|  |
| --- |
| *Indicate the answer choice that best completes the statement or answers the question.* |

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| 1. In the linear and interactive models, the individual who generates information to be communicated is the

|  |  |  |
| --- | --- | --- |
|   | a.  | writer. |
|   | b.  | speaker. |
|   | c.  | sender. |
|   | d.  | presenter. |

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| 2. What type of communication goals are designed to make a communicator be perceived in a particular way?

|  |  |  |
| --- | --- | --- |
|   | a.  | Self-presentation |
|   | b.  | Instrumental |
|   | c.  | Relationship |
|   | d.  | Transactional |

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| 3. Factors such as distracting thoughts or slow internet speed that impact how a message is received are

|  |  |  |
| --- | --- | --- |
|   | a.  | noise. |
|   | b.  | feedback. |
|   | c.  | rhetoric. |
|   | d.  | channels. |

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| 4. If you and your roommate are discussing who will get the master bedroom in your new apartment, what type of communication are you most likely using?

|  |  |  |
| --- | --- | --- |
|   | a.  | Mediated communication |
|   | b.  | Public communication |
|   | c.  | Small group communication |
|   | d.  | Interpersonal communication |

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| 5. Practical goals you want to achieve through communication are known as

|  |  |  |
| --- | --- | --- |
|   | a.  | relationship goals. |
|   | b.  | self-presentation goals. |
|   | c.  | instrumental goals. |
|   | d.  | transactional goals. |

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| 6. Situations such as a college class, a party, or a workplace are

|  |  |  |
| --- | --- | --- |
|   | a.  | modalities. |
|   | b.  | contexts. |
|   | c.  | channels. |
|   | d.  | fields of experience. |

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| 7. Which of the following is NOT one of Cicero's three goals of public speaking?

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| --- | --- | --- |
|   | a.  | To instruct |
|   | b.  | To persuade |
|   | c.  | To honor |
|   | d.  | To make peace |

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| 8. In the linear and interactive models, people for whom a message is intended are

|  |  |  |
| --- | --- | --- |
|   | a.  | listeners. |
|   | b.  | channels. |
|   | c.  | contexts. |
|   | d.  | receivers. |

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| 9. The components of the linear model of communication are

|  |  |  |
| --- | --- | --- |
|   | a.  | sender, receiver, noise, feedback, and fields of experience |
|   | b.  | sender, receiver, and fields of experience |
|   | c.  | sender, receiver, and noise |
|   | d.  | source, destination, interaction, and competence. |

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| 10. Noise is present in all three communication models.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 11. Which of these communication skills transcends communication type and context?

|  |  |  |
| --- | --- | --- |
|   | a.  | Negotiation |
|   | b.  | Research |
|   | c.  | Listening |
|   | d.  | Leadership |

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| 12. Which communication model is illustrated by text messaging and email?

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| --- | --- | --- |
|   | a.  | Transactional |
|   | b.  | Interactive |
|   | c.  | Multidimensional |
|   | d.  | Linear |

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| 13. Rhetoric involves the theory and practice of persuasion.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 14. "Communication is irreversible" means

|  |  |  |
| --- | --- | --- |
|   | a.  | communication can be unintentional. |
|   | b.  | people can read into or give meaning to anything you say. |
|   | c.  | people can attach meaning to anything you do or don't do. |
|   | d.  | once you have communicated something, you can't take it back. |

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| 15. What type of communication goals are used to build, maintain, or terminate bonds with others?

|  |  |  |
| --- | --- | --- |
|   | a.  | Relationship |
|   | b.  | Transactional |
|   | c.  | Instrumental |
|   | d.  | Self-presentation |

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| --- | --- | --- | --- | --- | --- | --- |
| 16. High self-monitors prefer situations in which clear expectations exist regarding how they're supposed to communicate.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 17. Competent communication suggests that one is able to apply his or her knowledgeto repeatable goal-directed behaviors.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 18. If you are chairing a meeting and remind members to stay focused on finishing your agenda, you are meeting relationship goals.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 19. Which is a characteristic of interpersonal communication?

|  |  |  |
| --- | --- | --- |
|   | a.  | It is static. |
|   | b.  | It is passive. |
|   | c.  | It involves three or more people. |
|   | d.  | It impacts participants' relationships. |

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| 20. What is the term for an exchange or series of messages?

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| --- | --- | --- |
|   | a.  | Context |
|   | b.  | Communication |
|   | c.  | Channel |
|   | d.  | Interaction |

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| 21. Which type of communication involves preparing and delivering a message to an audience to achieve a specific purpose?

|  |  |  |
| --- | --- | --- |
|   | a.  | Mediated communication |
|   | b.  | Public communication |
|   | c.  | Interpersonal communication |
|   | d.  | Small group communication |

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| 22. The verbal and nonverbal messages used by receivers to indicate reactions to communication are called

|  |  |  |
| --- | --- | --- |
|   | a.  | interactions. |
|   | b.  | modalities. |
|   | c.  | noise. |
|   | d.  | feedback. |

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| 23. In which type of communication do messages significantly influence the relationship between two people?

|  |  |  |
| --- | --- | --- |
|   | a.  | Mediated communication |
|   | b.  | Impersonal communication |
|   | c.  | Interpersonal communication |
|   | d.  | Public communication |

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| 24. The principles and practice of communication were first studied by

|  |  |  |
| --- | --- | --- |
|   | a.  | social scientists after the conclusion of World War II. |
|   | b.  | the rhetoricians of ancient Greece and Rome. |
|   | c.  | media theorists after the advent of mediated communication. |
|   | d.  | members of the National Communication Association. |

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| 25. What type of communication involves three or more interdependent persons who share a common identity?

|  |  |  |
| --- | --- | --- |
|   | a.  | Small group communication |
|   | b.  | Interpersonal communication |
|   | c.  | Mediated communication |
|   | d.  | Public communication |

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| 26. Small group communication involves all of the following EXCEPT

|  |  |  |
| --- | --- | --- |
|   | a.  | communicating to achieve common goals. |
|   | b.  | communication between two people. |
|   | c.  | sharing a common identity. |
|   | d.  | building group unity. |

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| 27. Which component of competent communication pertains to achieving your goals?

|  |  |  |
| --- | --- | --- |
|   | a.  | Appropriateness |
|   | b.  | Ethics |
|   | c.  | Effectiveness |
|   | d.  | Feedback |

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| 28. A communication major can pursue careers in

|  |  |  |
| --- | --- | --- |
|   | a.  | marketing. |
|   | b.  | sales. |
|   | c.  | public relations. |
|   | d.  | All options are correct. |

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| 29. Which of these is a "package" of information?

|  |  |  |
| --- | --- | --- |
|   | a.  | Message |
|   | b.  | Channel |
|   | c.  | Context |
|   | d.  | Model |

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| 30. You are trying to persuade your communication professor to let you take a makeup exam. What type of communication goal are you trying to achieve?

|  |  |  |
| --- | --- | --- |
|   | a.  | Self-presentation |
|   | b.  | Relationship |
|   | c.  | Instrumental |
|   | d.  | Personal |

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| 31. Competent communication is composed of all of these EXCEPT

|  |  |  |
| --- | --- | --- |
|   | a.  | ethics. |
|   | b.  | effectiveness. |
|   | c.  | appropriateness |
|   | d.  | contexts. |

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| 32. Which statement is true regarding communication competence?

|  |  |  |
| --- | --- | --- |
|   | a.  | It is most important to be appropriate. |
|   | b.  | It is most important to be effective. |
|   | c.  | It is most important to be ethical. |
|   | d.  | The three components should be balanced. |

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| 33. A ballgame, work, or a classroom are all examples of communication contexts.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 34. Communication using email, text messaging, Skype, or Twitter is referred to as

|  |  |  |
| --- | --- | --- |
|   | a.  | rhetoric. |
|   | b.  | mediated communication. |
|   | c.  | public communication. |
|   | d.  | interpersonal communication. |

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| --- | --- | --- | --- | --- | --- | --- |
| 35. Interpersonal communication can help you meet self-presentation, instrumental, and relationship goals.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 36. Auditory, visual, and tactile are all examples of noise.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 37. Auditory, visual, and tactile are all examples of

|  |  |  |
| --- | --- | --- |
|   | a.  | media. |
|   | b.  | communication. |
|   | c.  | channels. |
|   | d.  | noise. |

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| 38. Chris is trying to arrange a meeting with his partner of five years to discuss how he can terminate their relationship. What communication goal is he seeking?

|  |  |  |
| --- | --- | --- |
|   | a.  | Self-presentation |
|   | b.  | Relationship |
|   | c.  | Instrumental |
|   | d.  | Personal |

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| 39. Face-to-face interaction, photos, social media posts, and texting are examples of

|  |  |  |
| --- | --- | --- |
|   | a.  | channels. |
|   | b.  | networks. |
|   | c.  | modalities. |
|   | d.  | contexts. |

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| 40. Which was the first communication model to incorporate feedback and fields of experience?

|  |  |  |
| --- | --- | --- |
|   | a.  | Linear |
|   | b.  | Interactive |
|   | c.  | Fields of experience |
|   | d.  | Transactional |

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| --- | --- | --- | --- | --- | --- | --- |
| 41. The ethical component of communication competence involves consideration of expectations about how you "should" say something.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 42. Who was the first to teach about the value of a speaker's credibility?

|  |  |  |
| --- | --- | --- |
|   | a.  | Caesar |
|   | b.  | Aristotle |
|   | c.  | Socrates |
|   | d.  | Plato |

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| 43. Which is a type of communication?

|  |  |  |
| --- | --- | --- |
|   | a.  | Interpersonal |
|   | b.  | Small group |
|   | c.  | Public |
|   | d.  | All options are correct |

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| 44. Brian prefers encounters in which he can act like himself by expressing his values and beliefs. Brian is a(n)

|  |  |  |
| --- | --- | --- |
|   | a.  | high self-monitor. |
|   | b.  | low self-monitor. |
|   | c.  | competent communicator. |
|   | d.  | incompetent communicator. |

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| 45. Most communication is reversible.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 46. Which model of human communication is the oldest and most simplistic?

|  |  |  |
| --- | --- | --- |
|   | a.  | Interactive |
|   | b.  | Transactional |
|   | c.  | Field of experience |
|   | d.  | Linear |

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| 47. The theory and practice of persuading others through speech is called

|  |  |  |
| --- | --- | --- |
|   | a.  | communication. |
|   | b.  | interaction. |
|   | c.  | rhetoric. |
|   | d.  | self-presentation. |

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| 48. Interpersonal communication involves

|  |  |  |
| --- | --- | --- |
|   | a.  | one person. |
|   | b.  | two people. |
|   | c.  | three people. |
|   | d.  | a large group. |

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| 49. If your group leader focuses on accomplishing the task while simultaneously disregardinghow and where information is obtained, she is ignoring what component of competent communication?

|  |  |  |
| --- | --- | --- |
|   | a.  | Ethics |
|   | b.  | Effectiveness |
|   | c.  | Appropriateness |
|   | d.  | Skills |

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| 50. Competent communicators report all of these EXCEPT

|  |  |  |
| --- | --- | --- |
|   | a.  | higher divorce rates. |
|   | b.  | more satisfying relationships. |
|   | c.  | better psychological health. |
|   | d.  | better physical health. |

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| 51. Lena wants to be perceived as trustworthy, caring, and credible by her girlfriend's parents. Which type of interpersonal goal is she trying to achieve?

|  |  |  |
| --- | --- | --- |
|   | a.  | Self-presentation |
|   | b.  | Relationship |
|   | c.  | Instrumental |
|   | d.  | Achievement |

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| 52. The set of moral principles that guide your behavior is called

|  |  |  |
| --- | --- | --- |
|   | a.  | rhetoric. |
|   | b.  | ethics. |
|   | c.  | competence. |
|   | d.  | feedback. |

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| 53. A transactional communication model views communication as a one-way form of communication.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 54. Which of the following is NOT an element found in the linear communication model?

|  |  |  |
| --- | --- | --- |
|   | a.  | Sender |
|   | b.  | Noise |
|   | c.  | Feedback |
|   | d.  | Receiver |

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| 55. What variables does the interactive communication model add to the linear communication model?

|  |  |  |
| --- | --- | --- |
|   | a.  | feedback and noise |
|   | b.  | fields of experience and channel |
|   | c.  | noise and sender |
|   | d.  | feedback and fields of experience |

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| 56. Cicero defined five requirements of speech crafting. Which of these was NOT one of his requirements?

|  |  |  |
| --- | --- | --- |
|   | a.  | Invention |
|   | b.  | Competency |
|   | c.  | Memory |
|   | d.  | Arrangement |

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| 57. When communication matches expectations of how people should communicate, it is considered

|  |  |  |
| --- | --- | --- |
|   | a.  | effective. |
|   | b.  | appropriate. |
|   | c.  | linear. |
|   | d.  | noise. |

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| 58. Texting, Skyping, and tweeting are all examples of mediated communication.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 59. The effectiveness component focuses on achieving self-presentation, instrumental, and relationship goals.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 60. The process of observing our own communication and the norms of the situation in order to make appropriate communication choices is called

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|   | a.  | noise. |
|   | b.  | self-monitoring. |
|   | c.  | feedback. |
|   | d.  | interaction. |

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| 61. The transactional model of communication is the most sophisticated of the three models.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 62. Communication competence consists of appropriateness, effectiveness, and ethics.

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|   | a.  | True |
|   | b.  | False |

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| 63. According to the National Communication Association, all of the following behaviors are considered to be examples of ethical behavior EXCEPT

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| --- | --- | --- |
|   | a.  | withholding feelings and information in a significant interpersonal relationship. |
|   | b.  | communicating in an honest, accurate, and thoughtful way. |
|   | c.  | trying to both understand and respect others before evaluating or responding to their messages. |
|   | d.  | condemning communication that degrades people through intolerance, distortion, or intimidation. |

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| 64. While lecturing to your class, Professor Smith inquires of his students, "Are you all understanding me?" What component of communication is your professor seeking?

|  |  |  |
| --- | --- | --- |
|   | a.  | Sender |
|   | b.  | Noise |
|   | c.  | Feedback |
|   | d.  | Receiver |

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| 65. Communication scholars have only recently begun to explore the challenges and promise of human communication.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| 66. What type of communication is transmitted using a technological device?

|  |  |  |
| --- | --- | --- |
|   | a.  | Mediated communication |
|   | b.  | Small group communication |
|   | c.  | Interpersonal communication |
|   | d.  | Public communication |

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| 67. Brendan is hunting around in the kitchen and asks his wife, "Have you seen my . . ." and she says, "Keys?" What characteristic of the transactional model of communication does this illustrate?

|  |  |  |
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|   | a.  | Fields of experience |
|   | b.  | Noise |
|   | c.  | Collaboration |
|   | d.  | Relationship goals |

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| 68. What is important to remember when trying to achieve communication competence?

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|   | a.  | Appropriateness is the most important aspect of competence. |
|   | b.  | Effectiveness is the most important aspect of competence. |
|   | c.  | Knowledge must be translated into communication skills. |
|   | d.  | Ethical communication is the most important element of competence. |

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| 69. The communication discipline can be an appropriate major for those pursuing careers in public relations, sales, or political consulting.

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|   | a.  | True |
|   | b.  | False |

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| 70. Communication is your primary vehicle for all of the following EXCEPT

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|   | a.  | exchanging meaning. |
|   | b.  | achieving goals. |
|   | c.  | connecting with others emotionally. |
|   | d.  | choosing a major. |

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| 71. Which type of communication has the FEWEST participants?

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|   | a.  | Public |
|   | b.  | Small group |
|   | c.  | Mediated |
|   | d.  | Interpersonal |

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| 72. Both the linear and interactive communication models

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|   | a.  | conceptualize communication as multidirectional. |
|   | b.  | show that both senders and receivers influence communication equally. |
|   | c.  | suggest that all parties communicate collaboratively. |
|   | d.  | describe senders as active and receivers as passive. |

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| 73. The attitudes, values, beliefs, and experiences a participant brings to a communication event are called

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|   | a.  | contexts. |
|   | b.  | modalities. |
|   | c.  | fields of experience. |
|   | d.  | channels. |

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| 74. Which communication model introduces the concept of communication as collaboration?

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|   | a.  | Linear |
|   | b.  | Transactional |
|   | c.  | Interactive |
|   | d.  | Instrumental |

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| 75. While the four types of communication differ in their purpose and nature, they are all connected to one another in history and practice.

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|   | a.  | True |
|   | b.  | False |

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| 76. Kat had a disagreement with Paul and told him that he was an idiot. Later, while apologizing, Kat asked Paul to "forget my comment." Kat is not aware that

|  |  |  |
| --- | --- | --- |
|   | a.  | communication is irreversible. |
|   | b.  | communication is a process. |
|   | c.  | ethical communication is imperative. |
|   | d.  | choices have consequences. |

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| 77. Mediated communication includes all of the following EXCEPT

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|   | a.  | Tweeting |
|   | b.  | Skyping. |
|   | c.  | instant messaging. |
|   | d.  | face-to-face meetings. |

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| 78. The translation of communication knowledge into repeatable behaviors produces

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|   | a.  | communication skills. |
|   | b.  | interaction. |
|   | c.  | fields of experience. |
|   | d.  | communication competence. |

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| 79. Communication that is appropriate, effective, and ethical is considered

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|   | a.  | competent. |
|   | b.  | interactive. |
|   | c.  | mediated. |
|   | d.  | public. |

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| 80. One guideline to remember when considering the ethics element of communication competence is to avoid intentionally hurting others with your communication.

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|   | a.  | True |
|   | b.  | False |

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| 81. Which model of communication recognizes the multidirectional, complex natureof communication?

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| --- | --- | --- |
|   | a.  | Transactional |
|   | b.  | Action |
|   | c.  | Linear |
|   | d.  | Interactive |

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| 82. Which communication model demonstrates communication as a one-way process from start to finish?

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|   | a.  | Transactional |
|   | b.  | Interactive |
|   | c.  | Instrumental |
|   | d.  | Linear |

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| 83. The process through which people use messages to generate meanings within and across contexts, cultures, channels, and media is

|  |  |  |
| --- | --- | --- |
|   | a.  | fields of experience. |
|   | b.  | communication. |
|   | c.  | interaction. |
|   | d.  | feedback. |

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| 84. What are the three components of communication competence? |

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| 85. What is the relationship between choices, outcomes, and connections? |

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| 86. How do ethics impact communication competence? |

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| 87. Identify the four types of communication. |

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| 88. Define interpersonal communication. |

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| 89. What are the three primary objectives of public speaking, according to Cicero? |

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| 90. How does the interactive communication model build upon the linear communication model? |

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| 91. Identify and explain the four types of communication. |

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| 92. What are three examples of media? |

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| 93. List three examples of communication modalities. |

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| 94. Define *communication*. |

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| 95. Identify and describe the five components of the definition of communication. |

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| 96. Identify three types of goals that communication can meet. |

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| 97. Define rhetoric. |

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| 98. How do communication skills relate to communication competence? |

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| 99. Explain three goals that can be met through communication. |

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| 100. What does it mean when we say "communication is irreversible"? |

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| 101. Why do high self-monitors closely monitor their own communication? |

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| 102. What is communication competence? |

**Answer Key**

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| 1. c |

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| 2. a |

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| --- |
| 3. a |

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| --- |
| 4. d |

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| --- |
| 5. c |

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| --- |
| 6. b |

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| --- |
| 7. d |

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| 8. d |

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| --- |
| 9. c |

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| 10. a |

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| --- |
| 11. c |

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| --- |
| 12. d |

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| 13. a |

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| 14. d |

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| 15. a |

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| 16. a |

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| 17. a |

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| 18. b |

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| 19. d |

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| --- |
| 20. d |

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| 21. b |

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| 22. d |

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| --- |
| 23. c |

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| 24. b |

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| 25. a |

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| 26. b |

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| 30. c |

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| 39. c |

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| 40. b |

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| 41. b |

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| 42. b |

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| 43. d |

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| 44. b |

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| 45. b |

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| 46. d |

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| 47. c |

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| 48. b |

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| 49. a |

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| 50. a |

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| 51. a |

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| 52. b |

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| 53. b |

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| 54. c |

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| 55. d |

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| 56. b |

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| 57. b |

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| 58. a |

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| 60. b |

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| 61. a |

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| 62. a |

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| 64. c |

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| 66. a |

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| 67. c |

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| 68. c |

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| 69. a |

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| 70. d |

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| 71. d |

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| 72. d |

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| 73. c |

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| 74. b |

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| 75. a |

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| 76. a |

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| 77. d |

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| 78. a |

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| 79. a |

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| 80. a |

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| 81. a |

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| --- |
| 82. d |

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| --- |
| 83. b |

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| 84. Appropriateness, effectiveness, and ethics. |

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| 85. Your communication *choices* influence your *outcomes*; by making choices informed by strong communication skills, you increase the chance of better outcomes; *connections* exist between different forms or types of communication, and knowing which one to use will also increase the likelihood of positive outcomes. |

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| 86. Ethical communication is communication that does not intentionally hurt others; it is respectful, honest, and positive. |

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| 87. Interpersonal communication, small group communication, public communication, and mediated communication. |

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| 88. Communication between two people in which the messages exchanged significantly impact their thoughts, emotions, behaviors, and relationships. |

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| 89. To instruct, to persuade, and to honor. |

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| 90. By adding two additional components: feedback and field of experience. |

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| 91. *Interpersonal communication*, or communication between two people that significantly impacts thoughts, behaviors, and relationships; *small group communication*, or communication between three or more people sharing a common identity; *public communication*, or public speaking; and *mediated communication*, or communication using a technological device. |

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| 92. Texting, tweeting, and e-mailing. |

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| 93. Face-to-face interaction, social media posts, and texting. |

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| 94. A process through which people use messages to generate meanings within and across contexts, cultures, channels, and media. |

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| 95. Communication is a *process* (it unfolds over time through a series of interconnected actions) through which people create *messages* ("packages" of information transported during communication) using a variety of *modalities* (or forms) and sensory *channels* (the sensory dimensions along with communicators transmit information) to convey meaning within and across *contexts* (or situations). |

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| 96. Self-presentation goals, instrumental goals, and relationship goals. |

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| 97. The theory and practice of persuading others through speech. |

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| 98. Communication competence includes the ability to translate knowledge into effective, appropriate, ethical behavior. |

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| 99. The three goals that can be met through communication are *self-presentation goals*, *instrumental goals*, and *relationship goals*. Self-presentation goals involve presenting yourself in ways so that others view you as you want them to. Instrumental goals relate to achieving tasks. Relationship goals are a means of communication that initiate and maintain relationships with others. |

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| 100. Communication cannot be taken back; think carefully of outcomes before communicating. |

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| 101. These individuals monitor their own communication to ensure they are acting in accordance with situational expectations. |

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| 102. Communication competence is communication that is *appropriate* or follows accepted norms; communication that is *effective* or helps achieve one's goals; and communication that is *ethical* or treats people fairly without intentionally causing harm. |