**Test Bank**

*for*

Ford-Brown

**DK Speaker**

First Edition

*prepared by*

Janice Ralya Stuckey

*Jefferson State Community College*

Allyn & Bacon

Boston   Columbus   Indianapolis   New York   San Francisco   Upper Saddle River

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1 Lake St., Upper Saddle River, NJ 07458

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10 9 8 7 6 5 4 3 2 1 13 12 11 10 09

ISBN-10: 0-205-90249-9

www.pearsonhighered.com ISBN-13: 978-0-205-90249-1

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NCA Student Outcomes for Speaking and Listening Test Bank Correlation

As emphasized in the Overview of your book, public speaking and listening skills are incredibly important and valuable for our public, professional, and personal lives.

The National Communication Association (NCA), in its 1998 report “Speaking and Listening Competencies for College Students,” established in detail a range of speaking and listening skills that can help students “communicate more effectively at school, in the workplace, and in society.”

The following correlation guide charts out the “Expected Student Outcomes for Speaking and Listening” from part one of NCA’s report and provide a quick reference to which assessments from the *DK S*peaker addresses them. [[1]](#footnote-1)

**Speaking Competencies: Basic Skills**

In order to be a **competent speaker**, a person must be able to compose a message and provide ideas and information suitable to the topic, purpose, and audience. Specifically, the competent speaker should exhibit the following competencies by demonstrating the abilities included under each statement in the following table.

|  |  |  |
| --- | --- | --- |
| **COMPETENCIES FOR BASIC** **SKILLS** | **ABILITIES**  | **REFER TO…** |
| **Determine the purpose of oral discourse.** | * Identify the various purposes of discourse.
* Identify the similarities and differences among various purposes.
* Understand that different contexts require differing purposes.
* Generate a specific purpose relevant to the context when given a general purpose.
 | **Part 1 Starting****Overview of Public Speaking**Overview of public speaking, a*ll of the questions located in the Overview chapter are relevant to this competency***Chapter 2** How do you select a topic?, *2-1.1 – 2-1.5, 2-2.1 – 2-2.4, 2-3.1, 2-3.2, 2-4.2, 2-5.1*How do you select a topic?, *2-1.23 – 2-1.29, 2-2.10, 2-3.5 – 2-3.7, 2-4.6 – 2-4.8, 2-5.4***Part 6 Speaking to Inform****Chapter 13**The informative speech, a*ll of the questions located in the Chapter 13 are relevant to this competency***Part 7 Speaking to Persuade****Chapter 15**The persuasive speech, a*ll of the questions located in the Chapter 15 are relevant to this competency***Part 8 Speaking on Special Occasions**Chapter 16Speeches for special events, a*ll of the questions located in the Chapter 16 are relevant to this competency* |
| **Choose a topic and restrict it according to the purpose and the audience.** | * Identify a subject that is relevant to the speaker's role, knowledge, concerns, and interests.
* Narrow the topic, adapting it to the purpose and time constraints for communicating.
* Adapt the treatment of the topic to the context for communication.
 | **Part 1 Starting****Chapter 1** Getting to know your audience and situation, *all of the questions located in Chapter 1 are relevant to this competency* **Chapter 2** How do you select a topic? *2-1.6 – 2-1.11, 2-2.5 – 2-2.8, 2-3.3, 2-3.4, 2-4.3 – 2-4.5, 2-5.2*How do you narrow your topic? *2-1.12 – 2-1.22, 2-4.5, 2-5.3***Part 6 Speaking to Inform****Chapter 13**How do you choose and research an informative topic? *13-1.20 – 13-1.32, 13-2.10,* **Part 7 Speaking to Persuade****Chapter 15**How do you choose and research a persuasive topic? *15-1.3 – 15-1.8, 15-2.2 – 15-2.4, 15-3.1 – 15-3.4, 15-4.1 – 15-4.4***Part 8 Speaking on Special Occasions****Chapter 16**How do you write a special occasion speech? *16-1.19 – 16-1.35, 16-2.7 – 16-2.11, 16-3.4 – 16-3.7, 16-4.3 – 16-4.7, 16-5.1 – 16-5.2* |
| **Fulfill the purpose of oral discourse.** | Formulate a thesis statement.* Use a thesis as a planning tool.
* Summarize the central message in a manner consistent with the purpose.
 | **Part 1 Starting****Chapter 2** How do you create a central idea (thesis statement)? *2-1.30 – 2-1.37, 2-2.11, 2-2.12, 2-3.8 – 2-3.10, 2-4.9, 2-5.5***Part 6 Speaking to Inform****Chapter 13**How do you choose and research an informative topic?, 13-1.28 – 13-1.29, *13-2.14, 13-3.9, 13-4.12***Part 7 Speaking to Persuade****Chapter 15**How do you choose and research a persuasive topic?, *15-1.20 – 15-1.22, 15-2.11, 15-2.12, 15-4.11***Part 8 Speaking on Special Occasions****Chapter 16**How do you write a special occasion speech?, *16-1.32, 16-2.8, 16-4.6* |
| Provide adequate support material.* Demonstrate awareness of available types of support.
* Locate appropriate support materials.
* Select appropriate support based on the topic, audience, setting, and purpose.
 | **Part 2 Researching****Chapter 3** Locating support materials, *all of the questions located in Chapter 3 are relevant to this competency* **Chapter 4** Selecting and testing support materials, *all of the questions located in Chapter 4 are relevant to this competency***Part 6 Speaking to Inform****Chapter 13**How do you choose and research an informative topic?, *13-1.32, 13-5.4***Part 7 Speaking to Persuade****Chapter 15**How do you choose and research a persuasive topic?, *15-1.24 – 15-1.26, 15-2.13, 15-4.10***Part 8 Speaking on Special Occasions****Chapter 16**How do you write a special occasion speech?, *16-4.7* |
| Select a suitable organizational pattern.* Demonstrate awareness of alternative organizational patterns.
* Demonstrate understanding of the functions of organizational patterns including:

- clarification of information- facilitation of listener comprehension- attitude change- relational interaction | **Part 3 Creating****Chapter 6** Introduction *And* What organizational strategies can you use in your speech?, *6-1.1 – 6-1.28, 6-2.1 – 6-2.12, 6-3.1 – 6-3.6, 6-4.1 – 6-4.11, 6-5.1 – 6-5.2* **Part 6 Speaking to Inform****Chapter 13**How do you organize an informative speech? *13-1.34 – 13-1.36, 13-3.11, 13-3.12, 13-4.13***Part 7 Speaking to Persuade****Chapter 15**How do you organize a persuasive speech? *15-1.27 – 15-1.36, 15-2.14, 15-3.10 – 15-3.13, 15-5.2***Part 8 Speaking on Special Occasions****Chapter 16**How do you write a special occasion speech?, *16-1.34* |
| Demonstrate careful choice of words.* Demonstrate understanding of the power of language.
* Select words that are appropriate to the topic, audience, purpose, context, and speaker.
* Use word choice in order to express ideas clearly, to create and maintain interest, and to enhance the speaker's credibility.
* Select words that avoid sexism, racism, and other forms of prejudice.
 | **Part 3 Creating****Chapter 7**Introducing and concluding your speech, *all of the questions located in Chapter 7 are relevant to this competency***Part 4 Presenting****Chapter 8** Using language successfully, *all of the questions located in Chapter 8 are relevant to this competency***Part 7 Speaking to Persuade****Chapter 14**What should a persuasive speech do?, *14-4.2*What are faulty arguments? *14-3.6 – 14-3.13, 14-4.12 – 14-4.13***Part 8 Speaking on Special Occasions****Chapter 16**What are the types of special occasion speeches? *16-1.38 – 16-1.40, 16-2.12 – 16-2.14, 16-3.8 – 16-3.14, 16-4.8 – 16-4.14, 16-5.3 – 16-5.5*  |
| Provide effective transitions.* Demonstrate understanding of the types and functions of transitions.
* Use transitions to:

- establish connectedness- signal movement from one idea to another- clarify relationships among ideas | **Part 3 Creating****Chapter 5** What can you use to link your speech parts together? *5-1.36 – 5-1.40, 5-2.15, 5-3.6 – 5-3.12, 5-4.7 – 5-4.9*  |

**Speaking Competencies: Delivery Skills**

The **competent speaker** must also be able to transmit messages by using delivery skills suitable to the topic, purpose, and audience. Specifically, the competent speaker should exhibit the following competencies by demonstrating the abilities included under each statement in the table below.

|  |  |  |
| --- | --- | --- |
| **COMPETENCIES FOR DELIVERY SKILLS** | **ABILITIES**  | **REFER TO…** |
| **Employ vocal variety in rate, pitch, and intensity.** | * Use vocal variety to heighten and maintain interest.
* Use a rate that is suitable to the message, occasion, and receiver.
* Use pitch (within the speaker's optimum range) to clarify and to emphasize.
* Use intensity appropriate for the message and audible to the audience.
 | **Part 4 Presenting****Chapter 9** What are the elements of vocal delivery?, *9-1.2 – 9-1.11, 9-2.1 – 9-2.4, 9-3.1 – 9-3.3, 9-4.1, 9-4.2, 9-5.1* |
| **Articulate clearly.** | * Demonstrate knowledge of the sounds of the American English language.
* Use the sounds of the American English language.
 | **Part 4 Presenting****Chapter 9** What are the elements of vocal delivery?, *9-1.19, 9-2.5 – 9-2.7, 9-3.4 – 9-3.6, 9-4.3 – 9-4.5, 9-5.2* |
| **Employ language appropriate to the designated audience.** | * Employ language that enhances the speaker's credibility, promotes the purpose, and [promotes] the receiver's understanding.
* Demonstrate that the use of technical vocabularies, slang, idiomatic language, and regionalisms may facilitate understanding when communicating with others who share meanings for those terms, but can hinder understanding in those situations where meanings are not shared.
* Use standard pronunciation.
* Use standard grammar.
* Use language at the appropriate level of abstraction or generality.
 | **Part 4 Presenting****Chapter 8** How can you use language effectively?, *8-1.14 – 8-1.35, 8-2.3 – 8-2.9, 8-3.4 – 8-3.11, 8-4.5 – 8-4.12, 8-5.3***Chapter 9** What are the elements of vocal delivery?, *9-1.12, 9-1.13, 9-1.18, 9-1.19, 9-2.5, 9-2.7, 9-3.4, 9-3.6, 9-4.3, 9-4.5, 9-5.2* |

|  |  |  |
| --- | --- | --- |
| **Demonstrate nonverbal behavior that supports the verbal message.** | * Use appropriate paralanguage (extraverbal elements of voice such as emphasis, pause, tone, etc.) that achieves congruence and enhances the verbal intent.
* Use appropriate kinesic elements (posture, gesture, and facial expression) that achieve congruence and enhance the verbal intent.
* Use appropriate proxemic elements (interpersonal distance and spatial arrangement that achieve congruence and enhance the verbal intent.
* Use appropriate clothing and ornamentation that achieve congruence and enhance the verbal intent.
 | **Part 4 Presenting****Chapter 9** What are the elements of vocal delivery?, *9-1.2 – 9-1.19, 9-2.1 – 9-2.7, 9-3.1 – 9-3.6, 9-4.1 – 9-4.5, 9-5.1 – 9-5.2*What are the elements of physical delivery?, *9-1.20 – 9-1.36, 9-2.8 – 9-2.13, 9-3.7 – 9-3.11, 9-4.6 – 9-4.9, 9-5.4* **Part 5 Listening & Evaluating****Chapter 11** How can you help your audience listen more effectively? *11-2.13, 11-2.14, 11-4.12, 11-5.5***Part 7 Speaking to Persuade****Chapter 15** What should you consider when preparing to present your speech?, *15-4.15***Part 8 Speaking on Special Occasions****Chapter 16** How do you write a special occasion speech?, *16-2.11, 16-5.2* |

**Listening Competencies: Literal Comprehension**

In order to be a **competent listener**, a person must be able to listen with literal comprehension. Specifically, the competent listener should be able to exhibit the following competencies by demonstrating the abilities included under each statement in the table below.

|  |  |  |
| --- | --- | --- |
| **COMPETENCIES FOR LITERAL COMPREHENSION** | **ABILITIES**  | **REFER TO…** |
| **Recognize main ideas.** | * Distinguish ideas fundamental to the thesis from material that supports those ideas.
* Identify transitional, organizational, and nonverbal cues that direct the listener to the main ideas.
* Identify the main ideas in structured and unstructured discourse.
 | **Part 3 Creating****Chapter 5** How can you create an effective outline?, *5-1.30, 5-4.3, 5-5.2*What can you use to link your speech parts together?, *5-1.36 – 5-1.40, 5-2.15, 5-3.6 – 5-3.12, 5-4.7 – 5-4.9***Chapter 6** How do you make a speech out of a strategy? *6-1.29, 6-1.30, 6-3.7 – 6-3.12, 6-4.11, 6-5.3 – 6-5.4***Part 4 Presenting****Chapter 9** What are the elements of physical delivery?, *9-1.20 – 9-1.36, 9-2.8 – 9-2.13, 9-3.7 – 9-3.11, 9-4.6 – 9-4.9, 9-5.4***Part 5 Listening & Evaluating****Chapter 11**What are the types of listening?, *11-1.26 – 11-1.33, 11-2.6 – 11-2.10, 11-3.7 – 11-3.11, 11-4.4 – 11-4.8, 11-5.3***Chapter 12** What should you consider when evaluating speeches?, *12-1.26 – 12-1.30, 12-3.7, 12-4.9 – 12-4.11* |
| **Identify supporting details.** | * Identify supporting details in spoken messages.
* Distinguish between those ideas that support the main ideas and those that do not.
* Determine whether the number of supporting details adequately develops each main idea.
 | **Part 2 Researching****Chapter 4** What types of support materials can you use in your speech?, *4-1.2 – 4-1.26,*  *4-2.2 – 4-2.9, 4-3.1 – 4-3.8, 4-4.2 – 4-4.7, 4-5.1 – 4-5.2*What do you evaluate in your support materials?, *4-1.32 – 4-1.34, 4-2.13, 4-2.14, 4-3.11, 4-4.10, 4-5.3***Part 3 Creating****Chapter 5** How can you create an effective outline?, *5-5.2***Chapter 6** How do you make a speech out of a strategy? *6-1.29, 6-1.30, 6-3.7 – 6-3.12, 6-4.11, 6-5.3 – 6-5.4***Part 5 Listening & Evaluating****Chapter 11**What are the types of listening?, *11-1.26 – 11-1.33, 11-2.6 – 11-2.10,*  *11-3.7 – 11-3.11, 11-4.4 – 11-4.8, 11-5.3***Chapter 12** What should you consider when evaluating speeches?, *12-1.26 – 12-1.30, 12-3.7, 12-4.9 – 12-4.11* |
| **Recognize explicit relationships among ideas.** | * Demonstrate an understanding of the types of organizational or logical relationships.
* Identify transitions that suggest relationships.
* Determine whether the asserted relationship exists.
 | **Part 3 Creating****Chapter 5** What can you use to link your speech parts together?, *5-1.36 – 5-1.40, 5-2.15, 5-3.6 – 5-3.12, 5-4.6 – 5-4.9***Chapter 6**Introduction *And* What organizational strategies can you use in your speech? *6-1.1 – 6-1.28, 6-2.1 – 6-2.12, 6-3.1 – 6-3.6, 6-4.2 – 6-4.10, 6-5.1 – 6-5.2***Part 5 Listening & Evaluating****Chapter 11**What are the types of listening?, *11-1.26 – 11-1.33, 11-2.6 – 11-2.10, 11-3.7 – 11-3.11, 11-4.4 – 11-4.8, 11-5.3***Chapter 12** What should you consider when evaluating speeches?, *12-1.26 – 12-1.30, 12-3.7, 12-4.9 – 12-4.11***Part 6 Speaking to Inform****Chapter 13** How do you organize an informative speech? *13-1.34 – 13-1.36, 13-3.11, 13-3.12, 13-4.13***Part 7 Speaking to Persuade****Chapter 14** What are the traditional appeals used to persuade?, *14-1.31*What are the parts of an argument?*14-2.5 – 14-2.11, 14-5.3*What are the different types of arguments?*14-2.12 – 14-2.15, 14-3.1 – 14-3.5, 14-4.7 – 14-4.11, 14-5.4***Chapter 15** How do you organize a persuasive speech? *15-1.27 – 15-1.36, 15-2.14, 15-3.10 – 15-3.13, 15-5.2* |
| **Recall basic ideas and details.** | * Determine the goal for listening.
* State the basic cognitive and affective contents, after listening.
 | **Part 5 Listening & Evaluating****Chapter 11** What are the types of listening?, *11-1.26 – 11-1.33, 11-2.6 – 11-2.10, 11-3.7 – 11-3.11, 11-4.4 – 11-4.8, 11-5.3***Chapter 12** What should you consider when evaluating speeches?, *12-1.26 – 12-1.30, 12-3.7, 12-4.9 – 12-4.11* |

**Listening Competencies: Critical Comprehension**

The **competent listener** must also listen with critical comprehension. Specifically, the competent listener should exhibit the following competencies by demonstrating the abilities included under each statement in the following table.

|  |  |  |
| --- | --- | --- |
| **COMPETENCIES FOR CRITICAL COMPREHENSION** | **ABILITIES**  | **REFER TO…** |
| **Attend with an open mind.** | * Demonstrate an awareness of personal, ideological, and emotional biases.
* Demonstrate awareness that each person has a unique perspective.
* Demonstrate awareness that one's knowledge, experience, and emotions affect listening.
* Use verbal and nonverbal behaviors that demonstrate willingness to listen to messages when variables such as setting, speaker, or topic may not be conducive to listening.
 | **Part 1 Starting****Chapter 1** What do you need to know about your audience?, *1-1.5 – 1-1.11, 1-2.1, 1-3.2, 1-4.2*What specific traits do you need to investigate? *1-1.12 – 1-1.27, 1-2.2 – 1-2.6, 1-3.3 – 1-3.7, 1-4.3 – 1-4.8, 1-5.2 – 1-5.3***Part 5 Listening & Evaluating****Chapter 11** What can prevent effective listening? *11-1.34 – 11-1.37, 11-3.12, 11-3.13, 11-4.9 – 11-4.11, 11-5.4*As an audience member, how can you listen more effectively?, *11-2.14,* How can you help your audience listen more effectively?, *11-4.15, 11-5.5* |
| **Perceive the speaker’s purpose and organization of ideas and information.** | * Identify the speaker's purpose.
* Identify the organization of the speaker's ideas and information.
 | **Part 1 Starting****Chapter 2** How do you select a topic?, *2-1.1 – 2-1.5, 2-2.1 – 2-2.4, 2-3.1, 2-3.2, 2-4.2, 2-5.1***Part 3 Creating****Chapter 6** Introduction *And* What organizational strategies can you use in your speech? *6-1.1 – 6-1.28, 6-2.1 – 6-2.12, 6-3.1 – 6-3.7, 6-4.2 – 6-4.10, 6-5.1 – 6-5.2***Part 5 Listening & Evaluating****Chapter 11**What are the types of listening?, *11-1.26 – 11-1.33, 11-2.6 – 11-2.10, 11-3.7 – 11-3.11, 11-4.4 – 11-4.8, 11-5.3***Chapter 12**Evaluating speeches, *all of the questions located in Chapter 12 are relevant to this competency* |

|  |  |  |
| --- | --- | --- |
| **Discriminate between statements of fact and statements of opinion.** | * Distinguish between assertions that are verifiable and those that are not.
 | **Part 2 Researching****Chapter 4** What types of support materials can you use in your speech?, *4-1.2, 4-1.3, 4-2.2, 4-3.1*What do you evaluate in support materials? *4-1.32 – 4-1.34, 4-2.13, 4-2.14, 4-3.12, 4-4.10, 4-5.3***Part 7 Speaking to Persuade****Chapter 14** What should a persuasive speech do?, *14-1.6 - 14-1.13, 14-4.1*What are the traditional appeals used to persuade? *14-1.16 – 14-1.32, 14-4.3 – 14-4.5*What are the modern appeals used to persuade?  *14-1.33, 14-1.34, 14-2.1 – 14-2.4, 14-4.6, 14-5.2* |
| **Distinguish between emotional and logical arguments.** | * Demonstrate an understanding that arguments have both emotional and logical dimensions.
* Identify the logical characteristics of an argument.
* Identify the emotional characteristics of an argument.
* Identify whether the argument is predominantly emotional or logical.
 | **Part 7 Speaking to Persuade****Chapter 14** What are the traditional appeals used to persuade? *14-1.16 – 14-1.32, 14-4.3 – 14-4.5*What are the modern appeals used to persuade?  *14-1.33, 14-1.34, 14-2.1 – 14-2.4, 14-4.6, 14-5.2*What are the parts of an argument?*14-2.5 – 14-2.11, 14-5.3*What are the different types of arguments?*14-2.12 – 14-2.15, 14-3.1 – 14-3.5, 14-4.7 – 14-4.11, 14-5.4*What are faulty arguments? *14-3.6 – 14-3.13, 14-4.12 – 14-4.13* |
| **Detect bias and prejudice.** | * Identify instances of bias and prejudice in a spoken message.
* Specify how bias and prejudice may affect the impact of a spoken message.
 | **Part 4 Presenting****Chapter 8** How can you use language effectively?, *8-1.31 – 8-1.33, 8-2.5 – 8-2.6, 8-3.7, 8-5.3***Part 7 Speaking to Persuade****Chapter 14** What are the traditional appeals used to persuade? *14-1.16 – 14-1.32, 14-4.3 – 14-4.5*What are the modern appeals used to persuade?  *14-1.33, 14-1.34, 14-2.1 – 14-2.4, 14-4.6, 14-5.2*What are faulty arguments? *14-3.6 – 14-3.13, 14-4.12 – 14-4.13* |
| **Recognize the speaker’s attitude.** | * Identify the direction, intensity, and salience of the speaker's attitude as reflected by the verbal messages.
* Identify the direction, intensity, and salience of the speaker's attitude as reflected by the nonverbal messages.
 | **Part 4 Presenting****Chapter 8** What makes language so important? *8-1.1 – 8-1.11, 8-2.1 – 8-2.2, 8-3.1 – 8-3.3, 8-4.1 – 8-4.4, 8-5.1 – 8-5.2***Chapter 9** What are the elements of physical delivery?, *9-1.20 – 9-1.36, 9-2.8 – 9-2.13, 9-3.7 – 9-3.11, 9-4.6 – 9-4.9, 9-5.4***Part 5 Listening & Evaluating****Chapter 11**As an audience member, how can you listen more effectively?, *11-2.14*How can you help your audience listen more effectively?, *11-4.15, 11-5.5***Chapter 12** What should you consider when evaluating speeches?, *12-1.26 – 12-1.30, 12-3.7, 12-4.9 – 12-4.11* |
| **Synthesize and evaluate by drawing logical inferences and conclusions.** | * Draw relationships between prior knowledge and the information provided by the speaker.
* Demonstrate an understanding of the nature of inference.
* Identify the types of verbal and nonverbal information.
* Draw valid inferences from the information.
* Identify the information as evidence to support views.
* Assess the acceptability of evidence.
* Identify patterns of reasoning and judge the validity of arguments.
* Analyze the information and inferences in order to draw conclusions.
 | **Part 2 Researching****Chapter 4** What do you evaluate in support materials? *4-1.32 – 4-1.34, 4-2.13, 4-2.14, 4-3.12, 4-4.10, 4-5.3***Part 5 Listening & Evaluating****Chapter 12** What should you consider when evaluating speeches?, *12-1.26 – 12-1.30, 12-3.7, 12-4.9 – 12-4.11***Part 7 Speaking to Persuade****Chapter 14** What are the parts of an argument?*14-2.5 – 14-2.11, 14-5.3*What are the different types of arguments?*14-2.12 – 14-2.15, 14-3.1 – 14-3.5, 14-4.7 – 14-4.11, 14-5.4*What are faulty arguments? *14-3.6 – 14-3.13, 14-4.12 – 14-4.13* |
| **Recall the implications and arguments.** | * Identify the arguments used to justify the speaker's position.
* State both the overt and implied arguments.
* Specify the implications of these arguments for the speaker, audience, and society at large.
 | **Part 5 Listening & Evaluating****Chapter 11** As an audience member, how can you listen more effectively?, *11-2.14*How can you help your audience listen more effectively?, *11-4.15, 11-5.5***Part 7 Speaking to Persuade****Chapter 14** What are the parts of an argument?*14-2.5 – 14-2.11, 14-5.3*What are the different types of arguments?*14-2.12 – 14-2.15, 14-3.1 – 14-3.5, 14-4.7 – 14-4.11, 14-5.4* |
| **Recognize discrepancies between the speaker’s verbal and nonverbal messages.** | * Identify when the nonverbal signals contradict the verbal message.
* Identify when the nonverbal signals understate or exaggerate the verbal message.
* Identify when the nonverbal message is irrelevant to the verbal message.
 | **Part 4 Presenting****Chapter 9** What are the elements of physical delivery?, *9-1.20 – 9-1.36, 9-2.8 – 9-2.13, 9-3.7 – 9-3.11, 9-4.6 – 9-4.9, 9-5.4***Part 5 Listening & Evaluating****Chapter 11** What are the types of listening?, *11-3.10, 11-3.11, 11-4.8***Chapter 12** What should you consider when evaluating speeches?, *12-1.26 – 12-1.30, 12-3.7, 12-4.9 – 12-4.11* |

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| **Employ active listening techniques when appropriate.** | * Identify the cognitive and affective dimensions of a message.
* Demonstrate comprehension by formulating questions that clarify or qualify the speaker's content and affective intent.
* Demonstrate comprehension by paraphrasing the speaker's message.
 | **Part 5 Listening & Evaluating****Chapter 11** Introduction *And* What is the process of listening?, *11-1.1 – 11-1.4, 11-2.1, 11-2.2, 11-3.1, 11-5.1* |

Overview

**0-1 Multiple Choice Questions**

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| 0-1.1Page Ref: 4Skill: FactualTopic: How Can You Be a Successful Public Speaker?Answer: c | \_\_\_\_\_\_\_\_\_\_ describes the human need and willingness to understand the feelings, thoughts, motives, interests, attitudes, and lives of others.a. Sympathyb. Convergencec. Identificationd. Ethnocentrism |
| 0-1.2Page Ref: 5Skill: ConceptualTopic: How Can You Be a Successful Public Speaker?Answer: c | When you speak in a(n) \_\_\_\_\_\_\_\_\_\_\_ style, you carefully organize and practice your speech in advance, but deliver it only using minimal notes.a. manuscriptb. impromptuc. extemporaneousd. memorized |
| 0-1.3Page Ref: 8Skill: ConceptualTopic: How Can You Be an Ethical Public Speaker?Answer: a | The belief that your group or culture is better than all others is calleda. ethnocentrism.b. divergence.c. identification.d. mythos. |

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| 0-1.4Page Ref: 9Skill: AppliedTopic: How Can You Be an Ethical Public Speaker?Answer: c | Malia used an example in the introduction to her speech but failed to tell the audience that it came from a specific source. This is an example of \_\_\_\_\_\_\_\_\_\_ plagiarism.a. blatantb. patchworkc. no-citationd. intentional |
| 0-1.5Page Ref: 11Skill: ConceptualTopic: What Is the Process of Communicating?Answer: d | The term \_\_\_\_\_\_\_\_\_\_\_\_\_ refers to the overlap between the identities and life experiences of the speaker and audience.a. identificationb. feedbackc. contextd. common ground |
| 0-1.6Page Ref: 11Skill: ConceptualTopic: What Is the Process of Communicating?Answer: c | It is best to view communication as a \_\_\_\_\_\_\_\_\_\_ process.a. linearb. one-wayc. transactionald. simple |
| 0-1.7Page Ref: 16Skill: ConceptualTopic: What is the Creative Process for Public Speaking?Answer: d | A speech introduction should begin with (a/n)a. preview.b. credibility material.c. relevance to audience statement.d. attention-getter. |

**0-2 True/False Questions**

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| 0-2.1Page Ref: 5Skill: FactualTopic: How Can You Be a Successful Public Speaker?Answer: True | Most speeches you will give in class and in your everyday life will be given extemporaneously. |
| 0-2.2Page Ref: 6Skill: ConceptualTopic: How Can You Overcome a Fear of Public Speaking?Answer: False | Nervousness is always negative and you should strive to eliminate it. |

**0-3 Completion (fill-in-the-blank) Questions**

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| 0-3.1Page Ref: 8Skill: AppliedTopic: How Can You Be an Ethical Public Speaker?Answer: ethnocentrism. | Lilith unintentionally offended her audience by presenting her nationality as superior to that of others. This is an example of \_\_\_\_\_\_\_\_\_\_. |

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| 0-3.2Page Ref: 9Skill: AppliedTopic: How Can You Be an Ethical Public Speaker?Answer: blatant | Tyrus cut and pasted several sources together and passed the words and ideas off as his own. This is an example of \_\_\_\_\_\_\_\_\_\_ plagiarism. |
| 0-3.3Page Ref: 9Skill: FactualTopic: How Can You Be an Ethical Public Speaker?Answer: First Amendment | The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ states, “Congress shall make no law…abridging the freedom of speech, or the press…” |
| 0-3.4Page Ref: 11Skill: FactualTopic: What Is the Process of Communicating?Answer: decoding | The process of interpreting a message sent by a speaker is called \_\_\_\_\_\_\_\_\_\_\_\_. |

**0-4 Short Answer Questions**

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| 0-4.1Page Ref: 14Skill: ConceptualTopic: What Is the Creative Process for Public Speaking? | List 3 ideas for selecting a good speech topic. |
| Answer may include: (1) Be sure to read over the assignment for any hints about suitable topics. (2) Brainstorm possible ideas and search through various media. (3) Select the best topic that fits you, the audience and the occasion. |
| 0-4.2Page Ref: 15Skill: ConceptualTopic: What Is the Creative Process for Public Speaking? | What are the 5 questions to ask about the support material you want to use in your speech? |
| Answer: Is the material accurate? Is it current? Is it complete? Is it trustworthy? Is it suitable? |

**0-5 Essay Questions**

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| 0-5.1Page Ref: 19Skill: ConceptualTopic: Using the Steps in This Book | Explain how learning the public speaking process will help you in your public, professional and personal life. |
| Answer: In my public life, public speaking will help me be able to speak up about issues that affect me in the community. For example, I might have to challenge an issue at a city council meeting or a school board meeting, and becoming a better public speaker will give me the know-how and confidence to do so. Public speaking will also help me in my professional life because most employers are looking for employees who have good oral and written communication skills. When interviewing for a job, public speaking skills will enhance my ability to persuade the interviewer that I am the best candidate for the job. Finally, it can also help me in my personal life because public speaking skills can boost my self-esteem and self-development. I can learn that public speaking is something that I can do well and it can boost my confidence overall. |

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| 0-5.2Page Ref: 14Skill: FactualTopic: What is the Process of Communicating? | Label the terms in this diagram. |
| Answer:  |

Chapter 1 Getting to Know Your Audience and Situation

**Tab 1: Startin**

**1-1 Multiple Choice Questions**

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| 1-1.1Page Ref: 21Skill: AppliedTopic: IntroductionAnswer: c | Susannah didn’t pay attention to Madison’s speech because she assumed it didn’t relate to her. This is an example ofa. audience analysis.b. bias.c. egocentrism.d. identity knowledge. |
| 1-1.2Page Ref: 21Skill: ConceptualTopic: IntroductionAnswer: d | Being audience centered beginsa. with the research process.b. with writing the speech body.c. with the selection of visual aids.d. with topic selection. |
| 1-1.3Page Ref: 21Skill: FactualTopic: IntroductionAnswer: a | A systematic investigation of characteristics that make your audience unique is calleda. audience analysis.b. research.c. identity knowledge.d. audience negotiation. |
| 1-1.4Page Ref: 21Skill: ConceptualTopic: IntroductionAnswer: c | Audience analysis helps a speaker predict all of the following EXCEPTa. the obstacles that may affect the speech.b. how much information the audience will need.c. the general purpose of the speech.d. the expectations and reactions of the audience. |
| 1-1.5Page Ref: 23Skill: FactualTopic: What Do You Need to Know About Your Audience?Answer: d | Those things a person accepts as plausible based on interpretation and judgment are calleda. values.b. attitudes.c. policies.d. beliefs. |
| 1-1.6Page Ref: 23Skill: AppliedTopic: What Do You Need to Know About Your Audience?Answer: a | “Smoking marijuana leads to the use of other drugs.” This is an example of a(n)a. belief.b. value.c. attitude.d. policy. |
| 1-1.7Page Ref: 23Skill: FactualTopic: What Do You Need to Know About Your Audience?Answer: b | \_\_\_\_\_ relate to what a person sees as right or wrong, important or unimportant, desirable or undesirable.a. Beliefsb. Valuesc. Attitudesd. Opinions |
| 1-1.8Page Ref: 23Skill: AppliedTopic: What Do You Need to Know About Your Audience?Answer: c | Ben’s family places a lot of importance on gaining a quality education. This is an example of a(n) a. belief.b. opinionc. value.d. attitude. |
| 1-1.9Page Ref: 22Skill: ConceptualTopic: What Do You Need to Know About Your Audience?Answer: d | Inclinations to feel either positively or negatively toward something are calleda. values.b. beliefs.c. policies.d. attitudes. |
| 1-1.10Page Ref: 22Skill: AppliedTopic: What Do You Need to Know About Your Audience?Answer: b | “I love classic rock!” This is an example of a(n)a. value.b. attitude.c. belief.d. policy. |
| 1-1.11Page Ref: 23Skill: ConceptualTopic: What Do You Need to Know About Your Audience?Answer: d | An audience’s \_\_\_\_\_ is made up of values, attitudes, and beliefs.a. personalityb. demographicc. profiled. identity |
| 1-1.12Page Ref: 24Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: a | Demographics can also be calleda. personal traits.b. social traits.c. cultural traits.d. psychological traits. |
| 1-1.13Page Ref: 24Skill: AppliedTopic: What Specific Traits Do You Need to Investigate?Answer: d | Which of the following is NOT a personal trait?a. incomeb. disabilitiesc. household typed. beliefs |
| 1-1.14Page Ref: 24Skill: AppliedTopic: What Specific Traits Do You Need to Investigate?Answer: c | Shalonda noted that most of her audience members were employed in the medical field. This is an example of paying attention toa. psychological traits.b. social traits.c. personal traits.d. cultural traits. |
| 1-1.15Page Ref: 24Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: d | \_\_\_\_\_ occurs when you apply a false or oversimplified generalization to an individual based on group characteristics.a. Audience analysisb. Demographic analysisc. Egocentrismd. Stereotyping |
| 1-1.16Page Ref: 25Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: b | Which of the following words best defines traditionalists?a. optimisticb. loyalc. skepticismd. realistic |
| 1-1.17Page Ref: 25Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: a | Which of the following is NOT a characteristic of those born before 1945?a. very competitiveb. conservativec. respect for authorityd. little formal education |
| 1-1.18Page Ref: 25Skill: FactualTopic: What Specific Traits Do You Need to Investigate?Answer: b | People who were born between 1946 and 1964 are calleda. millennials.b. baby boomers.c. generation X.d. traditionalists. |
| 1-1.19Page Ref: 25Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: d | Which of the following is NOT a characteristic of Generation Y?a. techno-savvyb. confidentc. appreciate diversityd. spend rather than save |
| 1-1.20Page Ref: 25Skill: FactualTopic: What Specific Traits Do You Need to Investigate?Answer: a | According to the Population Reference Bureau, \_\_\_\_\_ percent of U.S. households in 2002 were “traditional.”a. 7b. 17c. 37d. 57 |
| 1-1.21Page Ref: 26Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: c | The needs and motivations of your audience are called \_\_\_\_\_ traits.a. personalb. socialc. psychologicald. physiological |
| 1-1.22Page Ref: 26Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: b | Which of the following is FALSE in regard to Maslow’s hierarchy of needs?a. It is best represented as a pyramid.b. The most basic needs are at the top of the model.c. Basic needs must be fulfilled before higher needs.d. It explains that our needs motivate us to respond in certain ways. |
| 1-1.23Page Ref: 26Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: a | According to Maslow, our most basic needs area. physiological.b. safety.c. psychological.d. social. |

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| 1-1.24Page Ref: 26Skill: AppliedTopic: What Specific Traits Do You Need to Investigate?Answer: b | A speech on the importance of a having a fire escape plan for the home evokes which need?a. physiologicalb. safetyc. sociald. self-esteem |
| 1-1.25Page Ref: 26Skill: FactualTopic: What Specific Traits Do You Need to Investigate?Answer: c | Our need to feel a part of groups and to be close to others is termed \_\_\_\_\_ needs.a. physiologicalb. safetyc. sociald. self-actualization |
| 1-1.26Page Ref: 27Skill: FactualTopic: What Specific Traits Do You Need to Investigate?Answer: d | The \_\_\_\_\_ traits of your audience relate to how they are affected by or identify with other groups of people.a. psychologicalb. physiologicalc. personald. social |
| 1-1.27Page Ref: 27Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: a | Which of the following is NOT a component of race?a. nation of birthb. color and texture of hairc. color of skin and eyesd. shape of facial features |
| 1-1.28Page Ref: 29Skill: FactualTopic: What Do You Need to Know About the Speaking Situation?Answer: b | An audience who is required to attend an event is calleda. hostile.b. captive.c. voluntary.d. mandatory. |

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| 1-1.29Page Ref: 31Skill: AppliedTopic: How Do You Locate Audience and Situation Information?Answer: b | Which of the following is an open-ended question?a. Is this your first semester in college?b. Why did you choose to attend college here?c. Are you an organ donor?d. How old are you? |
| 1-1.30Page Ref: 31Skill: ConceptualTopic: How Do You Locate Audience and Situation Information?Answer: a | Which of the following is NOT a guideline for constructing an effective survey?a. use more open-ended questions than closed-ended questionb. make no assumptions about your respondentsc. avoid biased or leading questionsd. use a clean, consistent structure for the overall questionnaire |
| 1-1.31Page Ref: 33Skill: AppliedTopic: How Can You Adapt to Your Audience During the Speech?Answer: d | Which of the following is an environmental barrier?a. being distracted by thoughts of a previous conversationb. getting confused by the jargon in a speechc. getting distracted by the facial expressions of the speakerd. having difficulty hearing the speaker due to people talking nearby |
| 1-1.32Page Ref: 33Skill: AppliedTopic: How Can You Adapt to Your Audience During the Speech?Answer: b | Miguel had a headache and had trouble focusing on the speeches in class. This is an example of a(n)a. psychological barrier.b. physiological barrier.c. linguistic barrier.d. environmental barrier. |
| 1-1.33Page Ref: 33Skill: AppliedTopic: How Can You Adapt to Your Audience During the Speech?Answer: b | Which of the following is NOT a type of external noise?a. being too hot in the classroomb. thinking about the speech you are about to givec. not understanding the slang terms in the speechd. getting distracted by the speaker’s pacing back and forth |
| 1-1.34Page Ref: 33Skill: ConceptualTopic: How Can You Adapt to Your Audience During the Speech?Answer: c | Which of the following is NOT a tip for adapting to internal noise?a. pay attention to the nonverbal behavior of your audienceb. be a creative, dynamic speaker so your audience will want to listen to youc. pay attention to the noises affecting you and your audienced. anticipate a potentially negative response and lessen the effect |

**1-2 True/False Questions**

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| 1-2.1Page Ref: 23Skill: AppliedTopic: What Do You Need to Know About Your Audience?Answer: False | “Having too much salt in the diet can lead to high blood pressure.” This is an example of an attitude. |
| 1-2.2Page Ref: 24Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: True | Sexual orientation, occupation, and household type are all considered personal traits. |
| 1-2.3Page Ref: 25Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: False | Baby boomers are more likely to save rather than spend money. |

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| 1-2.4Page Ref: 26Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: False | According to Maslow, the highest level of needs we have is that of self-esteem. |
| 1-2.5Page Ref: 27Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: False | All social traits are designated by choice. |
| 1-2.6Page Ref: 27Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: True | The United States is considered an individualist culture. |
| 1-2.7Page Ref: 30Skill: ConceptualTopic: How Do You Locate Audience and Situation Information?Answer: False | The first step in audience analysis should be to ask friends, relatives, peers, and others about their insights into your speech topic. |
| 1-2.8Page Ref: 31Skill: ConceptualTopic: How Do You Locate Audience and Situation Information?Answer: False | Good surveys should have a majority of open-ended questions. |

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| 1-2.9Page Ref: 31Skill: AppliedTopic: How Do You Locate Audience and Situation Information?Answer: True | “Do you plan to vote in the next election?” This is an example of a closed-ended question. |
| 1-2.10Page Ref: 32Skill: ConceptualTopic: How Can You Adapt to Your Audience During the Speech?Answer: False | Good speakers will conduct all of their audience analysis before the speech is given. |
| 1-2.11Page Ref: 33Skill: AppliedTopic: How Can You Adapt to Your Audience During the Speech?Answer: False | Lauren had a difficult time listening to the professor because the temperature in the room was too cold. This is an example of a physiological barrier. |

**1-3 Completion (fill-in-the-blank) Questions**

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| 1-3.1Page Ref: 21Skill: ConceptualTopic: IntroductionAnswer: egocentrism | An audience member’s tendency to think “what’s in it for me” while listening to a speech is termed \_\_\_\_\_. |
| 1-3.2Page Ref: 23Skill: AppliedTopic: What Do You Need to Know About Your Audience?Answer: value | “It is important to take care of one’s health.” This is an example of a(n) \_\_\_\_\_. |
| 1-3.3Page Ref: 24Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: Personal traits | \_\_\_\_\_ include characteristics such as age, sexual orientation, and education. |
| 1-3.4Page Ref: 24Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: Stereotyping | \_\_\_\_\_ can happen if you focus too much on personal traits when analyzing your audience. |
| 1-3.5Page Ref: 25Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: millennials/generation Y | Audience members who are good with technology, appreciate diversity, and who are influenced by the media are called \_\_\_\_\_. |
| 1-3.6Page Ref: 26Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: Self-esteem | \_\_\_\_\_ needs include a need for success, prestige, and self-respect. |
| 1-3.7Page Ref: 27Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate?Answer: Culture | \_\_\_\_\_\_ is a system that teaches us rules for being accepted and surviving in a community. |
| 1-3.8Page Ref: 31Skill: ConceptualTopic: How Do You Locate Audience and Situation Information?Answer: Open-ended | \_\_\_\_\_ questions allow for detailed responses in your interviews and surveys. |
| 1-3.9Page Ref: 33Skill: ConceptualTopic: How Can You Adapt to Your Audience During the Speech?Answer: Linguistic | \_\_\_\_\_ barriers can include a speaker’s use of slang and jargon as well as misread body language. |
| 1-3.10Page Ref: 33Skill: AppliedTopic: How Can You Adapt to Your Audience During the Speech?Answer: physiological | Jason had a difficult time focusing on Jacki’s speech because he was hungry and tired. He was affected by \_\_\_\_\_ barriers. |
| 1-3.11Page Ref: 33Skill: ConceptualTopic: How Can You Adapt to Your Audience During the Speech?Answer: External noise | \_\_\_\_\_ includes both environmental and linguistic barriers. |

**1-4 Short Answer Questions**

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| 1-4.1Page Ref: 21Skill: ConceptualTopic: Introduction | What can be predicted by using audience analysis? (List three out of five.) |
| Answer: What ideas you could stress for your audience; How much information they will need; What language and support material will work best for them; Their potential expectations and reactions; What obstacles might affect your speech. |
| 1-4.2Page Ref: p. 22-23Skill: AppliedTopic: What Do You Need to Know About Your Audience? | Give an example of a belief, a value, and an attitude that you hold, making sure to label each one. |
| Answer: Answers will vary. |
| 1-4.3Page Ref: 25Skill: AppliedTopic: What Specific Traits Do You Need to Investigate? | What generation do you belong to and what characteristics are attributed to this group? |
| Answer: Answers will vary. |
| 1-4.4Page Ref: 25Skill: AppliedTopic: What Specific Traits Do You Need to Investigate? | Imagine you are going to give a speech about the problem of credit card debt to an audience of traditionalists and baby boomers. How might these two groups differ on their reaction to your topic? |
| Answer: Baby boomers tend to spend rather than save, while traditionalists are more likely to value saving. |

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| 1-4.5Page Ref: 26Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate? | What does Maslow’s hierarchy of needs attempt to explain? |
| Answer: It shows how people are motivated by their needs and must meet their lowest needs before moving up to higher needs. |
| 1-4.6Page Ref: 26Skill: AppliedTopic: What Specific Traits Do You Need to Investigate? | Give examples of speech topics that would attempt to tap into the need for (1) safety, (2) social needs, and (3) self-esteem. |
| Answer: Answers will vary. |
| 1-4.7Page Ref: 27Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate? | Explain the differences between the terms race, ethnicity, and culture. |
| Answer: Race refers to biological differences. Ethnicity relates to religious or national affiliations, while culture is the system that teaches us the rules to follow to be accepted and survive within a community. |
| 1-4.8Page Ref: 27Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate? | Is the United States an individualist or collectivist culture? Explain your answer. |
| Answer: The U.S. is an individualist culture because we place emphasis on the self instead of on the group. |

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| 1-4.9Page Ref: 29Skill: ConceptualTopic: What Do You Need to Know About the Speaking Situation? | List three questions regarding situational time you should ask before giving a speech? |
| Answer: What is my time limit? How early should I arrive? What is the timing of my speech? Where do I fall in the rotation of speakers? Is there late-breaking news? Is this my first time speaking in front of this audience? What is my relationship to this audience? |
| 1-4.10Page Ref: 29Skill: ConceptualTopic: What Do You Need to Know About the Speaking Situation? | List three questions regarding situational occasion you should ask before giving a speech? |
| Answer: What does the audience expect? What is the mood? Why are they here? How will they respond to the topic? Is this a special occasion? What are the social norms and expectations? Who’s in charge and what is their relationship with the audience? |
| 1-4.11Page Ref: 30-31Skill: ConceptualTopic: How Do You Locate Audience and Situation Information? | According to Chapter 1 of your book, what are the options for gathering information about your audience? |
| Answer: Start with what you know. Ask others about the audience. Conduct interviews. Create and administer a survey. Research the group to which you are speaking. |
| 1-4.12Page Ref: 33Skill: AppliedTopic: How Do You Locate Audience and Situation Information? | Give an example of a psychological barrier you have faced while trying to listen to a speaker. |
| Answer: Answers will vary. |

**1-5 Essay Questions**

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| 1-5.1Page Ref: 31Skill: AppliedTopic: How Do You Locate Audience and Situation Information? | After reading the following survey on the topic of the Gulf Oil Spill, correct any questions that you feel are ineffective and explain why you made the corrections. 1. Have you ever vacationed in the Gulf area?

\_\_\_\_\_ Yes \_\_\_\_\_ No1. Do you agree that the Federal Government is not doing enough to stop the flow of oil?

 \_\_\_\_ Yes \_\_\_\_\_ No1. What should BP be doing differently to contain the spill?
2. Who do you feel is the most responsible for the spill and why?
3. How serious do you think the Gulf Oil Spill is and do you think it will affect our nation’s long-term energy policy?
 |
| Grading Criteria: A complete answer will note that the second question is leading in nature, there are too many open-ended questions for a short survey and the fifth question has two questions contained in one. |
| 1-5.2Page Ref: 25Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate? | Identify and discuss the four generations that are explained in Chapter 1 of your book. How can you be sensitive to the differences between these groups without falling into the trap of stereotyping? |
| Answer: Traditionalists marry once, believe in saving, are conservative, respect authority and America, and are not easily persuaded. Baby boomers are more educated and political, spend rather than save, divorce and remarry, are cynical and challenge authority. Generation X are products of divorce, resourceful, independent, struggle with money, and are influenced by the media. Millennials are smart, confident, techno-savvy, concerned with personal safety, influenced by friends and media, appreciate diversity, and can be biased. Stereotyping can be avoided by using these differences only as a guide. |

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| 1-5.3Page Ref: 26Skill: ConceptualTopic: What Specific Traits Do You Need to Investigate? | Draw and label a diagram of Maslow’s hierarchy of needs then explain each level. |
| Grading Rubric: Label each section of pyramid: 10% each (total of 50%); Explain each level: 10% each (total of 50%) |

1. (Note: NCA’s outcomes for interpersonal competencies are not included here.) [↑](#footnote-ref-1)