

Final Exam • COM 101 • Spring 2016
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MULTIPLE CHOICE (2 Points Each)

On your answer sheet, indicate your choice that best answers a question or best completes a statement.

- Which of the following is not a goal of public speaking?
A. To make everyone polychronic
B. To inform
C. To give honor
D. To entertain
- Peyton is responsible for training new employees at the restaurant where she works. She must let them know the correct greeting for customers, where to find the specials for each day, and how to provide customer satisfaction. What is Peyton's goal during these training sessions?
A. To instill fear
B. To give honor
C. To measure proxemics
D. To inform
- When we speak to _____, we are appealing to our listeners to think or act in a certain way.
A. Give Honor
B. Persuade
C. Introduce
D. Inform
- Sarah Silverman, the stand-up comedienne and actress, has a goal to _____ her audiences during a stand-up routine.
A. Entertain
B. Deceive
C. Persuade
D. Give Honor
- Which of the following strategies encourages you to identify as many ideas as possible without stopping to evaluate them?
A. Brainstorming
B. Creating
C. Interpreting
D. Listening
- When choosing a topic, which question will best allow you to speak with credibility and confidence, while minimizing speech anxiety?
A. "How much do I care about this topic?"
B. "What do I already know about this topic?"
C. "How much do I need to learn about this topic?"
D. A and C
- Karina is the secretary for the president of a biotechnology firm. She gets frustrated when she sends an important e-mail to her boss and he doesn't reply immediately. She doesn't understand why he won't prioritize information the way she does. What can Karina do to better understand this difference?
A. Hack into his computer and see if he read the email
B. Check her assumptions
C. Draw a Johari Window and hand it to her boss
D. Communicate her anger aggressively
- Good public speakers engage in _____, which means thinking carefully about the characteristics of their listeners so they can address their audience in the most effective way.
A. Self-Analysis
B. Collectivist Cultural Activities
C. Psychoanalysis
D. Audience Analysis
- Carrie is giving a speech to her political science class. In order to make her topic interesting and engaging to her audience, Carrie looks at her audience's _____ characteristics, such as gender, income, sexual orientation, culture, education, and political make up.
A. Demographic
B. Social
C. Psychological
D. Johari
- Which of the following is NOT a demographic characteristic?
A. Age
B. Gender
C. Mood
D. Education level
- _____ sensitive speakers recognize that many minorities have histories of social, economic, or political oppression.
A. Rhetorically
B. Culturally
C. Monochronic
D. Connotative
- The _____ will be the longest part of your speech.
A. Introduction
B. Body
C. Transitions
D. Conclusion

13. When asking yourself questions such as "Will my listeners be required to attend or will they assemble by choice?" and "Is the occasion joyous or somber?" you are considering your audience's
- Size
 - Knowledge
 - C. Purpose**
 - Time
14. If you analyze your audience's _____, you can avoid talking down to your audience or talking over their heads.
- Proxemics
 - B. Prior Knowledge**
 - Competing Demands
 - Patience
15. Which of the following should NOT be included on a resume?
- References
 - B. Salary expectations**
 - Education
 - Skills and interests
16. A _____ statement is a declaration of the specific goal of your speech.
- Bank
 - Goal
 - C. Purpose**
 - Preview
17. Harrison is giving an informative speech on in his political science class. He has decided to speak on the topic of the growth of the Tea Party. Which of the following would be the most effective purpose statement?
- I want to persuade my listeners to donate money to the Tea Party.
 - I want my audience to understand how the Tea Party is better than the Republican or Democrat parties.
 - I want to convince my listeners to vote for a Tea Party candidate in the next election.
 - D. I want to teach my audience about the evolution and policy positions of the Tea Party.**
18. With a strong _____ statement, you'll find it much easier to construct the rest of your speech because you'll know exactly what you want to say to your audience as far as the purpose and the main points.
- Purpose
 - Main Idea
 - C. Thesis**
 - Connotative
19. Kenny is writing a persuasive speech on the existence of extraterrestrial or alien life. His thesis is "Extraterrestrial life is a fact, backed up by extensive scientific study and secret government involvement." After doing his research, however, Kenny feels he cannot support his original thesis, so he rewrites it to state, "Extraterrestrial life has been a hot topic for debate for decades, with a lot of speculation and very little proof." Kenny is following what guideline for crafting his thesis?
- Make a bold statement.
 - Keep it exciting.
 - Stay within your allotted time.
 - D. Tell the truth.**
20. Ideally, you want to give approximately the same amount of time to each of your main points, as they should be
- In a cause-effect pattern.
 - Plotted using a Johari Window
 - C. Equally important.**
 - Defensive.
21. Which pattern of organization is particularly useful when you are describing the steps of a process?
- Stonewalling
 - B. Time**
 - Space
 - Topic
22. Which part of a speech reinforces the main points of the speech and creates a memorable moment for listeners?
- A. Conclusion**
 - Transition
 - Introduction
 - Body
23. When a speech is outlined, the most important concepts are the main points and the less important ones are
- Totally eliminated
 - Research
 - C. Subpoints**
 - Support
24. Which type of speech is one that is carefully prepared to sound as though it is being delivered spontaneously?
- Impromptu
 - B. Extemporaneous**
 - Memorized
 - Scripted
25. As an extemporaneous speaker, your goal is to communicate in what manner?
- Formal
 - B. Conversational**
 - Conservative
 - Humorous

26. Which type of speech is given in situations when the exact wording of the speech is crucial or when the speech must fit within a predetermined time frame?
 A. Hate
B. Scripted
 C. Impromptu
 D. Extemporaneous
27. Which type of speech is composed word-for-word and then delivered from memory?
 A. Scripted
B. Memorized
 C. Extemporaneous
 D. Impromptu
28. A _____ speech allows people to speak without having to handle a script or set of notes.
A. Memorized
 B. Read
 C. Scripted
 D. Extemporaneous
29. If someone is nervous while getting ready to give a speech, he or she is experiencing what kind of anxiety?
 A. Normal
 B. Sapir-Whorf
C. Anticipatory
 D. Johari
30. Which of the following is not an influencing factor on speech anxiety?
 A. How well the speaker knows the topic
 B. What delivery style is expected
C. Whether the speaker ate a gourmet lunch
 D. What the speaker's personality is like
31. Which of the following is not a visual element of delivery?
 A. Facial expressions
 B. Eye contact
C. Articulation
 D. Gestures
32. In an informative speech about serial killers, Roxanne says, "According to the dictionary, a serial killer is someone who murders a number of people over a period of time." Roxanne is defining the term using the _____ meaning.
 A. connotative
B. denotative
 C. synonymous
 D. antonymous
33. "Can you work the night shift?" would be an example of what type of question in a job interview?
 A. Open-ended
B. Closed-ended
 C. Hypothetical
 D. Empirical
34. Gustav is giving a speech on abortion. He feels it is important to define the word *life*, as it is central to his speech. Gustav says, "Life is defined as the moment a heart starts beating, which is just 22 days after conception." Since this is not a dictionary definition but a meaning often cited by one side of the abortion debate, Gustav is using a _____ meaning for *life*.
 A. Denotative
 B. Symbolic
C. Connotative
 D. Synonymous
35. A speech on how to find coupons and deals online appeals to which of your audience's needs?
A. Instrumental
 B. Musical
 C. Spiritual
 D. Relational
36. What type of speaking aims to influence listeners' beliefs, attitudes, and actions?
A. Persuasive
 B. Informative
 C. Ritualistic
 D. Public
37. What is the best strategy when dealing with a hostile audience?
 A. Change your speech to what you think they want to hear.
 B. Ignore the hostility.
C. Acknowledge the listeners' feelings.
 D. Make listeners feel maligned rather than respected.
38. What type of formal communication includes communication with co-workers and anyone else whose level of power is similar to yours?
 A. Equivocal
B. Lateral
 C. Ambiguous
 D. Persuasive
39. In many workplaces, employees represent a mix of different cultures, religious beliefs, mental and physical abilities, educational achievements, ages, genders, and political orientations. These workplaces could be described as having which of the following?
 A. Uniformity
 B. Adversity
 C. Good health insurance benefits
D. Diversity
40. Which of the following should you do to succeed in a job interview?
A. Research your potential employer
 B. Keep your answers long and detailed
 C. Don't ask any questions of your interviewer
 D. Do not contact the potential employer after the interview

41. Language whose technical meaning is understood by people within a given culture or industry but not necessarily by those outside it is what:
A. Jargon
 B. Symbols
 C. Denotative
 D. Norms
42. A _____ is a generalization about a group or category of people that can have a powerful influence on how we perceive other people and their communicative behavior.
A. Stereotype
 B. Norm
 C. Construct
 D. Barrier
43. Our first impressions of someone's communicative behaviors seem to stick in our minds more than second or third impressions because of what principle?
A. Primacy
 B. Constructs
 C. Stereotype
 D. Recency
44. Which best describes the standards by which a culture judges what is good, desirable, or beautiful?
 A. Olfactics
B. Values
 C. Gestures
 D. Language
45. The only reason English speakers use the word *dog* when it doesn't actually look or sound like one is because they have agreed to give the word *dog* that particular meaning, thus showing the _____ nature of language.
 A. Static
 B. Fixed
 C. Rule-Governed
D. Arbitrary
46. Much of what we learn about what someone is thinking or how they are feeling comes not through listening to their words but through observing their body language and other behaviors. Body language is an example of what kind of communication?
 A. Verbal
 B. Johari
 C. Denotative
D. Non-verbal
47. In individualistic cultures, the _____ is valued more than the _____. (Choose a word pair from below.)
A. Individual/Group
 B. Individual/Johari
 C. Social World/Familial World
 D. Concept/Image
- 48) Believing that your culture is better than another is known as
 A. Egocentrism
B. Ethnocentrism
 C. Vegetarianism
 D. Plagiarism
- 49) Idioms are
 A. Words that describe something that can be sensed
 B. People with a low IQ
 C. Techniques used to remember concepts or names
D. Expressions whose meaning differs from the literal meanings
- 50) Low power distance cultures are characterized by
 A. leaders who are feared and respected
 B. great differences in power distribution
 C. **an equal distribution of power**
 D. poor distribution of electricity