

# TEST BANK

*for*

**DEVITO**

## **ESSENTIALS OF HUMAN COMMUNICATION**

**NINTH EDITION**

*by*

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**PEARSON**

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## Chapter 1: The Essentials of Human Communication

### Multiple Choice Questions

1. Which of the following statements is true of communication?

- a) The more you communicate, the better communicator you will be.
- b) Good communicators are born, not made.
- c) Fear of speaking in public must be eliminated before you can be successful.
- d) Communication involves both verbal and nonverbal messages.

Answer: d

Learning Objective: 1.1 Identify the forms, benefits, and myths of human communication.

Topic: Forms, Benefits, and Myths of Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

2. E-mailing, blogging, and posting on Google+ and Facebook are all examples of \_\_\_\_\_ communication.

- a) computer-mediated
- b) small group
- c) public
- d) intrapersonal

Answer: a

Learning Objective: 1.1 Identify the forms, benefits, and myths of human communication.

Topic: Forms, Benefits, and Myths of Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

3. During a videoconference job interview for an entry-level position with a large fast-food chain, Melkamzer answers a series of questions posed by Annie, a regional manager. What type of communication did they both engage in?

- a) small-group communication
- b) intrapersonal communication
- c) computer-mediated communication
- d) public speaking

Answer: c

Learning Objective: 1.1 Identify the forms, benefits, and myths of human communication.

Topic: Forms, Benefits, and Myths of Human Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

4. \_\_\_\_\_ communication is the general term used to describe communication from one source to many receivers, some of which may be scattered throughout the world.

- a) Mass
- b) Intrapersonal
- c) Public
- d) Computer-mediated

Answer: a

Learning Objective: 1.1 Identify the forms, benefits, and myths of human communication.

Topic: Forms, Benefits, and Myths of Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

5. Which of the following myths of communication is identified in your book?

- a) The more you communicate, the better your communication skills will be.
- b) Once you start communicating effectively, you will always be effective.
- c) Communication skills are learned.
- d) Knowing your audience is very helpful in order to be effective.

Answer: a

Learning Objective: 1.1 Identify the forms, benefits, and myths of human communication.

Topic: Forms, Benefits, and Myths of Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

6. The transactional view is a more satisfying theory of the communication process than the linear view because it \_\_\_\_\_.

- a) is simpler
- b) is representative of how communication actually happens
- c) demonstrates the most recent theory of the communication process
- d) explains everything about media communication

Answer: b

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Understand the Concepts

7. The linear model of communication is analogous with a(n) \_\_\_\_\_.

- a) arrow hitting or missing a target
- b) tennis game

- c) circus
- d) person solving a puzzle

Answer: b

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Analyze It

8. When Henri wants to share information with Chantal but not with others in the room, he switches from speaking English to speaking French, which Chantal understands. Which of the following best describes what Henri does to keep his comments to Chantal private?

- a) He decodes his message in a way he thinks only Chantal will understand.
- b) He changes the cultural context of the message in a way he thinks only Chantal will understand.
- c) He changes the temporal context of the message in a way he thinks only Chantal will understand.
- d) He encodes his message in a way he thinks only Chantal will understand.

Answer: d

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Difficult

Skill Level: Apply What You Know

9. Before launching into her presentation to the board of directors, Sandra circulates through the room making small talk about the weather, the results of last night's ball game, etc. Sandra is engaging in \_\_\_\_\_.

- a) phatic communication
- b) metamessaging
- c) feedback
- d) back-channeling

Answer: a

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Apply What You Know

10. The information on the cover of a magazine that entices a reader to buy it is an example of

- \_\_\_\_\_.
- a) feedback
  - b) phatic communication
  - c) semantic noise
  - d) feedforward

Answer: d

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Understand the Concepts

11. The statement “I may be wrong about this, but. . . .” best illustrates the element of communication known as \_\_\_\_\_.

- a) feedforward
- b) punctuation
- c) displacement
- d) immediacy

Answer: a

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Apply What You Know

12. Phatic communication is also referred to as \_\_\_\_\_.

- a) message overload
- b) mass communication
- c) small talk
- d) neutral communication

Answer: c

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Easy

Skill Level: Remember the Facts

13. The temporal dimension of context is \_\_\_\_\_.

- a) the sequence of the message
- b) a message’s position within a sequence of events

- c) the tangible environment in which the communication takes place
- d) the vehicle through which messages pass

Answer: b

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Understand the Concepts

14. Which of the following is true of communication contexts?

- a) All communication takes place within contexts.
- b) Context has little bearing on how messages are conveyed.
- c) Context is simply the physical environment in which communication takes place.
- d) Context is the same as the content dimension of communication.

Answer: a

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Understand the Concepts

15. Before going to a reception at the university president's house, Abby reminds her date, Homer, not to act like he is at a fraternity party. Abby wants Homer to be most aware of the \_\_\_\_\_ context.

- a) physical
- b) cultural
- c) social-psychological
- d) temporal

Answer: c

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Apply What You Know

16. "Do you understand what I've just asked you to do?" is an example of a(n) \_\_\_\_\_.

- a) paradigm
- b) paraverbal message
- c) anomaly
- d) metamessage



Answer: d

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Apply What You Know

17. When someone sends a message in response to your initial message, such as laughing at your joke, he or she is sending \_\_\_\_\_.

- a) feedback
- b) feedforward
- c) a metamessage
- d) paramessages

Answer: a

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Understand the Concepts

18. The vehicle through which we send messages is referred to as the \_\_\_\_\_.

- a) channel
- b) sender
- c) receiver
- d) metamessage

Answer: a

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Easy

Skill Level: Remember the Facts

19. Biases or prejudices of senders–receivers are examples of what kind of noise?

- a) physical
- b) psychological
- c) semantic
- d) channel

Answer: b

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers,

messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Understand the Concepts

20. During a department meeting, Antonio's boss was discussing the new software that will be implemented in the department. Antonio was daydreaming about his upcoming vacation. We can assume that his boss's message was distorted by \_\_\_\_\_ noise.

- a) physical
- b) psychological
- c) semantic
- d) physiological

Answer: b

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Apply What You Know

21. Christina and DeAnna were having a quiet conversation over drinks before the band started to play, but now they have to shout and even then can't really hear what the other is saying. We can assume that once the band started to play, the signal-to-noise ratio in this scenario \_\_\_\_\_.

- a) went from high signal/low noise to low signal/high noise
- b) went from low signal/high noise to high signal/low noise
- c) went from low signal/low noise to high signal/high noise
- d) didn't change and had nothing to do with the communication problems they experienced

Answer: a

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Difficult

Skill Level: Apply What You Know

22. Bobby: "I got a new bat!" Jan: "That's great. I can't wait to see you swing it at the game next Saturday." Bobby: "Not that kind of bat! His name is Del and he's my new pet." This exchange between Bobby and Jan best illustrates which principle of communication?

- a) Communication is ambiguous.
- b) Communication is a package of signals.
- c) Communication is punctuated.
- d) Communication is purposeful.

Answer: a

Learning Objective: 1.3 Paraphrase the major principles of human communication.

Topic: Principles of Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

23. The tendency to divide the various communication transactions into sequences of stimuli and responses is referred to as \_\_\_\_\_.

- a) compartmentalization
- b) departmentalization
- c) punctuation
- d) sequencing

Answer: c

Learning Objective: 1.3 Paraphrase the major principles of human communication.

Topic: Principles of Communication

Difficulty Level: Moderate

Skill Level: Remember the Facts

24. “You cannot *not* communicate” expresses which principle of communication?

- a) Communication is inevitable.
- b) Communication is irreversible.
- c) Communication is purposeful.
- d) Communication involves content and relationship dimensions.

Answer: a

Learning Objective: 1.3 Paraphrase the major principles of human communication.

Topic: Principles of Communication

Difficulty Level: Easy

Skill Level: Understand the Concepts

25. Dong-Sun and Chris had a very serious argument during which Dong-Sun said some very hurtful things to Chris. After the argument, he tried to apologize for what was said during the argument. Dong-Sun’s later behavior best reflects which principle of communication?

- a) Communication is a package of signals.
- b) Communication is punctuated.
- c) Communication is transactional.
- d) Communication is irreversible and unrepeatable.

Answer: d

Learning Objective: 1.3 Paraphrase the major principles of human communication.

Topic: Principles of Communication

Difficulty Level: Moderate  
Skill Level: Apply What You Know

26. Mario has a deep commitment to the identity and beliefs of his Puerto Rican-American culture, following customs and embracing specific artifacts. This is Mario's \_\_\_\_\_.
- a) ethnocentrism
  - b) stereotype
  - c) ethnic identity
  - d) social-psychological context

Answer: c

Learning Objective: 1.4 Explain the role of culture in human communication, the seven ways in which cultures differ from one another, the aim of a cultural perspective; and define *ethnic identity* and *ethnocentrism*.

Topic: Culture and Human Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

27. Ethnic identity refers to \_\_\_\_\_.
- a) one's commitment to the beliefs and philosophy of one's own culture
  - b) the tendency to judge other cultures based on one's own culture
  - c) the ability to take the perspectives of people of other cultures
  - d) adapting to the communicative style of people from other cultures

Answer: a

Learning Objective: 1.4 Explain the role of culture in human communication, the seven ways in which cultures differ from one another, the aim of a cultural perspective; and define *ethnic identity* and *ethnocentrism*.

Topic: Culture and Human Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

28. According to your book, competent communicators \_\_\_\_\_.
- a) are born, not made
  - b) think critically and mindfully
  - c) do not consider power important in the communication process
  - d) constantly change their ethics based on the context

Answer: b

Learning Objective: 1.5 Define *communication competence* and explain the qualities identified as part of competence.

Topic: Communication Competence

Difficulty Level: Easy

Skill Level: Understand the Concepts

29. Individualistic cultures put more emphasis on self-reliance, \_\_\_\_\_, and \_\_\_\_\_.

- a) independence; individual achievement
- b) independence; group achievement
- c) independence; social bonds
- d) social bonds; conformity to the larger social group

Answer: a

Learning Objective: 1.4 Explain the role of culture in human communication, the seven ways in which cultures differ from one another, the aim of a cultural perspective; and define *ethnic identity* and *ethnocentrism*.

Topic: Culture and Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

### **True/False Questions**

30. With advances in technology, few differences exist between face-to-face and computer-mediated communication.

Answer: False

Learning Objective: 1.1 Identify the forms, benefits, and myths of human communication.

Topic: Forms, Benefits, and Myths of Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

31. Sunglasses may be regarded as communication noise.

Answer: True

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Understand the Concepts

32. Daydreaming is an example of psychological noise.

Answer: True

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate  
Skill Level: Understand the Concepts

33. Some communication has no effect on those involved in the process.

Answer: False

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Easy

Skill Level: Understand the Concepts

34. Ambiguity is tolerated more in low-uncertainty-avoidance cultures than in high-uncertainty-avoidance cultures.

Answer: True

Learning Objective: 1.4 Explain the role of culture in human communication, the seven ways in which cultures differ from one another, the aim of a cultural perspective; and define *ethnic identity* and *ethnocentrism*.

Topic: Culture and Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

35. All messages involve content and relationship dimensions.

Answer: True

Learning Objective: 1.3 Paraphrase the major principles of human communication.

Topic: Principles of Communication

Difficulty Level: Easy

Skill Level: Understand the Concepts

36. Choice points are moments when you have to make choices regarding your communication.

Answer: True

Learning Objective: 1.5 Define *communication competence* and explain the qualities identified as part of competence.

Topic: Communication Competence

Difficulty Level: Easy

Skill Level: Remember the Facts

37. The punctuation of communication is the segmenting of the continuous stream of

communication into smaller pieces.

Answer: True

Learning Objective: 1.3 Paraphrase the major principles of human communication.

Topic: Principles of Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

38. Communication is a reversible and erasable process.

Answer: False

Learning Objective: 1.3 Paraphrase the major principles of human communication.

Topic: Principles of Communication

Difficulty Level: Easy

Skill Level: Understand the Concepts

39. Competence refers to your interpersonal communication abilities rather than to small-group or public-speaking abilities.

Answer: False

Learning Objective: 1.5 Define *communication competence* and explain the qualities identified as part of competence.

Topic: Communication Competence

Difficulty Level: Easy

Skill Level: Understand the Concepts

40. People are either ethnocentric or not ethnocentric.

Answer: False

Learning Objective: 1.4 Explain the role of culture in human communication, the seven ways in which cultures differ from one another, the aim of a cultural perspective; and define *ethnic identity* and *ethnocentrism*.

Topic: Culture and Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

### **Fill-in-the-Blank Questions**

41. Jasmine is having a very detailed conversation with herself. This is an example of \_\_\_\_\_ communication.

Answer: intrapersonal

Learning Objective: 1.1 Identify the forms, benefits, and myths of human communication.  
Topic: Forms, Benefits, and Myths of Human Communication  
Difficulty Level: Moderate  
Skill Level: Apply What You Know

42. Movies, magazines, radio, and television are examples of \_\_\_\_\_ communication.

Answer: mass

Learning Objective: 1.1 Identify the forms, benefits, and myths of human communication.  
Topic: Forms, Benefits, and Myths of Human Communication  
Difficulty Level: Moderate  
Skill Level: Understand the Concepts

43. In the \_\_\_\_\_ model of communication, the speaker speaks and the listener listens.

Answer: linear

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.  
Topic: Communication Models and Concepts  
Difficulty Level: Moderate  
Skill Level: Understand the Concepts

44. The \_\_\_\_\_ context of communication refers to a message's position within a sequence of events.

Answer: temporal

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.  
Topic: Communication Models and Concepts  
Difficulty Level: Moderate  
Skill Level: Understand the Concepts

45. A(n) \_\_\_\_\_ is a message about another message.

Answer: metamessage

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.  
Topic: Communication Models and Concepts  
Difficulty Level: Moderate  
Skill Level: Remember the Facts



46. The \_\_\_\_\_ of communication is the segmenting of the continuous stream of communication into smaller pieces.

Answer: punctuation

Learning Objective: 1.3 Paraphrase the major principles of human communication

Topic: Principles of Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

47. \_\_\_\_\_ is the tendency to view others and their behaviors through our own cultural filters.

Answer: Ethnocentrism

Learning Objective: 1.4 Explain the role of culture in human communication, the seven ways in which cultures differ from one another, the aim of a cultural perspective; and define *ethnic identity* and *ethnocentrism*.

Topic: Culture and Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

48. \_\_\_\_\_ refers to using more than one language in a conversation, often in the same sentence.

Answer: Code switching

Learning Objective: 1.5 Define *communication competence* and explain the qualities identified as part of competence.

Topic: Communication Competence

Difficulty Level: Moderate

Skill Level: Understand the Concepts

49. The \_\_\_\_\_ view of ethics argues that the rightness or wrongness of an act is absolute and exists apart from the values or beliefs of any individual or culture.

Answer: objective

Learning Objective: 1.5 Define *communication competence* and explain the qualities identified as part of competence.

Topic: Communication Competence

Difficulty Level: Moderate

Skill Level: Understand the Concepts

50. A communication \_\_\_\_\_ is the vehicle or medium through which messages pass.

Answer: channel

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Understand the Concepts

## Essay Questions

51. Identify a myth of communication and explain why it is a myth.

Answer: The ideal answer should include:

1. Myth: The more we communicate, the better we will communicate. Why it is a myth: Practice does not make perfect. If bad behaviors are practiced, it makes communication less effective.

2. Myth: When two people are in a close relationship, neither person should have to communicate needs and wants explicitly; the other person should know what these are. Why it is a myth: People cannot read minds.

3. Myth: Conflict is an indication that a relationship is in trouble. Why it is a myth: Conflict can benefit people in a relationship.

4. Myth: Leaders are born; leaders are not made. Why it is a myth: Leadership skills can be developed.

5. Myth: Fear of public speaking is bad and must be eliminated if a person is to be successful. Why it is a myth: By managing fear, a speaker can make nervousness work for him or her instead of against him or her.

Learning Objective: 1.1 Identify the forms, benefits, and myths of human communication.

Topic: Forms, Benefits, and Myths of Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

52. Define phatic communication and describe a time when you used phatic communication.

Answer: The ideal answer should include:

1. Phatic communication is small talk.

2. Descriptions of phatic communication use will vary; students may include an example such as, "I used phatic communication when speaking for the first time to the student beside me."

Learning Objective: 1.2 Draw a model of communication that includes sources-receivers, messages, context, channel, noise, and effects; and define each of these elements.

Topic: Communication Models and Concepts

Difficulty Level: Moderate

Skill Level: Apply What You Know

53. Do we ever stop communicating? Explain your answer.

Answer: The ideal answer should include:

1. Communication is inevitable. It is always taking place.
2. Even when we are not aware that we are communicating, we are always communicating. Even when we do not actively respond, our non-response is communication.

Learning Objective: 1.3 Paraphrase the major principles of human communication.

Topic: Principles of Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

54. The text states that ethnocentrism exists on a continuum. Define ethnocentrism and explain what this statement means.

Answer: The ideal answer should include:

1. Ethnocentrism is the inclination to see other people and their behaviors through our own cultural filters, often as distortions of our own behaviors. It is the tendency to view our own culture as superior to others.
2. Ethnocentrism exists on a continuum. People are not completely ethnocentric or nonethnocentric. The level of ethnocentrism will vary from individual to individual. It will also vary according to the group we are focused on.

Learning Objective: 1.4 Explain the role of culture in human communication, the seven ways in which cultures differ from one another, the aim of a cultural perspective; and define *ethnic identity* and *ethnocentrism*.

Topic: Culture and Human Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

55. Explain the term “choice point” and give an example of a choice point in your own life.

Answer: The ideal answer should include:

1. A choice point is a moment when we make a decision about our communication. We decide to whom we will communicate, what we will communicate, how we will communicate, etc.
2. Examples will vary widely. One example might be making the decision not to communicate to a friend that she looks overweight in her new skirt.

Learning Objective: 1.5 Define *communication competence* and explain the qualities identified as part of competence.

Topic: Communication Competence

Difficulty Level: Moderate

Skill Level: Apply What You Know