

## SAMPLE QUESTIONS FOR REVIEW

1. Mass Communication messages are:
  - a. more personal than other types of communication
  - b. more of a product than other types of communication ##
  - c. where college students spend almost one half of their total communication time
  - d. all of the above
  
2. John is trying to listen to a speech but his headache interferes. He's experiencing:
  - a. external noise
  - b. physiological noise ##
  - c. psychological noise
  - d. a distraction not classified as noise
  
3. Tom tells Jasmine, "You are a good speaker." Jasmine is skillful, but does not see herself this way. She says, "You're just saying that to make me feel better." Her self-concept is probably:
  - a. not clear to her
  - b. reflected by Tom's comments
  - c. in the hidden section of the Johari window
  - d. distorted ##
  
4. A behavioural description describes behaviour that is:
  - a. positive
  - b. negative
  - c. abstract
  - d. observable ##
  
5. What is the relationship between the rate that people speak and the speed at which people listen?
  - a. People can understand speech at rates much greater than people can speak.##
  - b. People can speak at rates much greater than they can understand speech.
  - c. People speak and listen at approximately the same rate.
  - d. No predictable relationship exists between speech rate and rate of understanding.
  
6. In the following exchange, what listening skill is evident in the underlined statement?

*Karissa: I'm so glad to have someone to talk to, someone who really understands my problem.*

*Meg: It is nice to be able to talk to someone who will listen.*

*Karissa: That's for sure.*

  - a. verbatim response
  - b. evaluation
  - c. advising
  - d. paraphrasing ##

7. To determine if a speaker is credible you should ask:
- Is the speaker competent?
  - Is the speaker impartial?
  - Is the speaker well educated?
  - (a) and (b) ##
8. The type of listening done for someone else's sake is:
- informative
  - evaluative
  - empathic ##
  - active
9. Which of the following would illustrate disconfirming responses?
- Responses that show lack of regard for the other person.
  - Responses that attack the speaker personally.
  - Responses that ignore other's ideas.
  - All of the above ##
10. Compromise is a strategy of conflict resolution labelled:
- win-lose
  - lose-lose ##
  - win-win
  - no resolution
11. Communication climate can be viewed as a spiral because it is
- reciprocal ##
  - constant
  - pervasive
  - varied
12. What part of an assertive message is missing in the following statement? *It was nice of you to send me flowers. You are so thoughtful and it makes me feel cared for.*
- behavioural description
  - interpretation of other's behaviour
  - description of feelings
  - description of consequences ##
13. A group, which has no one who praises and encourages others, suffers from an absence of the \_\_\_\_\_ roles.
- task
  - social
  - maintenance

- d. (b) and (c) ##
14. You are working on a class project. As a group, you decide that you will take no action unless all members agree to it. This decision reflects which decision-making pattern?
- a. authoritarian
  - b. majority control
  - c. minority control
  - d. consensus ##
15. An all-channel communication network will be more efficient than a wheel network in:
- a. providing the leader with more information than other members
  - b. solving simple, routine tasks
  - c. solving complex, ambiguous tasks ##
  - d. finding one member to serve as a clearinghouse for information
16. Using the mathematical formula in the text, the number of possible interactions in a group of eight is:
- a. four (4)
  - b. sixteen (16)
  - c. twenty-four (24)
  - d. twenty-eight (28) ##
17. One way to identify a group norm is to:
- a. read a group's constitution
  - b. read the group's bylaws
  - c. look for behaviours ##
  - d. listen for topics that are discussed frequently
18. The role of the gatekeeper is most influential in the \_\_\_\_\_ network.
- a. circular
  - b. all-channel
  - c. chain
  - d. wheel ##
19. Members of collective cultures are more likely to:
- a. tolerate conflict
  - b. be team players ##
  - c. use a solution-oriented approach
  - d. (a) and (b)
20. The method of decision-making that is normally associated with taking the most time is:
- a. majority opinion
  - b. consensus ##
  - c. expert opinion

- d. authority rule
21. For Harold Innis, which of the following does not characterize a time-binding society?
- Pre-literate, oral and tribal.
  - Time is linear. ##
  - Less possibility for abstraction.
  - The present is recurrent.
22. As an example of an analysis based on the 4 laws of the medium, which of following characteristics of the car is not applicable?
- Enhances privacy.
  - Renders the horse obsolete.
  - Reverses into more fields and green space. ##
  - Retrieves the knight in shining armour.
23. For Sapir, which of the following characterizes the relationship between language and thought?
- Language is handmaiden to thought.
  - Language is a system which generates thoughts.
  - Language and thought are not connected.
  - Language alludes to things and implies things whose interpretation makes thought happen. ##
24. Which of the following, for Sapir, does not characterize the printed word?
- Each element in the sound-system corresponds to an element in the written system.
  - Written words are symbols of symbols.
  - Written words are symbols of symbols of symbols. ##
  - Written words are similar to currency.
25. For Lakoff, which of the following best defines the essence of metaphor?
- The essence of metaphor is understanding and experiencing one kind of thing in terms of another. ##
  - The essence of metaphor is understanding and experiencing one kind of thing in terms of itself.
  - The essence of metaphor is understanding and experiencing one kind of thing in terms of the human mind.
  - All of the above.
26. Which of the following least characterizes the mind of crowds?
- The crowd not only varies according to ethnicity and composition, but also according to the type of stimulus that the crowd experiences.
  - Putting individuals in a crowd gives them a collective mind.
  - Fully developed crowds accept reasonable thoughts and ideas that might be natural to the culture from which the members of the crowd come. ##

- d. The collective mind is like the result of an equation. It operates according to the principles of reason and analysis.
27. Which of the following is not true for Le Bon?
- Crowds difficultly extrapolate great imaginary situation based on contextually-limited events.
  - Crowds are devoid of reason. Thus they are devoid of the notion of measure.
  - The unreal has less influence on them than the real. ##
  - The rise of socialism was a result of strong impressions produced on the imagination of crowds.
28. The issue of the negative effects of corporate convergence in the media is not talked about much because:
- Executives in media corps are silent about the trend.
  - Most reporters are silent about the trend.
  - Editors are afraid of losing their jobs and thus censor criticism.
  - All of the above. ##
29. Schiller is concerned about the privatization by government of the distribution of information because:
- It is easier to hold private companies accountable to private citizens.
  - It is less efficient to have to transfer files from the government to a private distributor of information.
  - It is easier for a private corporation to control what gets released to the public than for the government.
  - None of the above. ##
30. Which of the following does not characterize Lasch's view of the relationship between meritocracy and democracy?
- Meritocracy is a parody of democracy.
  - Meritocracy is bringing about the collapse of the public schools.
  - Meritocracy encourages us to abandon the sense of a common culture.
  - Meritocracy increases argument and contact between elites and the middle class. ##
31. Which of the following is true about Lasch's views on meritocracy and globalization?
- In a borderless economy, money does not lose its nationality.
  - Strong centralized government increases the possibility of protest and grassroots change.
  - The media protests against the fact the middle class is left out of globalization.
  - None of the above. ##
32. The study of the way people and animals use space is called:
- paralanguage
  - proxemics ##

- c. body language
  - d. kinesics
33. Hall identifies four main “distance zones” which many North Americans use for their relationships. Which is the most common spacing for two persons who work together in an office but who do not know each other well at all?
- a. intimate
  - b. public
  - c. social ##
  - d. personal
34. When your authors claim “one cannot not communicate” they mean communication sometimes is:
- a. intentional
  - b. unintentional ##
  - c. confusing
  - d. silent
35. Since verbal messages have clear beginnings and endings they are said to be:
- a. conscious
  - b. unconscious
  - c. continuous
  - d. discrete ##
36. When politicians give the V sip after winning an election, they’re using the nonverbal function of:
- a. repeating
  - b. substituting ##
  - c. complementing
  - d. accenting
37. The study of body movement, gesture, and posture is called:
- a. proxemics
  - b. kinesics ##
  - c. atrifacts
  - d. single channels
38. According to Altman and Taylor, the degree of intimacy in a relationship depends on the:
- a. depth of information shared
  - b. breadth of information shared
  - c. depth and breadth of information shared ##
  - d. The nature of the information shared does not affect intimacy.

39. Recent research shows that women often build friendships through shared positive feelings, whereas men often build friendships through:
- metacommunication
  - catharsis
  - impression management
  - shared activities ##
40. The relationship stage when partners give up some characteristics of themselves and become different people is:
- intensifying
  - integrating ##
  - bonding
  - differentiating
41. The characteristic of Knapp's relationship development model that states movement is always to a new place refers to the concept of communication as:
- dynamic
  - fulfilling
  - irreversible ##
  - manageable
42. Which of the characteristics of interpersonal relationships requires intimacy?
- uniqueness
  - intrinsic rewards
  - disclosure ##
  - all of the above
43. Interpersonal communication, dyadic communication, small group communication, and public communication all occur in different contexts.
- True ##
  - False
44. Communication aids in satisfying most of our human needs.
- True ##
  - False
45. Noise can be internal and/or external.
- True ##
  - False

46. More communication is always a good thing.
- a. True
  - b. False ##
47. Communication is the only way we learn who we are.
- a. True ##
  - b. False
48. The encoding process goes on virtually every time someone speaks.
- a. True ##
  - b. False
49. The decoding process goes on every time someone speaks.
- a. True
  - b. False ##
50. The self-concept is a set of relatively stable perceptions that other people hold about us.
- a. True
  - b. False ##
51. People are more influenced by negative than positive characteristics of others.
- a. True ##
  - b. False
52. There is little relation between others' evaluations of us and our self-concept.
- a. True
  - b. False ##
53. Canada is primarily an individualistic culture.
- a. True ##
  - b. False
54. Syntactic rules refer to ways in which speakers of a language respond to particular symbols.
- a. True
  - b. False ##
55. Syntactic rules organize words for comprehension.
- a. True ##
  - b. False



56. A language is a collection of symbols.
- a. True ##
  - b. False
57. To be a proficient language user you should be able to describe the rules that govern our language.
- a. True
  - b. False ##
58. Semantic rules make communication possible.
- a. True ##
  - b. False
59. Inferences refer to things or acts we can observe directly.
- a. True
  - b. False ##
60. Euphemisms are used to avoid clear communication.
- a. True ##
  - b. False
61. Listening and hearing are the same thing.
- a. True
  - b. False ##
62. One valuable type of verbal feedback is the use of questions.
- a. True ##
  - b. False
63. Selective listening is listening to only what you want to hear.
- a. True ##
  - b. False
64. A trained listener is able to avoid message overload.
- a. True
  - b. False ##
65. Trust involves putting yourself in a position of being vulnerable to another person.
- a. True ##
  - b. False

66. Direct aggression is necessarily face-to-face conflict.
- a. True
  - b. False ##
67. Compromise is the most effective approach to conflict.
- a. True
  - b. False ##
68. A communication climate is determined by the activities which take place in it.
- a. True ##
  - b. False
69. The win-lose method of conflict resolution should be avoided at all times.
- a. True
  - b. False ##
70. Groups are influenced by individual goals and group goals.
- a. True ##
  - b. False
71. Norms are “rules” that are not stated outright.
- a. True ##
  - b. False
72. Informal roles are sometimes determined by personality characteristics.
- a. True ##
  - b. False
73. The internet is a space-binding technology.
- a. True ##
  - b. False
74. McLuhan was concerned with dialectic, not rhetoric.
- a. True
  - b. False ##
75. When pushed to its limit, a new medium will tend to reverse what had been its original characteristics.
- a. True
  - b. False ##

76. Speech is non-instinctive and cultural.
- a. True
  - b. False ##
77. Language is a symbolic activity.
- a. True ##
  - b. False
78. Metaphors are applicable to animal communication.
- a. True
  - b. False ##
79. Metaphors are universal to all cultures.
- a. True ##
  - b. False
80. Most media owners share a common ideology.
- a. True ##
  - b. False
81. Schiller says that contracting out is never a bad way of providing information to the public.
- a. True
  - b. False ##
82. The new elites tend to be symbolic analysts.
- a. True ##
  - b. False
83. The rise of public relations and advertising has reduced democratic exchange in the media.
- a. True ##
  - b. False
84. Research indicates spontaneous nonverbal expressions are relatively easy to interpret.
- a. True
  - b. False ##
85. Despite cultural differences, some nonverbal behaviours are universal.
- a. True ##
  - b. False
86. Saying something sarcastically is an example of paralanguage.

- a. True ##
  - b. False
87. Nonverbal behaviours are culture-specific.
- a. True ##
  - b. False
88. Nonverbal gestures have precise meanings when compared to verbal communication.
- a. True
  - b. False ##
89. Emblems are nonverbal behaviours that accompany and support spoken words.
- a. True
  - b. False ##
90. Illustrators substitute for verbal messages.
- a. True
  - b. False ##
91. Explicit content messages are termed metacommunication.
- a. True
  - b. False ##
92. Self-disclosure is usually reciprocal.
- a. True ##
  - b. False
93. The higher your level of self-disclosure, the more you are apt to be liked.
- a. True
  - b. False ##
94. Explicitness is important in self-disclosure.
- a. True ##
  - b. False
95. Self-disclosure is not one of the most common forms of communication.
- a. True ##
  - b. False