

Name: _____

Multiple Choice (2points each)

1. The process whereby people try to influence each other's perceptions and attempt to achieve a shared perspective is called
 - a. Negotiation
 - b. Narration
 - c. Differentiation
 - d. Relationship building
 - e. Organization
2. Which of the following is the least abstract definition of a successful college experience?
 - a. A better understanding of Western Civilization
 - b. Completion of the requirements listed on page 24 of the college catalog with a grade-point average of 2.0 or higher
 - c. The ability to express oneself clearly, understand principles of the arts and sciences, and have some expertise in a chosen field of study.
 - d. Both intellectual and social adjustment
 - e. The ability to contribute to society.
3. All of the following are involved in learning to perform communication skills effectively except
 - a. Awareness
 - b. Prowess
 - c. Awkwardness
 - d. Skillfulness
 - e. Integration
4. A perception check includes
 - a. A description of the behavior you have noticed
 - b. Two possible interpretations of the behavior
 - c. A request for clarification about how to interpret the behavior correctly
 - d. All of the above
 - e. None of the above
5. While on vacation with her family in Germany, Abigail criticized how Germans drove on the Autobahn compared to American freeway driving. According to the text, Abigail's attitude is considered
 - a. Prejudice
 - b. Ethnocentrism
 - c. Ethnicity
 - d. Punctuation
 - e. Self-serving bias
6. Which of the following does the text offer as a guideline for expressing emotions?
 - a. The sooner a feeling is shared, the better
 - b. Try to avoid sharing negative feelings whenever possible
 - c. Share multiple feelings when appropriate
 - d. Let others know that they have caused you to feel a certain way
 - e. Try to avoid getting too emotional
7. Which of the following statements is a fact?
 - a. "It's clear you shouldn't have said that."
 - b. "Fact number one: you said a dumb thing"
 - c. "It's a fact that playing mind games always backfires."
 - d. "I heard you say you weren't interested."
 - e. "You should have thought about the result of saying you weren't interested before you opened your mouth."
8. You want to let a close friend know how much she/he means to you in a way that is sincere and doesn't embarrass either of you. Following the advice in your text you would
 - a. Follow the approach that you saw another friend use successfully, assuming it would work for you
 - b. Avoid sending any message until you were sure it would be well received
 - c. Try to follow exactly the approach you used successfully with others in the past
 - d. Consider a variety of alternatives, choosing the one that you think will be most successful under these circumstances
9. The tendency to seek and attend to information that conforms to an existing self-concept has been labeled
 - a. Reflected appraisal
 - b. Significance posturing
 - c. The stability hypothesis
 - d. Cognitive conservatism
 - e. The weak spine phenomenon
10. Donna complains to Jim that the volume on the TV is too loud; Jim claims he can't hear the TV if he turns it down. What type of perceptual influence does this example illustrate?
 - a. Psychological
 - b. Cultural
 - c. Gender
 - d. Social
 - e. physiological
11. Research has shown that competent communicators achieve effectiveness by
 - a. Using the same types of behavior in a wide variety of situations
 - b. Developing large vocabularies
 - c. Apologizing when they offend others
 - d. Giving lots of feedback
 - e. Adjusting their behaviors to the person and situation
12. All of the following are parts of the procedure for dealing with debilitating feelings except:
 - a. Record your self-talk
 - b. Monitor your emotional reactions
 - c. Dispute your irrational beliefs
 - d. Identify the activating event
 - e. Analyze your motives
13. Emotions that we experience are a result of
 - a. Our own temperaments
 - b. Beliefs we hold
 - c. Self-talk
 - d. Emotional memories

14. In individualistic cultures, a view of the self would involve all of the following except
- Self-sufficiency
 - High value on tradition
 - High value on equality
 - High value on change
 - Personal credit or blame
15. Research on the effects of computer-mediated communication (CMC) indicates that
- Time online has lessened time spent with family members
 - The quality and quantity of interpersonal communication has increased
 - Communication by CMC is more complex than personal contact
 - CMC is reducing interpersonal communication competencies
 - All of the above

INSTRUCTIONS for questions 16-20: Match each of the statements below with the element of the communication model it illustrates most clearly (2 points each)

- External noise
 - Environment
 - Channel
 - Decoding
 - Psychological noise
16. You decide to schedule a face-to-face meeting with your professor instead of e-mailing her
17. Alex decides what Dana meant by that frown
18. Your friend's religion is different from yours, but you went to the same high school and college
19. You are worried about how your child is doing at school while your boss is giving the quarterly report
20. A person behind you in the theater fiddles with a crackling cellophane candy wrapper

INSTRUCTIONS for questions 21-40: complete each statement with a description or definition from the text or class lecture. (3 points each)

21. A 'significant other' is best defined as _____
22. People who are high self-monitors are _____
23. The kind of person you believe yourself to be is called the _____
24. The process whereby the self-concept develops due to the way we believe others see us is called _____
25. The higher levels of anxiety about speaking out in countries such as China, Korea, and Japan indicate that _____

26. We notice some stimuli over others in our environment because they are _____
27. Using the skill of perception checking will help prevent _____
28. The process whereby people try to influence each other's perceptions and attempt to achieve a shared perspective is called _____
29. Being able to pick out your sister's comments from a babble of voices at a party illustrates the organizational principle of _____
30. The Pillow Method is designed to _____
31. According to your text, one reason people don't express feelings is _____
32. People who subscribe to the fallacy of perfection believe _____
33. "I can't think of anything!" is an example of subscribing to the fallacy of _____
34. According to your text, the first step in minimizing your debilitating emotions is to _____
35. An empty feeling in the pit of your stomach, tense muscles, and headaches are examples of the emotional component labeled _____
36. Succinctness in language is most extreme in cultures where _____
37. A speaker's willingness to take responsibility for his/her thoughts or feelings can be indicated by the use of _____
38. Syntactic rules of language govern _____
39. A culture is unavoidably shaped and reflected by the language its members speak. This concept is known as _____
40. Saying "You're a fantastic person" rather than "you're generous, helpful, and loyal" is an example of _____