

Nassau Community College
COM 101 · Mid-Term Exam · Fall 2015 · Prof. Mark Grossman

1. If you look around the classroom, you see desks, chairs, and windows, all of which make up the
 - a. social context
 - b. nonverbal prompters
 - c. physical context *
 - d. perceptions
2. Maria is very impatient with her children because she had a bad day at work and she is feeling stressed. Maria's reactions to her children are affected by
 - a. physical context
 - b. her Johari Window
 - c. psychological context *
 - d. symmetrical relationships
3. Daydreaming is an example of
 - a. channeling
 - b. cultural context
 - c. internal noise *
 - d. hypothetical context
4. _____ is the verbal and nonverbal response to people and their messages.
 - a. Stereotyping
 - b. Channeling
 - c. Feedback *
 - d. Noise
5. _____ is the set of beliefs, values, and attitudes that define a specific culture that people belong to.
 - a. Contextual communication
 - b. Cultural context *
 - c. Historical context
 - d. Emotional intelligence
6. The process of selectively attending to, organizing, and interpreting the information that we receive through our senses is called
 - a. perception *
 - b. perspective-taking
 - c. power distance
 - d. incongruence
7. Failure to notice a typing error or misspelling in a research paper you have written for a class follows along with the idea that our perceptions are limited due to our
 - a. interests
 - b. expectations *
 - c. simplicity
 - d. needs
8. If you believe you will do well on this test, and you talk yourself into doing well, some of that success can be attributed to
 - a. filtering
 - b. self-fulfilling prophecy *
 - c. acculturation theory
 - d. the social exchange theory
9. The theory that explains why people monitor their social environments in order to know more about others and to feel more comfortable in a situation is
 - a. self-contentment theory
 - b. exchange theory
 - c. uncertainty reduction theory *
 - d. interpersonal needs theory
10. In individualistic cultures, the _____ is valued more than the _____.
 - a. individual/group *
 - b. individual/family dog
 - c. social world/familial world
 - d. concept/image
11. Jill likes Don and thinks he is very honest. When she discovers that some money is missing from her purse, she doesn't consider Don as a suspect even though he had access to her wallet. However, Jill does consider Julie, who she heard had been caught stealing a few months ago. Jill's attitude is an example of
 - a. halo effect *
 - b. self-fulfilling prophecy
 - c. congruence effect
 - d. stereotyping

12. The term for the system of beliefs, values, attitudes, and orientations shared by a particular segment of the population is
- history
 - culture *
 - society
 - Johari
13. Interactions that occur between people whose cultures are so different that the communication between them is altered is
- understanding
 - intercultural communication *
 - denotative communication
 - individualistic communication
14. Sebastian, an exchange student from Denmark, likes going out with his new friends but quickly becomes overwhelmed by their long conversations, loud music, and cell phone interruptions. What is he experiencing?
- Power distance
 - nonverbal communication
 - culture shock*
 - situational shock
15. A culture that values personal achievement, voicing one's opinion, and self-expression is
- ethnocentric
 - ambiguous
 - individualistic *
 - collectivist
16. Joel, the captain of his debate team, feels like he let the team down when they got third place, even though he scored high in individual points. Joel is probably a member of
- a collectivist culture *
 - an individualistic culture
 - an indexing culture
 - his local garden club
17. In a business meeting, a member of *this* type of culture might risk embarrassing his business partner if it meant that they would secure the deal.
- a collectivist culture
 - an individualistic culture *
 - patriotic culture
 - none of the above
18. Believing that your culture is better than another is known as
- egocentrism
 - ethnocentrism *
 - pessimism
 - altruism
19. Kyle is always on time for meetings, follows plans, and meets his deadlines. What is his time orientation?
- Polychronic
 - Platonic
 - Monochronic *
 - Hyperchronic
20. The dictionary definition for a word reflects the _____ of that word.
- connotation
 - context
 - denotation *
 - language community
21. Jeffrey tells Karin that it is "hot outside." Karin does not know from this message the exact temperature. This is an example of how language can be
- ambiguous *
 - ethnocentric
 - high in power distance
 - denotative
22. The less precise your word choice,
- the greater the potential for the receiver to be confused *
 - the less ambiguity
 - the more concrete the message
 - all of the above
23. Saying, "I don't know what it's like now, but when I attended JFK High School ten years ago, it was one of the top schools in the state," is using
- indexing
 - dating *
 - separating fact from inference
 - ambiguity
24. New abbreviations such as "BRB," "LOL," and "JK" are examples of
- jargon
 - generic language
 - acronyms *
 - connotation

25. Linguistic sensitivity is using language that
- respects others
 - avoids language that offends
 - includes inclusive language
 - all of the above *
26. Idioms are
- words that describe something that can be sensed
 - our personal symbolic system
 - people with low IQs
 - expressions whose meaning differs from the denotative meanings *
27. The term for the study of bodily actions, use of vocal qualities, and other behaviors that accompany a verbal message is
- vocal communication
 - nonverbal communication *
 - preverbal communication
 - interpretive communication
28. Patrick indicates size with his hands while describing the fish he caught. His body motions are
- taking the place of words or phrases *
 - expressing control
 - displaying feelings
 - regulating communication
29. During her presentation, Kia often used "um," "er," and "like," which all are considered to be
- vocal pitches
 - olfactics
 - vocal interferences *
 - all of the above
30. When you try to end a conversation by averting your eyes and turning your body away from the person speaking to you, what function of nonverbal communication might you be using?
- Nonverbal messages express status.
 - Nonverbal messages express or hide emotion.
 - Nonverbal messages regulate interaction. *
 - Nonverbal messages present an image.
31. In what culture might you hear a parent say the following? "Look at me when I'm talking to you."
- Asian culture
 - Latin American culture
 - U.S. culture *
 - 60s hippy culture
32. The way someone decorate their office is a function of the use of
- permanent structures
 - artifacts *
 - uncertainty reduction
 - impersonal space
33. Olfactory refers to
- Expressions of status, aggression, or humility
 - hidden emotions
 - social exchange theory
 - scent as nonverbal communication *
34. Shaking hands upon greeting is a form of what kind of touch?
- task-related
 - ritualized *
 - spontaneous
 - verbal
35. When a person's verbal and nonverbal cues contradict each other, it is important to
- focus on the verbal channel
 - use the skill of perception checking *
 - immediately halt nonverbal feedback
 - wash your hands
36. _____ includes verbal and physical responses to people and/or their messages.
- Feedback *
 - Internal response
 - Covert response
 - Both b and c
37. Snoring or nervous tics that your spouse is aware of but you are not aware of might fall under the _____ pane of your Johari window.
- open
 - blind *
 - secret
 - unknown
38. Paul knows that he has difficulty distinguishing colors. He does not disclose this information to his friends. This information falls into the _____ quadrant of his Johari window
- open
 - blind
 - secret *
 - unknown

39. As you become closer to your relationship partners and learn more about them, your level of _____ declines.
- the open Johari quadrant
 - uncertainty *
 - interaction
 - escalation
40. This theory deals with the rewards and costs that we may experience in a relationship.
- uncertainty reduction theory
 - relational initiation theory
 - interpersonal needs theory
 - social exchange theory *
41. The first stage of listening is
- interpreting
 - understanding
 - attending *
 - evaluating
42. Pat says, "I'm really excited—I've been selected to read a paper at the convention." Bert could try to confirm his understanding by saying, "Oh, so you're going to talk about your research at NCA?" This is an example of a(n)
- paraphrase *
 - framing response
 - indexing statement
 - mnemonic
43. Which of the following is the best example of a "mnemonic"?
- arranging the first letters of selected state capitals to spell a word *
 - writing down what appear to be the key ideas of a person's message
 - memorizing directions
 - taking notes in outline form
44. Which of the following skills helps listeners store information in their long-term memories?
- repeating *
 - algebra
 - organizing
 - attending
45. Constructing _____ helps listeners to put information in forms that are more easily recalled.
- prompts
 - notes
 - mnemonics *
 - inferences
46. The tendency to remember the last thing we heard is the
- mnemonic effect
 - recency effect *
 - filtering effect
 - primacy effect
47. Karen and Doug are discussing their relationship in a busy location in the student center. Karen suggests to Doug that they move the conversation to his dorm room. Karen is likely concerned about
- expressions of sympathy
 - protecting their privacy *
 - open-ended questions
 - all of the above
48. Tirana conveyed _____ by telling Carlos that she really understood his feelings and could see and feel his point of view.
- sympathy
 - empathy *
 - coherence
 - power
49. To become more effective at using empathizing with others as a communication skill, you should
- pay close attention to what the person is saying *
 - focus solely on the verbal message
 - not draw on your previous experiences
 - all of the above
50. Other-centered messages
- focus on our own selfish needs
 - are always rude as they pry into other people's lives
 - utilize active listening skills and encourage a two-way dialogue *
 - discourage responses from others