Student name:\_\_\_\_\_\_\_\_\_\_

**1)** Which is not a listening preference?

 A) action-oriented listeners
 B) people-oriented listeners
 C) time-oriented
 D) group-oriented listeners
 E) content-oriented listeners

**2)** \_\_\_\_\_\_\_\_\_\_\_\_\_\_ indicate feelings and moods.

**3)** *Effective* *Group* *Discussion* defines human communication as

 A) sharing information and ideas.
 B) sending and receiving of messages.
 C) exchanging meanings.
 D) people simultaneously create, interpret, and negotiate shared meaning through their interaction.
 E) the derivation, encoding, transmitting, and evaluation of shared personal meanings.

**4)** Participants may pay more attention to what is said during

 A) Face-to-face meetings
 B) Teleconferences

**5)** The technique of paraphrasing what the listener understands a speaker to mean, then asking for confirmation or correction, is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_ listening.

**6)** Every spoken message indicates meanings of two types (levels):

 A) signals and sign.
 B) connotative and semantic.
 C) small group and social.
 D) content (denotative) and relational.
 E) verbal and reciprocal.

**7)** How are the content and the relationship dimensions of communication different?

**8)** Tone of voice and other nonverbal cues that indicate how a speaker considers herself in terms of other group members is

 A) the personal dimension of communication.
 B) the content dimension of communication.
 C) the relationship dimension of communication.
 D) the communicative episode.
 E) the intentional dimension of communication.

**9)** Which of these options is better when group cohesiveness and interpersonal relationships are important

 A) Teleconferences
 B) Face-to-face meetings

**10)** In conflict, more opinion change may occur during

 A) Teleconferences
 B) Face-to-face meetings

**11)** This group is sensitive to cues that may indicate impatience

 A) People-oriented listeners
 B) Content-oriented listeners
 C) Time-oriented listeners
 D) Action-oriented listeners

**12)** Choose the group consisting of group members who really enjoy analyzing things they hear.

 A) Content-oriented listeners
 B) Action-oriented listeners
 C) People-oriented listeners
 D) Time-oriented listeners

**13)** Group organization is easier to maintain during

 A) Face-to-face meetings
 B) Teleconferences

**14)** Which of the following is one of the four factors that influence the small group context as laid out by your authors?

 A) all of these
 B) number of communicators involved
 C) roles between participants are more formalized and goals defined while managing tension.
 D) member pressure to conform to role expectations
 E) feedback is psychologically complex

**15)** This term describes paralanguage are any characteristic of voice and utterance other than words

 A) proxemics
 B) haptics
 C) vocal cues
 D) regulators

**16)** Mesomorphs (muscular types) are more likely to be perceived as leaders.

 ⊚ true
 ⊚ false

**17)** What is CMC?

 A) computer-mediated communication
 B) conflict management communication
 C) communication means community
 D) none of these
 E) census mediated communication

**18)** Group members whose faces are highly expressive of their feelings are likely to be more trusted than members who are "poker" faced.

 ⊚ true
 ⊚ false

**19)** Which are nonverbal behaviors?

 A) where a person sits
 B) a person's mannerisms
 C) emphasis a person places on time
 D) all of these
 E) what a person wears

**20)** Human communications is symbolic, which is:

 A) verbal or nonverbal communications
 B) transactional or intentional communications
 C) arbitrary where all words are symbols
 D) a sign
 E) personal or impersonal communications

**21)** A person who takes up a lot of space at a meeting table is likely to have a low status in the group.

 ⊚ true
 ⊚ false

**22)** You cannot stop communicating while meeting with other group members.

 ⊚ true
 ⊚ false

**23)** Communication is a transactional process. What does that mean?

 A) All of these answers are correct.
 B) Transactional implies that the sender-receiver roles occur simultaneously.
 C) Communication is an ongoing event with no clear beginning or end.
 D) Transactional implies that participants in a communication must cooperate and negotiate shared meaning and understanding.
 E) Transaction implies that communication is a sender and receiver phenomenon.

**24)** Every verbal message has nonverbal components.

 ⊚ true
 ⊚ false

**25)** To achieve the level of mutual understanding necessary to accomplish an interdependent goal, members of a small group must have \_\_\_\_\_\_\_\_\_\_\_\_\_\_ meaning for the verbal messages they create in discussion.

 A) concrete
 B) different
 C) abstract
 D) identical
 E) shared

**26)** Frankie and Lance are engaged in a discussion where each pays close attention to what the other is saying and how each is saying it. They work together to determine the meanings of the words and phrases in their conversation. This conversation illustrates which principle of human communication?

 A) Human communication is symbolic.
 B) Communication involves content and relationship dimensions.
 C) Communication is personal.
 D) Communication is not always intentional.
 E) Communication is a transactional process.

**27)** Nonverbal behaviors which direct the flow of verbal messages among group members are called \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**28)** How does the small group context impact communication in small groups?

**29)** This principle of communication is sometimes stated as "You cannot NOT communicate" \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**30)** Before agreeing or disagreeing with what another person has said, an active listener verifies his or her understanding of the statement.

 ⊚ true
 ⊚ false

**31)** Communication is \_\_\_\_\_\_\_\_\_\_\_\_\_\_ implies that all interactants mutually and simultaneously define both themselves and others during communication.

 A) symbolic interactionism
 B) encoding principle
 C) relationship dimension
 D) people orientation
 E) transactional

**32)** During a discussion Clement says: "Well, I suppose we should do something to try to get people to report crimes they observe..." as his voice trails off into silence. Describe how a really good listener would respond to this statement (assuming it to be important enough to bother responding overtly).

**33)** When group members are in tune with each other they tend to imitate each other's posture and movements. This behavior is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**34)** Verbal and nonverbal messages operate together to create meaning; they are indivisible.

 ⊚ true
 ⊚ false

**35)** This group is wonders how their listening behavior affects relationships

 A) Action-oriented listeners
 B) Time-oriented listeners
 C) People-oriented listeners
 D) Content-oriented listeners

**36)** All words are \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**37)** The term which implies that group members must cooperate to achieve mutual understanding and that all are simultaneously sending and receiving signals is \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**38)** Symbols are arbitrary, human creations used to represent experiences, objects, or concepts.

 ⊚ true
 ⊚ false

**39)** People generally prefer

 A) Face-to-face meetings
 B) Teleconferences

**40)** Responsibility for a misunderstanding is usually shared by speaker and listener(s).

 ⊚ true
 ⊚ false

**41)** Each symbol has an intrinsic, inherent meaning.

 ⊚ true
 ⊚ false

**42)** This term describes the study of uses of space and territory between and among people.

 A) regulators
 B) vocal cues
 C) proxemics
 D) haptics

**43)** List and give an example of each of the types of nonverbal behaviors indicated in your text.

**44)** *Explain* what is meant by "communication is a transactional process."

**45)** This term describes the study of the perception of and use of touch.

 A) proxemics
 B) regulators
 C) vocal cues
 D) haptics

**46)** A "thumbs up" gesture, as used in America, is a type of symbol.

 ⊚ true
 ⊚ false

**47)** Typographical symbols used by CMC to help convey relational messages and social presence:

 A) hidden antagonizers
 B) emoticons
 C) abstractions
 D) communicators
 E) emotive words

**48)** Misunderstanding results from a breakdown in the communication process.

 ⊚ true
 ⊚ false

**49)** "Backchannel" refers to

 A) speaking alternately in turn.
 B) visible gestures discussants make in response to each other's comments.
 C) vocalizations uttered in response that show interest and active listening.
 D) vocal intonations.
 E) any and all responses of group members to messages from each other.

**50)** Regulating who speaks, and when, during a small group discussion is done primarily with words, such as a leader calling on persons by name.

 ⊚ true
 ⊚ false

**51)** \_\_\_\_\_\_\_\_\_\_\_\_ listeners focus on the task, remember details, and prefers an organized presentation.

 A) Action-oriented
 B) People-oriented
 C) Content-oriented
 D) Self-oriented
 E) Time-oriented

**52)** Discussion flows more often among persons sitting side by side in a circle than among persons sitting across from each other.

 ⊚ true
 ⊚ false

**53)** This group is focused on the task at hand

 A) People-oriented listeners
 B) Content-oriented listeners
 C) Action-oriented listeners
 D) Time-oriented listeners

**54)** "Listening" is a synonym for "hearing."

 ⊚ true
 ⊚ false

**55)** The term that refers to how much group members perceive the communication medium to be like face-to-face interaction socially and emotionally is

 A) simultaneous presence.
 B) social presence.
 C) synchronous communication.
 D) asynchronous communication.
 E) likeability.

**56)** Listeners who are concerned about how their listening behavior affects relationships are called

 A) none of these.
 B) content-oriented listeners.
 C) time-oriented listeners.
 D) action-oriented listeners.
 E) people-oriented listeners.

**57)** Strokes are more appropriate than pats as signs of affecting and unity among members of American secondary groups.

 ⊚ true
 ⊚ false

**58)** During small group communication, only one person in a group sends signals while other members act as receivers.

 ⊚ true
 ⊚ false

**59)** What might be the correct interpretation for silence?

 A) Silence is holding back information for all kinds of reasons.
 B) Silence may mean that people don't agree with what is said.
 C) All of these answers are correct.
 D) Silence may mean that people don't understand what is said.
 E) Silence may mean that people are apathetic.

**60)** How well a person communicates depends more on attitudes toward other people and knowledge about how communication occurs than on specific communication skills and techniques.

 ⊚ true
 ⊚ false

**61)** Asynchronous communication is communication where there is a delay between messages.

 ⊚ true
 ⊚ false

**62)** Paralanguage is nonverbal characteristics of voice and utterance.

 ⊚ true
 ⊚ false

**63)** As used in *Effective* *Group* *Discussion*, "meaning" indicates something that occurs in

 A) communication.
 B) signals.
 C) messages.
 D) people.
 E) symbols.

**64)** Good listeners do which of the following?

 A) don't interrupt
 B) help to clarify confusing messages by asking questions in a nonthreatening way
 C) all of these
 D) are attentive
 E) paraphrase and provides feedback

**65)** In American business culture, people who come late to meetings without a very good reason are considered to be

 A) powerful and of high status.
 B) very busy.
 C) poorly organized.
 D) ineffective and of low status.
 E) inconsiderate, undisciplined and selfish.

**66)** Vocalizations such as "right on," "umm-hmm," and "amen" while another group member is speaking are called \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**67)** This term describes nonverbal behavior used to control who speaks during a discussion.

 A) vocal cues
 B) haptics
 C) regulators
 D) proxemics

**68)** What does it mean to say that communications involves relationship dimensions?

 A) None of these answers are correct.
 B) All of these answers are correct.
 C) The relationship dimension of a message refers to what the message reveals about how the speaker views his or her relationship to the other participants.
 D) The relationship dimension of a message refers to the subject of the message.
 E) The relationship dimension of a message refers to the idea or topic of the message.

**69)** People from a culture in which the backchannel is rarely used are likely to perceive people who use it often as being

 A) courteous and attentive.
 B) argumentative and dogmatic.
 C) active listeners.
 D) rude interrupters.
 E) stupid and emotional.

**70)** The symbolic and personal nature of communication makes for perfect understanding amongst communicators.

 ⊚ true
 ⊚ false

**71)** Gestures, facial expressions, body postures, and other movements are studied as communicative signals in the field of \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**72)** "Kinesics" refers to the study of movements, such as emphatic or descriptive gestures.

 ⊚ true
 ⊚ false

**73)** "Communication" involves only *intentional* signals/messages.

 ⊚ true
 ⊚ false

**74)** A conference electronically mediated by networked computers is called a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**Answer Key**Test name: Effective Group Discussion: Theory and Practice ,Galanes 15th ch2

1) D

2) Facial expressions

3) D

4) B

5) active

6) D

8) C

9) B

10) A

11) C

12) A

13) A

14) A

15) C

16) TRUE

17) A

18) TRUE

19) D

20) C

21) FALSE

22) TRUE

23) A

24) TRUE

25) E

26) E

27) regulators

29) unintentional/communication is not always intentional

30) TRUE

31) E

33) body synchrony

34) TRUE

35) C

36) symbols

37) [transaction, transactional]

38) TRUE

39) A

40) TRUE

41) FALSE

42) C

45) D

46) TRUE

47) B

48) FALSE

49) C

50) FALSE

51) A

52) FALSE

53) C

54) FALSE

55) B

56) E

57) FALSE

58) FALSE

59) C

60) TRUE

61) TRUE

62) TRUE

63) D

64) C

65) E

66) backchannels

67) C

68) C

69) D

70) FALSE

71) kinesics

72) TRUE

73) FALSE

74) net conference