, or suggested actions that the speaker wishes to share. The relationship dimension is more implied and offers cues about the emotions, attitudes, and amount of power and control the speaker feels toward the other.

Type: SA Page Ref: 22  
Skill: Recall  
Difficulty: Level 1

1-99) How can you improve your interpersonal communication? List the suggestions discussed in the text. Evaluate your current interpersonal communication behaviours based on these suggestions and indicate how you will improve your own interpersonal communication.

Answer: Answers will vary but should refer to the suggestions for becoming knowledgeable, skilled, motivated, adaptable, ethical, and other-oriented.

Type: ES Page Ref: 23-26  
Skill: Analysis  
Difficulty: Level 2

1-100) What are the main differences between other-oriented and self-focused communicators?

Answer:

\* Other-oriented communicators consider the thoughts, needs, experiences, personality, feelings, motives, desires, culture and goals of communication partners while maintaining their own integrity.

\* Other-oriented communicators consciously consider the world from the eyes and ears of those with whom they interact.

\* Self-focused communicators create messages without giving much thought to the listener.

\* Self-focused communicators often alienate others.

Type: ES Page Ref: 25-26  
Skill: Applied  
Difficulty: Level 2