

Introduction to Speech Communications
Exam #2

Multiple Choice

1. Sometimes we use polarized terms to defend our perceptions of reality. For example, in an argument with her roommate, Sara angrily yelled out, "You never take your turn at washing dishes! In fact, you never do any cleaning around here!" This explanation and example best represent
 - a. the power of language
 - b. closure
 - c. the pendulum effect
 - d. bypassing
2. When listening to a lecture in class, you are most likely listening for
 - a. appreciation or enjoyment
 - b. functional or affective
 - c. information or comprehension
 - d. empathy or therapy
3. Language is _____. Which of the following phrases would not be accurate in that sentence defining language?
 - a. signs, gestures or marks
 - b. through speech
 - c. a structured system
 - d. among people in a community, nation, geographic region or cultural tradition
4. When you tell your teacher you missed class because your grandmother died, but exhibit nervous mannerisms when you speak to your teacher and avoid looking the teacher in the eyes, he/she may not believe you because
 - a. nonverbal behavior is more believable than verbal communication
 - b. females are less perceptive of nonverbal communication than are males
 - c. verbal communication is meaningful
 - d. verbal communication is more believable than nonverbal communication
5. If a government official describes an impending tax hike as a "positive economic inducement," she is most likely using
 - a. analogies
 - b. doublespeak
 - c. metaphors
 - d. euphemism
6. The study of meaning is known as
 - a. semantics
 - b. phonetics
 - c. linguistics
 - d. grammar

7. Dialectical Theory is comprised of the following tensions EXCEPT:
- connection-autonomy
 - grave-dressing
 - openness-closedness
 - novelty-predictability
8. Which of the following would be effective in reducing bypassing?
- be word-minded not person minded
 - request that others not question what you say
 - query and paraphrase
 - understand that the meaning of words is more important than context
9. Paralanguage refers to cues such as
- the rate and rhythm of speech
 - gestures
 - the way our mouth moves when we speak
 - emblems
10. The most difficult nonverbal cue to interpret, _____ refers to body motions that help us feel at ease in conversations. Examples could include playing with a pencil, touching your hair, or playing with a ring.
- masking
 - adaptors
 - regulators
 - affect displays
11. We see two people shake hands as they are introduced to one another, illustrating which category of touch?
- friendship-warmth
 - social-polite
 - love-intimacy
 - functional-professional
12. Knapp's Stage of Coming Together where participants become close friends is
- experimenting
 - intensifying
 - integrating
 - bonding
13. A construction foreman on the ground, signaling a steelworker on a beam five stories up, would use _____ to indicate it was coffee-break time.
- paralanguage
 - illustrators
 - touching
 - proxemics

14. According to the text, sexist language is often an obvious example of
- indexing
 - gender-inclusive language
 - metaphor
 - sexual stereotyping
15. While at the airport, ready to depart for college on the East coast, Monica turns to her childhood sweetheart, Steve, and says, "I'll miss you," and begins to cry and hold him tightly. This event illustrates which use of nonverbal communication?
- substituting
 - paralanguage
 - complementing
 - chronemics
16. When engaging in critical listening, the primary skill you need to have is
- motivation
 - hearing
 - critical thinking
 - attention
17. During a job interview, Ben was constantly scratching his neck and straightening his tie. Which category of body motion best describes Ben's behavior?
- emblem
 - adaptor
 - illustrator
 - regulator
18. Which category of touch is the most misinterpreted type of touching behavior?
- friendship-warmth
 - functional-professional
 - social-polite
 - sexual-arousal
19. "Words have only one precise meaning--- analogies to a standard dictionary definition." This statement illustrates what type of meaning
- grammatical meaning
 - denotative meaning
 - connotative meaning
 - social meaning
20. Research has found that we recall approximately ____% of the information we listen to.
- 10
 - 15
 - 25
 - 45

21. A team of researchers devised a classification system that divides body movements and facial displays into five specific categories. Which of the following does NOT belong to the five categories?

- a. emblems
- b. affect displays
- c. adaptors
- d. affect regulators

22. The sub-category of facial expressions that includes any movement or behavior of the eyes is called

- a. olfactics
- b. linguistics
- c. paralanguage
- d. oculusics

23. An inoffensive or mild expression given in place of one that might offend is called a(n)

- a. connotation
- b. abstract word
- c. euphemism
- d. concrete word

24. Of the nonverbal behaviors discussed in your textbook, which is considered the most important source of emotional information?

- a. gestures
- b. movement
- c. facial expressions
- d. olfactics

25. We self-disclose to others for communicative release through:

- a. self-preservation
- b. relationship building
- c. catharsis
- d. inclusion

26. When Emma hears the word “dog” she thinks of her cuddly boxer named Albert. The meaning Emma associates with the word dog is referred to as

- a. denotation
- b. figurative
- c. euphemism
- d. connotation

27. The Fundamental Interpersonal Relations Orientation Theory asserts all of the following needs EXCEPT:

- a. need for affection
- b. need for belonging
- c. need for inclusion
- d. need for control

28. Which of the following behaviors occupies the greatest percentage of our time?

- a. talking
- b. listening
- c. reading
- d. hearing

29. When you listen to rock music because you enjoy it, you are doing which of the following functions of listen?

- a. information or comprehension
- b. functional comprehension
- c. appreciation or enjoyment
- d. discrimination or evaluation

30. After a severe disagreement with my boyfriend about the issue of trust in our relationship, I realized we could not agree because we

- a. had a breakdown in communication
- b. were talking about a concrete symbol
- c. were discussing an abstract concept
- d. were stereotyping each other

31. When you are having a bad day and call to tell your best friend about it, you are probably expecting your friend to use which function of listening?

- a. critical
- b. appreciative
- c. informative
- d. empathic

32. When listening to a speaker, we look at her dangling loud earring and don't pay attention to her speech, it is likely we are

- a. criticizing the speaker instead of the message
- b. perceiving the topic to be boring, understanding or unimportant
- c. tolerating or failing to adjust to distractions
- d. faking attention

33. This theory suggests that people connect with others because they believe that rewards or positive outcomes will result:
- Uncertainty Reduction Theory
 - Predicted Outcome Value Theory
 - Social Exchange Theory
 - Fundamental Interpersonal Relations Orientation Theory
34. To avoid some of the pitfalls or barriers to listening, you should
- avoid situations where listening will be very hard
 - remove yourself from the situation if you find the topic irrelevant to your life
 - remove yourself from the situation if distractions become too great
 - concentrate on the main ideas rather than the details
35. A person displaying effective listening competence behaviors
- interrupts the speaker to provide feedback
 - asks questions
 - avoids empathizing with the other person
 - concentrating on trying to listen to specific facts and details
36. Which of the following statements accurately describes the relationship between hearing and listening?
- listening is Active while hearing is Passive
 - hearing involves reception while listening involves perception
 - hearing is perceptive while listening is selective
 - listening is biological while hearing is learned
37. I ask you to get some information together on absenteeism rates for the hourly employee. You check the files from ten years back, collect the current time cards and give me a 20-page report two weeks later. I wanted an oral report the day after I requested the information. This example most clearly illustrates
- bypassing
 - indexing
 - identifying
 - pendulum effect
38. Though seating is not assigned in her class, Alice usually sits in the second chair on the far left side of the classroom. On particular day she enters to find someone else sitting in her seat. Alice finds another seat, but is upset with her classmate for taking “her seat.” This is a reflection of
- kinesics
 - social; space
 - territoriality
 - affect display

True/False: Mark “A” for True and “B” for false.

39. Conflict can be beneficial when it helps people avoid other points of view.
40. Language is composed of five key elements: sounds, words, grammar, speech and meaning.
41. Euphemisms are used to deliberately distort meaning and confuse people. The pendulum effect can cause people to have more positive interactions because they can express their viewpoints more easily.
42. The volume of a speaker's voice would be considered an element of paralanguage.
43. Holding up two fingers rather than saying the word "two" is an example of a substituting behavior of nonverbal communication.
44. Accommodating is a positive form of relationship repair.
45. People typically spend 45 percent of time looking at the other person's eyes during conversation.
46. When you are waiting in line at class registration and begin talking to the person in front of you about the length of the wait, you roll your eyes and sigh. This is an example of substituting behavior.
47. Hearing takes energy and desire. We must make it happen.
48. Interpersonal attraction is a simple complex.
49. The text indicates that there are six barriers to effective listening. Four of those behaviors are: 1) criticizing the meaning, 2) concentrating only on main ideas, 3) avoiding difficult listening situations, and 4) faking attention.
50. Listening serves a variety of functions, which include: 1) listening for information, 2) listening for sympathy, and 3) empathic listening.