

Chapter 1 Test Bank

1.1 Multiple Choice

- 1) The benefits of studying human communication include
- A) being able to present yourself as a confident and credible person.
 - B) being able to build friendships and relationships.
 - C) being able to effectively communicate in small groups or with large audiences.
 - D) all of the above.

Answer: D

Diff: 2 Page Ref: 3

Topic: The Benefits of Human Communication

- 2) One of the benefits of developing strong communication skills is that you can become more mindful as you distinguish between valid arguments and those with logical fallacies. This is known as having _____ skills.

- A) critical thinking
- B) keen listening
- C) public speaking
- D) interaction

Answer: A

Diff: 1 Page Ref: 4

Topic: The Benefits of Human Communication

- 3) _____ communication focuses on communication between two people or communication among a small group of people.

- A) Intrapersonal
- B) Interpersonal
- C) Computer-mediated
- D) Mass

Answer: B

Diff: 1 Page Ref: 4

Topic: The Forms of Human Communication

- 4) _____ communication includes the use of such technologies as e-mail, blogging, and tweeting.

- A) Small group
- B) Interviewing
- C) Mass
- D) Computer-mediated

Answer: D

Diff: 2 Page Ref: 6

Topic: The Forms of Human Communication

5) A president speaking to college students at a university is an example of

- A) interpersonal communication.
- B) small group communication.
- C) intrapersonal communication.
- D) public communication.

Answer: D

Diff: 1 Page Ref: 6

Topic: The Forms of Human Communication

6) In _____ communication, you are entertained, informed, and persuaded by the media.

- A) public
- B) small group
- C) intrapersonal
- D) mass

Answer: D

Diff: 2 Page Ref: 6

Topic: The Forms of Human Communication

7) The beliefs, values, and ways of behaving that are shared by a group of people and passed down from one generation to the next is known as

- A) culture.
- B) context.
- C) communication.
- D) all of the above.

Answer: A

Diff: 2 Page Ref: 9

Topic: Elements of Human Communication

8) A conversation with your friend would be different in a quiet library than it would in a crowded restaurant. These differences can be attributed to the changing _____ context.

- A) physical
- B) social-psychological
- C) temporal
- D) cultural

Answer: A

Diff: 3 Page Ref: 9

Topic: Elements of Human Communication

9) Speaking and writing, both acts of producing messages, are referred to as

- A) encoding.
- B) decoding.
- C) messaging.
- D) channeling.

Answer: A

Diff: 2 Page Ref: 9–10

Topic: Elements of Human Communication

10) The act of receiving messages is called

- A) encoding.
- B) decoding.
- C) messaging.
- D) channeling.

Answer: B

Diff: 1 Page Ref: 10

Topic: Elements of Human Communication

11) According to the communication model in your book, *listeners* are both

- A) sources and messengers.
- B) receivers and messengers.
- C) messengers and encoders.
- D) receivers and decoders.

Answer: D

Diff: 2 Page Ref: 9–10

Topic: Elements of Human Communication

12) When listening to a lecture in class, you say, “I’m sorry, but I don’t understand.” This is an example of

- A) feedforward.
- B) encoding.
- C) noise.
- D) a metamessage.

Answer: D

Diff: 3 Page Ref: 10

Topic: Elements of Human Communication

13) Messages that communicate about other messages are

- A) feedforward.
- B) feedback.
- C) metamessages.
- D) responses.

Answer: C

Diff: 2 Page Ref: 10

Topic: Elements of Human Communication

14) As a listener, the message you send that is a reaction to another message is

- A) feedforward.
- B) feedback.
- C) a metamessage.
- D) metacommunication.

Answer: B

Diff: 1 Page Ref: 10

Topic: Elements of Human Communication