

- 1) Which term best describes the process by which signs, symbols, and behaviors are used to exchange information and create meaning?  
A. Interaction  
**B. Communication** 5  
C. Talking  
D. Feedback
- 2) Which answer best describes the needs we look for in our interactions and relationships with others?  
**A. Relational**  
B. Spiritual  
C. Instrumental 5  
D. Physical
- 3) Kyle enjoys having philosophical discussions about the meaning of life, in which he often touches upon his own sense of purpose. These discussions meet what needs for Kyle?  
A. Physical needs  
B. Instrumental needs 2  
C. Symbolic needs  
**D. Spiritual needs**
- 4) Most of the communication we engage in daily is routine and not emotionally charged, thus helping us to achieve \_\_\_\_\_ needs.  
A. societal  
**B. instrumental** 15  
C. spiritual  
D. relational
- 5) Which of the following terms refers to the way we use time?  
**A. Chronemics**  
B. Proxemics 11  
C. Kinesics  
D. Olfactics
- 6) When you put your idea in the form of language or a gesture that the receiver can understand, you are \_\_\_\_\_ the message.  
A. decoding  
B. channeling  
**C. encoding** 18  
D. interpreting
- 7) Which of the following is the scientific study of spatial use?  
A. Olfactics  
B. Haptics  
**C. Proxemics**  
**D. C-PAP** 4

- 8) Yani is on the phone with her mother, who is explaining how to prepare dinner for the family. Yani is distracted by a Twitter post. As dinner time nears, Yani realizes she has no idea how to cook the meal her mother instructed her to do. During the conversation with her mother, Yani was experiencing what type of noise?
- A. Physical
  - B. Psychological** 16
  - C. Collectivistic
  - D. Practical
- 9) Wayne and Lindsey go on a blind date, and they both enjoy themselves. At the end of the evening, Wayne tells Lindsey he will call her "soon." Lindsey expects to hear from Wayne by the next day, as that is what "soon" means to her, but he does not call for three weeks. Lindsey most likely made an error during which stage of the communication process?
- A. Noise
  - B. Decoding** 7
  - C. Reloading 0
  - D. Channeling
- 10) Many deaf populations have certain values and customs that differ from those of hearing populations, including social customs, thus making them members of the same
- A. co-culture** A or P is correct
  - B. Johari window 3
  - C. society
  - D. community
- 11) Which term best classifies the role of the U.S. flag and the bald eagle in United States culture?
- A. norms
  - B. Low Context
  - C. symbols** 0
  - D. gestures
- 12) Which best describes the standards by which a culture judges what is good, desirable, or beautiful?
- A. Olfactics
  - B. Values** 1
  - C. Gestures
  - D. Language
- 13) Which of the following describes the rules or expectations that guide people's behavior within a culture?
- A. Norms**
  - B. Instrumental Needs 2
  - C. Symbols
  - D. Bismol

- 14) Perry, a U.S. American student, and Sun Yi, his girlfriend from Taiwan, are arguing. While Perry expresses himself loudly, Sun Yi tries a less aggressive approach. They both grow more and more frustrated, as Perry thinks Sun Yi won't address the conflict directly and Sun Yi thinks Perry is behaving selfishly. What perceptual influence could be at work in this situation?
- A. Primacy
  - B. Spodek 1
  - C. Culture
  - D. Perceptual sets
- 6
- 15) Chin believes her primary responsibility is to her family, community and employer. She considers the needs of her in-groups more important than her own needs. This example illustrates what type of culture?
- A. Collectivistic
  - B. Irresponsible
  - C. Low power-distance
  - D. Monochronic
- 6
- 16) Research shows that the U.S., Canada, Great Britain, and Australia are the most highly
- A. feminine cultures
  - B. collectivistic cultures
  - C. stereotypical
  - D. individualistic cultures
- 6
- 17) 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. perceptual set
  - C. construct
  - D. characteristic
- 1
- 18) We have a tendency to remember information that supports our stereotypes while forgetting information that doesn't. Which of the following best describes this tendency?
- A. Denotative
  - B. Self-fulfilling prophecy
  - C. Selective memory bias
  - D. Fundamental attribution error
- 1
- 19) A stand-up comedian's last joke is one of the most important jokes because of which principle?
- A. Perceptual effect
  - B. Recency effect
  - C. Primary effect
  - D. Construct effect
- 15

- 20) If you define yourself as a male, an uncle, and someone who is fun and honest, you are defining different aspects of your
- A. locus
  - B. organization
  - C. identity**
  - D. self-serving bias
- 4
- 21) 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**
- 14
- 22) 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. Nonverbal**
- 0
- 23) The Ashanti tribe in Africa has a proverb that says "The poor man and the rich man do not play together." This proverb not only influences the ways tribal members see the world, but also reflects the attitudes and behaviors of the tribe's people. This example illustrates what concept?
- A. Ladder of abstraction
  - B. Sapir-Whorf hypothesis**
  - C. The locus of language
  - D. Complexity of language
- 16
- 24) If Rebecca chooses not to share her history of childhood abuse with friends, what area of Rebecca's Johari window would that information be located in?
- A. Open
  - B. Blind
  - C. Unknown
  - D. Hidden**
- 2
- 25) When you learn a new language, you must also learn new \_\_\_\_\_ rules, so you know the correct pronunciation of words.
- A. semantic
  - B. syntactic
  - C. phonological**
  - D. pragmatic
- 18

- 26) Ross and Emma have been dating for a few months. One evening, Ross tells Emma he loves her, by which he means he likes spending time with her and enjoys her company. Emma understands this word to mean Ross is going to stay with her forever and she can plan on a long-term commitment. Which term refers to a difference in meaning, like that of the word *love*?
- A. Definition  
B. Literal  
C. Denotative  
**D. Connotative**
- 27) Researchers identify symmetry and proportionality as primary contributors to facial
- A. ambiguity  
B. expressions  
**C. attractiveness**  
D. emotions
- 28) Which of the following refers to the active process of making meaning out of another person's spoken message?
- A. Hearing  
**B. Listening**  
C. Attending  
D. Olfactics
- 29) \_\_\_\_\_ is merely the perception of sound.
- A. Listening  
B. Selecting  
**C. Hearing**  
D. Interpreting
- 30) Research suggests that close relationships help people manage the negative effects of stress because social relationships bring \_\_\_\_\_ rewards.
- A. material  
B. basic  
**C. health**  
D. mnemonic
- 31) The tendency not to listen to anything with which one disagrees is known as
- A. chronemics  
B. rebuttal tendency  
C. glazing over  
**D. closed-mindedness**

- 32) The saying "opposites attract" might seem true because we are attracted by
- A. Proximity
  - B. Appearance
  - C. Complementarity**
  - D. Similarity
- 14
- 33) If you can trace the progression of an idea from living creatures, to animals, to mammals, to canines, to cocker spaniels, to your pet named Lucy, what are you following?
- A. Semantics
  - B. Ambiguity
  - C. The Sapir-Whorf Hypothesis
  - D. The ladder of abstraction**
- 15
- 34) The Merriam-Webster Dictionary defines the word *persuasion* as "an opinion held with complete assurance." This is the \_\_\_\_\_ meaning of the word.
- A. arbitrary
  - B. denotative**
  - C. connotative
  - D. fixed
- 15
- 35) Shaking hands with someone upon meeting them is an example of \_\_\_\_\_ touch in North America.
- A. selective
  - B. affectionate
  - C. ritualistic**
  - D. material
- 2
- 36) When you first meet someone, the \_\_\_\_\_ theory suggests you will find not knowing about that person to be unpleasant, so you'll be motivated to find out more information.
- A. uncertainty reduction**
  - B. attraction
  - C. relational maintenance
  - D. social exchange
- 9
- 37) Much of the listening you do in class is \_\_\_\_\_ listening.
- A. selective
  - B. empathic
  - C. informational**
  - D. ritualistic
- 2