

Multiple Choice:

Directions: Choose the BEST answer for each of the following questions.

5.1 After a meeting, Ms. Galloway, the mayor, was asked several questions about how she felt about the proposal for the new town hall. She said that it was very positive and necessary for the community; but while she was talking she stopped smiling, stepped back, and folded her arms. Which is the most likely?

- A. The mayor is the lead proponent of building a new town hall.
- B. The mayor may have some issues with the proposal.
- C. The mayor is not disclosing her true feelings in her verbal message.
- D. The mayor does not care what happens.
- E. B and C above.

ANSWER: E

5.2 Which of the following does a person tend to believe more?

- A. The verbal message
- B. The nonverbal message
- C. Both the verbal and nonverbal message have equal importance.
- D. Neither the verbal or nonverbal message can be trusted.

ANSWER: B

5.3 Nonverbal behavior can perform which of the following functions?

- A. Complement
- B. Contradict
- C. Regulate
- D. Substitute
- E. All of the above

ANSWER: E

5.4 Different activities generally occur in different personal space zones. Which are the basic personal space distances from smallest to largest?

- A. Personal, intimate, social, public
- B. Public, social, personal, intimate
- C. Intimate, personal, social, public
- D. Intimate, friendly, public, and social

ANSWER: C

5.5 Whenever Janice's coworker, Betty, talked to her, she always stood about one foot away from Janice. Janice tended to feel uncomfortable because Betty was infringing on her:

- A. Personal space
- B. Intimate space
- C. Friendly space
- D. Work space

ANSWER: B

5.6 The way furniture is arranged, the color of a room, and the amount of lighting in an office are all aspects of:

- A. Kinesics
- B. Personal space
- C. Clarity functions
- D. Semi-fixed space
- E. All of the above

ANSWER: D

5.7 As the facilitator of the focus group, Jonathan would point without speaking to the people who should speak at a given point in the discussion. This pointing gesture is an example of a(n):

- A. Regulator
- B. Emblem
- C. Illustrator
- D. Adaptor

ANSWER: A

5.8 When Katie first saw an acquaintance, Jordan, on the street, she was about half a block away. Katie pretended to look in store windows until Jordan got much closer before she made eye contact, smiled, and greeted her. What is the most likely reason she did this?

- A. Katie needed more time to think of what to say to her.
- B. Jordan isn't a good enough friend to wave at from that great of a distance.
- C. Katie was waiting subconsciously until Jordan entered into the public zone of her personal space.
- D. Katie dislikes Jordan.

ANSWER: C

5.9 The nonverbal study of eye behavior is referred to as:

- A. Pupil movement
- B. Corneal studies
- C. Oculesics
- D. Optometry

ANSWER: C

5.10 A person's posture can communicate all of the following EXCEPT:

- A. Relationships
- B. Conflict styles
- C. Emotional states
- D. Status

ANSWER: B

5.11 "I like to hug people at work because everyone likes it and it makes everyone feel more comfortable." This statement indicates:

- A. Awareness of good touch behavior in a professional setting.
- B. Ignorance of sexual harassment possibilities.
- C. Attentiveness to good nonverbal skills in the workplace.
- D. Both A and B above.

ANSWER: B

- 5.12 When Alex speaks in front of a larger crowd, he tends to almost yell the entire message – regardless of whether the crowd can already hear him or not. Alex does not seem to realize:
- A. That most people are hard of hearing.
 - B. The importance of using the voice for emphasis.
 - C. That the study of kinesics disputes this action.
 - D. All of the above.

ANSWER: B

- 5.13 Gestures are a subcomponent of which area of nonverbal study?
- A. Objectics
 - B. Vocalics
 - C. Kinesics
 - D. Oculesics

ANSWER: C

- 5.14 When Kyra came to the United States from a foreign country, she did not understand the reason that people would become upset with her in meetings. Just as in her country, she would always schedule at least 3 people for the same time slot. She then would discuss everyone's issues at the same time in her office, following a time of socializing together. What was Kyra's problem?
- A. She was ignorant of American chronemics.
 - B. Kyra did not have a problem, the people with the appointments should simply understand that she is in charge and can do what she wants.
 - C. Kyra needs to reorganize the way she uses illustrators and adaptors.
 - D. She just did not think these people were important enough to have their own time slots.

ANSWER: A

- 5.15 Nonverbal chronemic research attempts to identify the ways that:
- A. People choose to educate themselves after high school
 - B. People use and structure time and the messages it sends
 - C. People become emotionally attached to other people at work
 - D. People subconsciously use gestures to manipulate others

ANSWER: B

- 5.16 Cynthia generally enjoys studying, babysitting, and playing golf every weekend. What appears unusual, though, is that Cynthia always dresses in all black, wears her hair in a mohawk during the week, and has 6 earrings in one ear and 5 in the other. Which area of nonverbal studies might help someone to understand her better?
- A. Language style
 - B. Proxemics
 - C. Kinesics
 - D. Objectics
 - E. Both C and D above

ANSWER: D

5.17 When you first walk into an interview or a sales situation, the most essential, important thing to do to make an impression is which of the following?

- A. Greet the person by giving them a friendly hug.
- B. Engage them in flattering conversation.
- C. Explain why you are there.
- D. Give a firm handshake

ANSWER: D

5.18 The human resources director, Eric, had a tendency to intimidate people in interview situations simply because of his size. At almost 7 feet tall, Eric looks menacing sitting behind his large oak desk. Which skill would be most important for Eric to practice?

- A. Avoid shaking hands because the sight of his large hands may frighten someone even more.
- B. Limit direct eye contact in order to keep from seeming too superior.
- C. Hold the interview somewhere that is more inviting, a place where the two individuals do not have to sit with a desk between them.
- D. Talk very quietly so that the interviewee will think that he is meek, despite his size.

ANSWER: C

5.19 In a business situation where the client uses a different communication style than you use (such as in an international business setting), the best thing to do is:

- A. Explain why you do things the way you do, and then ask them make things easier by going along with it.
- B. Just ignore the differences because everyone will have some level of divergence.
- C. Try to match the other person's style as best you can in order to create level ground.
- D. Give up now – if you are different, you will never be able to reach an agreement.

ANSWER: B

5.20 When Mona, the customer service representative at a local retail store, encounters an emotional client, a good way for her to handle the situation is to:

- A. Try to pace them to a calmer state by matching their style and then slowing down the rate of speech and emotions.
- B. Let the customer get his/her emotions out, and consequently, he/she will be much calmer.
- C. Ignore the client altogether, making them come back at another time.
- D. Suggest that another representative help the emotional customer.

ANSWER: A

5.21 Which figures have been suggested to indicate the percentage of meaning that lies in the nonverbal part of the message, as opposed to the words alone?

- A. 5-17%
- B. 19-42%
- C. 47-58%
- D. 66-93%

ANSWER: D

Definition:

Directions: Define or give a brief explanation of the importance of the following words.

- 5.1 Nonverbal communication
- 5.2 Albert Mehrabian
- 5.3 Personal space
- 5.4 Social distance
- 5.5 Seating arrangements
- 5.6 Illustrators
- 5.7 Vocalics
- 5.8 Don Rosenthal
- 5.9 Eye contact
- 5.10 Kinesics

True and False:

After reading each statement, decide if it is true or false.

5.1 Nonverbal communication is so influential that it can even affect a person's initial impression of another person.

TRUE.

5.2 Nonverbal messages cannot contradict the verbal message.

FALSE.

5.3 All appropriate nonverbal behaviors are taught and are known by everyone.

FALSE.

5.4 Nonverbal communication can act as a means of controlling communication.

TRUE.

5.5 The way that an organization positions its furniture can indicate whether interaction is encouraged or discouraged.

TRUE.

5.6 An emblem is an example of semi-fixed space that conveys meaning.

FALSE.

5.7 Nonverbal cues are all universal in nature.

FALSE.

5.8 Although almost any type of touch is inappropriate in the workplace, if you are a "toucher" it is okay to keep behaving the same way because people will understand and not mind.

FALSE.

5.9 Vocal cues do not play much of an important part in the communication process.

FALSE.

5.10 Actions sell louder than words in the marketplace.

TRUE.

Essay:

- 5.1 Define nonverbal communication and give two reasons why it is an essential area of communication study.
- 5.2 Describe the four major functions of nonverbal communication and give an example of each one.
- 5.3 Name three unwritten rules of nonverbal behavior that are adhered to in American culture. Also, explain why these behaviors may have become significant and what could happen if they are violated.
- 5.4 Explain the idea of personal space and the four generally accepted distance zones. Give an example of why these zones can be important to a person in a business and professional setting.
- 5.5 Define kinesics. Explain the functions of the four general categories of gestures and give examples of each.
- 5.6 Describe the functions of posture and facial expressions. How can these two things help or hinder communication in an organization?
- 5.7 What are the important aspects of the study of haptics? How do haptics affect the business and professional setting?
- 5.8 Explain the importance of the voice and vocal characteristics to nonverbal behavior.
- 5.9 Why would an understanding of nonverbal chronemics be important in an international business context?
- 5.10 Explain why you think that nonverbal communication is crucial in the business world and in the marketplace. What advantages does a person familiar with nonverbal communication have over someone who is unfamiliar with the same principles in this setting?
- 5.11 List and explain which specific nonverbal communication skills can make a person better in a sales context and in interviews.