

Exam 2

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

Question 1 Nonverbal behaviors which are used to manage stress or nerves are called...

- A Regulators
- B Adaptors
- C Signals
- D Illustrators
- E Emblems

Question 2 Which of the following is *NOT* a good way to check your understanding while listening.

- A Ask questions
- B Paraphrase emotions
- C Paraphrase content
- D Practice with challenging content

Question 3 What is “conversational narcissism?”

- A A less confrontational way to improve listening skills
- B Focusing primarily on yourself as a topic of conversation
- C Wanting to engage only in surface-level discussion
- D Criticizing the speaker rather than engaging with what they are saying
- E The outcome of a mutually beneficial conversation

Question 4 How are nonverbal messages prioritized when they conflict with verbal messages?

- A The relationship between verbal and nonverbal messages is different in different cultures
- B They are less trusted when verbal and nonverbal messages conflict
- C They cause conflicting verbal messages to be ignored completely
- D They are more trusted when verbal and nonverbal messages conflict
- E They are weighted equally when the messages conflict

Question 5 What is the term for the use of smell as a channel of nonverbal communication?

- A Proxemics
- B Olfactics
- C Chronemics
- D Haptics
- E Kinesics

Question 6 In general, men are more likely to experience alexithymia. Which aspect of the men's emotional tendencies does this describe?

- An inability to name emotions
- A tendency to use a greater number of emoticons in textual communication
- A tendency to experience emotions less strongly
- An enhanced ability to recognize nonverbal displays of emotion
- A tendency to communicate emotions using words rather than nonverbally

Question 7 What term is used to describe situations where managing and even suppressing emotions is important?

- Emotional labor
- Public vs. Private selves
- Discretion
- There is no term for this situation
- High-critique interactions

Question 8 "Assertive messages" clearly express thoughts feelings and wants. What are the three components of an assertive message?

- 1) Describe the other person's behavior, 2) describe your feelings, and 3) describe the consequences the other person's behavior has for you
- 1) Adopt strong nonverbal behaviors, 2) establish eye contact, and 3) describe your feelings
- 1) State your own position, 2) state the other person's position, and 3) describe the differences between them
- 1) Establish eye contact, 2) clearly state your position, and 3) listen to any objections
- 1) Clearly describe your point of disagreement, 2) describe how it differs from the other person, and 3) list what actions you want them to take

Question 9 Which aspect of auditory nonverbal communication includes actions such as yawning, crying, and laughing?

- A Volume
- B Vocal Segregates
- C Vocal Qualities
- D Vocal Characterizers
- E Pitch

Question 10 Which of the following is an effective way to overcome the speech-rate-vs-thought-rate barrier to effective listening?

- A Think about the prior conversations that you have had with this person
- B Think critically about the speaker's delivery and self-presentation
- C Repeat what they are saying to yourself in your head
- D Mentally summarize relevant details and identify major points or ideas
- E Use the time you are listening to come up with an effective response

CORRECTED

Question 11 Which aspect of auditory nonverbal communication includes actions such as “um,” “uh,” and “er?”

- A Pitch
- B Vocal Segregates
- C Vocal Qualities
- D Vocal Characterizers
- E Volume

Question 12 The belief that language both reflects and shapes the worldview of those who use it is called “linguistic relativity.” The best-known hypothesis of linguistic relativity is called...

- A The Johnson-Liebewitz conjecture
- B The Theory of Reasoned Action
- C The Theory of Relativity
- D The Linguistic Influence hypothesis
- E The Sapir-Whorf hypothesis

Question 13 What is the richest channel of nonverbal communication?

- A Touch
- B Facial expressions
- C Vocal Characterizers
- D Posture
- E Gaze

Question 14 What is the term for the use of touch as a channel of nonverbal communication?

- A Olfactics
- B Chronemics
- C Proxemics
- D Haptics
- E Kinesics

Question 15 From a communication perspective, which is the correct definition of “noise?”

- A Sounds that do not have a linguistic or communicative function
- B Sounds louder than 70dB
- C Any sounds with a volume equal to or higher than the message
- D Anything which interferes with the reception of a message
- E Sounds louder than 35dB

Question 16 What is the term for the use of space as a channel of nonverbal communication?

- A Chronemics
- B Proxemics
- C Olfactics
- D Haptics
- E Kinesics

CORRECTED

Question 17 Research suggests that women tend to be better than men at which of the following emotional tasks?

- A Women are better at identifying multiple or mixed emotions
- B Women are more physiologically attuned to emotions
- C Women are better at judging emotions from limited information, such as eye behavior
- D Women recognize emotions faster than men
- E All of these are true

Question 18 What were younger signers in Nicaragua significantly better at when compared to older signers and why?

- A Learning sign language, because they had more time in their day.
- B Telling stories, because they had watched significantly more media.
- C Asking questions, because they had developed a question syntax.
- D Using slang, because they had access to more sub-cultures.
- E Modeling states of mind, because they had more words for mental states.

Question 19 What is the term for the use of time as a channel of nonverbal communication?

- A Chronemics
- B Olfactics
- C Haptics
- D Kinesics
- E Proxemics

Question 20 People think much faster than they speak. Current research suggests that people can think at speeds up to...

- A 150 words per minute
- B 300 words per minute
- C 200 words per minute
- D 1,000 words per minute
- E 600 words per minute

Question 21 Nonverbal behaviors which control the flow of interaction are called...

- A Illustrators
- B Emblems
- C Regulators
- D Adaptors
- E Signals

CORRECTED

Question 22 There is evidence that emotions can pass from one person to another. This process is called...

- A Sympathy
- B Emotional narcissism
- C Sympathetic response
- D Emotional similarity
- E Emotional contagion

Question 23 Which aspect of auditory nonverbal communication include aspects of the voice such as volume, rate, and pitch?

- A Vocal Segregates
- B Style
- C Tone
- D Vocal Characterizers
- E Vocal Qualities

Question 24 Which of the following is the best definition of a “euphamism?”

- A Use of words or phrases that have more than one commonly accepted definition
- B Generalizing about the similarities between different subjects
- C Describing people using static terms instead of dynamic ones
- D The use of innocuous terms rather than blunt ones
- E A way of gaining meaning from comparison

Question 25 Which of the following emotions has *NOT* been shown to result in similar facial expressions across cultures.

- A Jealousy
- B Joy
- C Sadness
- D Fear
- E Anger

Question 26 Nonverbal behaviors which look like what they are describing are called...

- A Emblems
- B Signals
- C Adaptors
- D Illustrators
- E Regulators

Question 27 Which of the following is a way that language changes perception in different cultures?

- A Languages with gendered nouns cause speakers to describe objects in stereotypically gendered ways.
- B These are all correct.
- C Languages with specific numbers cause speakers to more easily identify and remember quantities.
- D Languages without relative direction cause speakers to more accurately keep track of cardinal directions and orientations.
- E Languages with more color words cause speakers to better remember colors.

Question 28 Which of the following is *NOT* a step of the listening process?

- A Attending
- B Responding
- C Directing
- D Selecting
- E Remembering

Question 29 Research shows that people are better able to manage their emotions when...

- A They have recently woken up
- B They are physiologically aroused
- C They are better at identifying and labeling them
- D They are in unfamiliar situations
- E They experience them more strongly

Question 30 Which of the following is *NOT* an example of an “assertive message” as described in the textbook?

- A “When you didn’t pick me up on time this morning, I was late for class and wound up getting chewed out by the professor. That’s why I got so angry.”
- B “We have a problem with how you are spending money. I earn most of it, so I should get to say how we spend it.”
- C “I haven’t been very affectionate because you’ve hardly spent any time with me in the past few weeks. I’m confused about how you feel about me.”
- D “I get embarrassed when you talk about my poor grades in front of our friends. I’m afraid they’ll think I’m stupid.”

Question 31 How did researchers show that language improves spatial memory in the “left of the blue wall” experiment?

- A By telling adults not to use language.
- B By having adults repeat incorrect information when trying to remember.
- C By having adults wear headphones and shadow speech.
- D By having adults draw a map using symbols only.
- E By asking adults to try to picture the location in their heads.

Question 32 Which is the best definition of nonverbal communication?

- A Movements of the hands and arms
- B When messages are exchanged without speaking
- C When messages are exchanged without relying on language
- D Body language
- E Movements of the body, hands, arms, and face

Question 33 Which of the following is the best definition of an “emblem” in nonverbal behavior?

- A A behavior that appears naturally in nonverbal communication across cultures
- B A picture which stands for another thing
- C A nonverbal gesture that looks what it describes
- D A culturally understood substitute for a verbal expression
- E A symbol placed used for marketing or other purposes

CORRECTED

Answer sheet:

First and Last name:

.....

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.

1: A B C D E

2: A B C D

3: A B C D E

4: A B C D E

5: A B C D E

6: A B C D E

7: A B C D E

8: A B C D E

9: A B C D E

10: A B C D E

11: A B C D E

12: A B C D E

13: A B C D E

14: A B C D E

15: A B C D E

16: A B C D E

17: A B C D E

18: A B C D E

19: A B C D E

20: A B C D E

21: A B C D E

22: A B C D E

23: A B C D E

24: A B C D E

25: A B C D E

26: A B C D E

27: A B C D E

28: A B C D E

29: A B C D E

30: A B C D

31: A B C D E

32: A B C D E

33: A B C D E

CORRECTED