

QCM

TEST

Test
Final Exam on April 23rd,
2018.

This is your final exam, no notes or other sources are permitted. Record all answers on the included answer sheet.

Question 1 Is Paraphrasing A Speaker's Words And Repeating Them Back To Them An Effective Way Of Communicating?

- A yes, it makes the speaker realize how dumb their problem is
- B no, it will only make the speaker frustrated
- C no, the speaker does not want to hear his or her own words again
- D yes, it gives a clear context of the situation at hand
- E no, it confuses the situation

Question 2 Which Of The Following Best Describes Non-verbal Communication?

- A usually content oriented
- B culture
- C clear
- D conscious
- E often unconscious

Question 3 What Type Of Communication Occurs When A Sender Seems To Be Imposing A Solution On The Receiver With Little Regard For That Person's Needs Or Interests?

- A communication climate
- B supportive communication
- C one-sided communication
- D controlling communication
- E inconsiderate communication

Question 4 Which Type Of Communication Invites Others To See Your Point Of View And To Freely Share Their Own?

- A free communication
- B invitational communication
- C respectful communication
- D free speech communication
- E impersonal communication

Question 5 What Is One Type Of Direct Aggression?

- A character attacks
- B careless
- C passive
- D competitive
- E in your face

Question 6 Seeking Out Information About A Person To Support A Negative Or Positive First Impression Is Called...

- A stereotyping
- B primacy effect
- C confirmation bias
- D halo effect
- E prejudice

Question 7 Philip Zimbardo's Experiment...

- A was to test whether baby monkeys were more attached to either a false mother made of wire with food, or a false mother made of cloth
- B had college students enter the roles of guards and prisoners in order to gauge the perception of occupational roles
- C tested the different effects fertilizer had on different breeds of tomatoes
- D tested dogs with a bell and food to elicit salivation
- E had children watch adults take their anger out on a doll in order to see if the children would reproduce the same behavior when angered

Question 8 What Is Self-fulfilling Prophecy?

- A when your expectations change your behavior, causing what you expected
- B a firmly-held religious belief
- C the next big video game
- D something we look forward to in the future
- E it's just a popular term, there is no meaning from a communication perspective

Question 9 What Is Linguistic Relativity?

- A concept that nouns are assigned a gender in certain countries
- B type of powerless speech that attempts to distance a speaker from from remarks that might be unwelcome
- C adopting speech patterns from people around you
- D language that includes words that discriminates between males and females
- E concept that a language both reflects and shapes the worldview of those who use it

Question 10 What Is An Expressed Struggle Between At Least Two Interdependent Parties?

- A conflict
- B understanding
- C displeasure
- D tension
- E restraint

Question 11 What Are Ways To Express Struggles With Conflict?

- A being angry
- B being non verbal
- C expressing feelings
- D letting your neighbor know that there is a problem
- E not letting them know there is a problem

Question 12 Which One Is Not A Conflict Style?

- A avoidance
- B competition
- C compromise
- D accommodation
- E giving up

Question 13 What Is The Communication Strategies People Use To Influence How Others View Them?

- A presenting self
- B perceived self
- C first impression
- D self examination
- E impression management

Question 14 Which Element of Texting Is A Form of Non-verbal Communication?

- A smiley face
- B writing a note
- C the way they look
- D email
- E talking on the phone

Question 15 Which Of The Following Is The Most Judgemental Method For Listening?

- A relational listening
- B analytical listening
- C task-oriented listening
- D critical listening
- E hearing

Question 16 Which Of The Following Messages Characterizes A Disagreeing Message?

- A "You're right about that."
- B "I believe you."
- C "I'm interested in what you have to say"
- D "I hear what you are saying."
- E "You're wrong."

Question 17 Define Avoidance.

- A win-win
- B ignore or stay away from conflict
- C competition
- D "I lose, you win"
- E all of the above

Question 18 What Is The Johari Window?

- A not a real thing
- B a self reflection model
- C a type of glass window
- D a communications window
- E a self-disclosure model

Question 19 Cues That Help Control Verbal Interaction Are Called...

- A regulators
- B communication caps
- C culture
- D observative lapse
- E complementary behavior

Question 20 Competition In Conflict Is Best Described As...

- A "I lose, you win"
- B win-win
- C "I win, you lose"
- D none of these
- E lose-lose

Question 21 What Occurs When We React To Others Messages Automatically And Routinely, Without Much Mental Investment?

- A critical listening
- B hearing
- C mindful listening
- D listening
- E mindless listening

Question 22 What Is A Form Of Nonverbal Communication That Can Be Sent Digitally?

- A songs
- B text messages
- C video conferences
- D emoticons
- E voice messages

Question 23 What Is Confirmation Bias?

- A treating someone in a positive way, no matter how you feel about them
- B repeating pattern of interlocking behaviors
- C tendency to seek out and organize data that supports already existing opinions
- D an expressed struggle
- E relational tensions that arise from two opposing forces

Question 24 Which Type Of Response Contains A Message With More Than One Meaning?

- A ambiguous response
- B impersonal response
- C irrelevant response
- D interrupting response
- E double-meaning conversation

Question 25 What Is Reflected Appraisal?

- A reflection of yourself
- B sidebar of reflections
- C significant reflection
- D mirroring of judgments
- E mirroring someone's image

Question 26 What Is One Thing You Do When You Identify Yourself As Part Of A Culture?

- A recognize yourself and others as sharing certain characteristics
- B make sure they have the same skin color as you
- C see what other people have the same eye color as you
- D ask people if you can be apart of their culture
- E you don't have to do anything

Question 27 What Is It Called When Someone Offers An Interpretation Of A Speaker's Message?

- A analyzing
- B evaluating
- C advising
- D supporting
- E encouraging

Question 28 Which One Is Non-verbal?

- A sign language
- B taking pictures
- C applying cologne
- D texting
- E talking to friends

Question 29 Which Of The Following Is Not A Poor Listening Habit?

- A ambushing
- B stage hogging
- C pseudolistening
- D silent listening
- E selective listening

Question 30 What Kind Of Questions Allow A Limited Range Of Answers?

- A counterfeit questions
- B open questions
- C random questions
- D closed questions
- E cere questions

Question 31 What Reflects A Relatively Stable, Shared Set Of Rules About How To Behave And Set Of Values About What Is Important?

- A organizational culture
- B verbal codes
- C active strategies
- D non verbal codes
- E ethnocentrism

Question 32 What Is It Called When You 'Fake Listen' To Someone When They Are Talking?

- A filling in gaps
- B selective listening
- C pseudolistening
- D ambushing
- E stage hogging

Question 33 What Is A Goal That Is Set To Find A Solution That Satisfies The Needs Of Everyone Involved?

- A conflict resolution
- B stonewalling
- C conflict diffusion
- D win-win problem solving
- E conflict rituals

Question 34 Which Element of Texting Is A Form of Non-verbal Communication?

- A autocorrect
- B cell phone bill
- C "txt spek, dood"
- D how long it takes to respond
- E using long, complicated words

Question 35 What 3 Ways Can A Communicator Manage Their Front?

- A communication
- B manner, appearance, setting
- C impression
- D setting
- E fashion

Question 36 In Face To Face Interaction, Communicators Can Manage Their Front In Three Ways: Manner, Appearance, And What?

- A personality
- B setting
- C attitude
- D behavior
- E conversation

Question 37 What Uses Language Primarily To Express Thoughts, Feelings, And Ideas As Directly As Possible?

- A low-context culture
- B individualistic culture
- C collectivistic culture
- D high-context culture
- E uncertainty avoidance

Question 38 How Do We Form Our Self Image?

- A looking in a mirror
- B reference groups
- C born with it
- D social media
- E social comparison

Question 39 Which Is An Example Of A Pragmatic Rule?

- A ignoring someone because they don't share common characteristics with you
- B the relationship between communicators plays a large role in determining the meaning of the statement
- C when communicating with someone superior to you, you must not look them in the eyes
- D the relationship between communicators does not play a large role in determining the meaning of the statement
- E talking to someone because they are in the same group as you

Question 40 Nonverbal Communication Is Not...

- A rooted in biology
- B usually relational
- C continuous
- D inherently ambiguous
- E primarily shaped by culture

Question 41 What Is Relative Language?

- A language that is remembered for the rest of someone's life
- B sharing the same language with the people around you
- C speaking the same language as your family members
- D language that gains meaning by comparison
- E language that is only understood when given a visual

Question 42 In Contrast To The Perceived Self, The Presenting Self Is What?

- A our face
- B the way we see ourselves
- C a public image
- D the way we are dressed
- E the way others see us

Question 43 What Is The Halo Effect?

- A when a positive characteristic of someone makes you jealous, so you treat them negatively in the future
- B tendency to pay attention to things that happens first in a sequence
- C the tendency to form an overall positive impression of a person based off of one positive characteristic
- D when a negative characteristic of someone influences the way you treat that person in the future
- E the process of finding evidence to support the judgement made about a person during a snap judgement

Question 44 Which Of The Following Statements Are Considered A Euphemism?

- A "She died."
- B "She died in a crash."
- C "My neighbor told me she died yesterday."
- D "She's no longer with us."
- E "She died yesterday."

Question 45 What Is One Productive Approach To Confronting Conflict?

- emotional intelligence
- yelling at the person
- there is no approach
- tell the person they are overreacting
- just ignore the person

Question 46 Is It Productive To Be Assertive When Trying To Solve A Problem Or Reach A Goal?

- not motivated
- in-direct
- no
- avoidance
- yes

Question 47 Which Theory Describes How A Person's Positions In A Society Shapes Her Or His View Of Society In General And Of Specific Individuals?

- sociology
- self-concept
- social theory
- functionalism
- standpoint theory

Question 48 What Are Unacknowledged But Very Real Repeating Patterns Of Interlocking Behavior?

- conflict rituals
- complementary conflict
- symmetrical conflict
- de-escalatory spiral
- criticism

Question 49 All Of The Following Can Influence Compliance, Except...

- proximity
- apparel
- touch
- gaze
- career

Question 50 When Do We Begin Making Snap Judgements?

- A the second time interacting with someone
- B the first time we meet someone
- C the fourth time interacting with someone
- D the third time interacting with someone
- E before you meet someone

Question 51 Does Questioning Benefit The Speaker? Explain.

- A no, if a listener does not understand a part of what the speaker says, seek answers from the internet
- B no, a listener should never interrupt a speaker by asking nonsense questions
- C yes, he/she receives feedback that can be applied to their situation
- D no, the speaker does not want to be asked questions
- E yes, it reassures him/her that their solution is always right every time

Question 52 Avoidance Of Conflict Is A....

- A "I win, you lose"
- B "I lose, you win"
- C win-win
- D lose-lose
- E none of the above

Question 53 Empathize With This Scenario: Your Roommate Has Just Been Dumped By Her Boyfriend Of Two Years. She Does Not Know What To Do Because He Had Been An Important Factor In Her Future Plans. She Begins Explaining How Mad She Is, Rather Than Sad. You Console Her And Attempt To Diffuse Her Anger By Saying:

- A "He wasn't even that important to you anyways."
- B "I see where you are coming from, but he did nothing wrong."
- C "I have been in your situation and I understand why you feel angry."
- D "I know you're hurt, but it's actually a good thing he left you. He was a total jerk.""
- E "You are being irrational."

Question 54 Which Of The Following Terms Refers To The Social Tone Of A Relationship?

- A disconfirming communication
- B communication climate
- C confirming communication
- D defensiveness
- E recognition

Question 55 Which Is A Conflict Style?

- A all of these
- B being joyful
- C not being happy
- D avoidance
- E expressing how you feel

Question 56 What Is A Symmetrical Conflict?

- A both people use the same tactics to solve a conflict
- B no
- C reinforcing behaviors
- D both people use different tactics to solve a conflict
- E both people use complementary interaction patterns to solve a conflict

Question 57 What Is Competition?

- A win or lose approach
- B participation
- C passive aggression
- D thinking everyone wins
- E direct aggression

Question 58 Messages Expressed By Nonlinguistic Communication are...

- A aversion
- B nonverbal communication
- C morse code
- D mandarin
- E verbal communication

Question 59 What Is The Horns Effect?

- A tendency for form an overall positive view of someone based on a single characteristic
- B tendency to pay more attention to events that happen first in a sequence
- C when a negative appraisal directly influences the perceptions that follow
- D when someone has a negative opinion of you but treats you positively
- E tendency to seek evidence to prove a judgement made during a first impression

Question 60 What Are Non-verbal Regulators?

- A vocal intonation
- B a stressed syllable
- C voices
- D falling in pitch
- E cues that help control verbal interactions

Question 61 What Is An Unfairly Biased And Intolerant Attitude Toward Other Who Belong To An Out-group?

- A none of the above
- B culture shock
- C prejudice
- D passive observation
- E racism

Question 62 When Should You Use The Tactic Of Avoidance In Conflict?

- A when talking never works
- B when the issue is of little importance
- C when you discover you are wrong
- D to let others learn by making their own mistakes
- E as a back up mode

Question 63 What Is Occurring When A Communicator Expresses Dissatisfaction In A Disgusted Manner?

- A relationship formation
- B problem solving
- C compromise
- D collaberation
- E passive aggression

Question 64 Which Form of Mediated Interaction Is Closest To Face-to-face Interaction?

- A video or skype
- B text
- C email
- D talking on the phone
- E voice mail

Question 65 Which Of The Following Describes Ambiguous Language?

- A the mistaken assumption that people are normally consistent or unchanging
- B language use that classifies a certain members of one racial group as superior and others inferior
- C language that gains meaning by comparison
- D words and phrases that have more than one commonly accepted definition
- E adopting ones speech patterns due to spending an excess amount of time with them

Question 66 What Can Someone Be Doing If They Are Staying Attentive And Being Non Verbally Responsive Without Offering Any Verbal Feedback?

- A responding
- B questioning
- C understanding
- D remembering
- E silent listening

Question 67 The Following Are Disorders Which Can Affect Perception, Excluding...

- A hunger
- B adhd
- C bipolar disorder
- D anxiety
- E add

Question 68 The Correct Order Of The Steps In The Perception Process Is...

- A interpretation, selection, organization, negotiation
- B negotiation, interpretation, organization, selection
- C selection, negotiation, organization, interpretation
- D organization, selection, negotiation, interpretation
- E selection, organization, interpretation, negotiation

Question 69 Which Is Not A Type Of Conflict?

- A angry
- B avoidance
- C talking on phone
- D accommodation
- E competiton

Question 70 Which Is A Type Of Conflict?

- A sign language
- B angry
- C non verbal
- D talking on a phone
- E talking to a peer

Question 71 What Is The Process That Occurs When Members From Two Or More Cultures Or Co-cultures Exchange Messages?

- A high-context communication
- B interracial communication
- C multicultural communication
- D intercultural communication
- E interpersonal communication

CORRECTED

Answer sheet:

Firstname and lastname:

.....

Answers must be given exclusively on this sheet: answers given on the other sheets will be ignored. Ensure that you clearly mark your answer sheet to receive credit.

- QUESTION 1: A B C D E
- QUESTION 2: A B C D E
- QUESTION 3: A B C D E
- QUESTION 4: A B C D E
- QUESTION 5: A B C D E
- QUESTION 6: A B C D E
- QUESTION 7: A B C D E
- QUESTION 8: A B C D E
- QUESTION 9: A B C D E
- QUESTION 10: A B C D E
- QUESTION 11: A B C D E
- QUESTION 12: A B C D E
- QUESTION 13: A B C D E
- QUESTION 14: A B C D E
- QUESTION 15: A B C D E
- QUESTION 16: A B C D E
- QUESTION 17: A B C D E
- QUESTION 18: A B C D E
- QUESTION 19: A B C D E
- QUESTION 20: A B C D E
- QUESTION 21: A B C D E
- QUESTION 22: A B C D E
- QUESTION 23: A B C D E
- QUESTION 24: A B C D E
- QUESTION 25: A B C D E
- QUESTION 26: A B C D E
- QUESTION 27: A B C D E
- QUESTION 28: A B C D E
- QUESTION 29: A B C D E
- QUESTION 30: A B C D E
- QUESTION 31: A B C D E
- QUESTION 32: A B C D E
- QUESTION 33: A B C D E

- QUESTION 34: A B C D E
- QUESTION 35: A B C D E
- QUESTION 36: A B C D E
- QUESTION 37: A B C D E
- QUESTION 38: A B C D E
- QUESTION 39: A B C D E
- QUESTION 40: A B C D E
- QUESTION 41: A B C D E
- QUESTION 42: A B C D E
- QUESTION 43: A B C D E
- QUESTION 44: A B C D E
- QUESTION 45: A B C D E
- QUESTION 46: A B C D E
- QUESTION 47: A B C D E
- QUESTION 48: A B C D E
- QUESTION 49: A B C D E
- QUESTION 50: A B C D E
- QUESTION 51: A B C D E
- QUESTION 52: A B C D E
- QUESTION 53: A B C D E
- QUESTION 54: A B C D E
- QUESTION 55: A B C D E
- QUESTION 56: A B C D E
- QUESTION 57: A B C D E
- QUESTION 58: A B C D E
- QUESTION 59: A B C D E
- QUESTION 60: A B C D E
- QUESTION 61: A B C D E
- QUESTION 62: A B C D E
- QUESTION 63: A B C D E
- QUESTION 64: A B C D E
- QUESTION 65: A B C D E
- QUESTION 66: A B C D E

CORRECTED

QUESTION 67: A B C D E

QUESTION 68: A B C D E

QUESTION 69: A B C D E

QUESTION 70: A B C D E

QUESTION 71: A B C D E