

Chapter 1 Preparing to Speak with Confidence

Multiple-Choice Questions

- 1) The "common good" that we all share with presidents, TV news anchors and CEOs refers to _____.
- A) excellent networking skills
 - B) the gift of oral communication
 - C) a belief in democracy
 - D) the good of the human race

Answer: B

Diff: 1 Page Ref: 3

Skill: Knowledge

- 2) Overcoming shyness will allow you to do all of the following except _____.
- A) greet new people
 - B) be more assertive
 - C) socialize more
 - D) repress your opinions

Answer: D

Diff: 1 Page Ref: 10

Skill: Comprehension

- 3) Meeting the "right people" will help you to _____.
- A) make contact with people to advance your career
 - B) get the job over a more qualified person
 - C) save money
 - D) travel to exotic places

Answer: A

Diff: 2 Page Ref: 13

Skill: Knowledge

- 4) This course will help you do all the following except _____.
- A) earn more respect from associates
 - B) be more aggressive toward others
 - C) become a better and more interesting person
 - D) be more convincing to an audience

Answer: B

Diff: 2 Page Ref: 13-14

Skill: Application

5) According to Philip Zimbardo, _____ percent of Americans report experiencing shyness at times.

- A) 99
- B) 80
- C) 50
- D) 25
- E) 10

Answer: B

Diff: 2 Page Ref: 10

Skill: Knowledge

6) Ethical behavior includes all of the following except _____.

- A) distinguishing between fact and opinion in your speeches
- B) avoiding plagiarism
- C) being a good listener
- D) excluding information that is contrary to your message

Answer: D

Diff: 2 Page Ref: 17-18

Skill: Application

7) A good speaker should be aware that the audience may consist of which of the following?

- A) different age groups
- B) different political groups
- C) different ethnic groups
- D) all of the above

Answer: D

Diff: 1 Page Ref: 17

Skill: Knowledge

8) Good listeners should do all of the following except _____.

- A) prepare for a learning experience
- B) concentrate on the message
- C) keep an open mind
- D) stay true to their own opinions

Answer: D

Diff: 2 Page Ref: 18

Skill: Application

9) Plagiarism is _____.

- A) not ethical
- B) easier today, due to the Internet
- C) not giving credit where it is due
- D) all of the above

Answer: D

Diff: 2 Page Ref: 20

Skill: Comprehension

- 10) Being assertive is different from being aggressive because _____.
- A) assertive people can express themselves without turning people off
 - B) being aggressive means forcing your feelings and views on others
 - C) aggressive people tend to be more popular than others
 - D) Both A and B.

Answer: D

Diff: 2 Page Ref: 12-13

Skill: Analysis

- 11) To think about yourself in a positive manner, you might repeat all the following statements except _____.
- A) "I'm going to be more friendly to people."
 - B) "I have a lot to offer."
 - C) "I'm a better speaker than everyone in the class."
 - D) "I am going to be more outgoing."

Answer: C

Diff: 1 Page Ref: 10

Skill: Application

- 12) Your ability to "sound off" or express yourself in society is important mostly because _____.
- A) it is your democratic right
 - B) talk radio shows always need guests
 - C) complex issues are tough to resolve
 - D) people listen to the best speakers

Answer: A

Diff: 3 Page Ref: 3

Skill: Analysis

- 13) According to your textbook author, what is the essence of ethics for speakers?
- A) Family background dictates your personal ethics.
 - B) Ethics are based on the common law.
 - C) Doing right is more important than knowing what is right.
 - D) The listener and speaker are equally responsible.

Answer: C

Diff: 3 Page Ref: 16

Skill: Comprehension

True/False Questions

- 1) More women are socialized into shyness than men.

Answer: TRUE

Diff: 1 Page Ref: 10

Skill: Knowledge

- 2) Some psychologists believe that increased use of computers, e-mail, and the Internet could make shy people even more reclusive.

Answer: TRUE

Diff: 2 Page Ref: 11

Skill: Comprehension

- 3) Today's world of complex issues and highly developed media calls for greater individual assertiveness.
Answer: TRUE
Diff: 3 Page Ref: 4-6
Skill: Comprehension
- 4) The overriding purpose behind this course is to teach you how to more effectively influence others.
Answer: FALSE
Diff: 2 Page Ref: 13-14
Skill: Comprehension
- 5) Even if you work mostly alone as a computer programmer or a librarian, you must be able to communicate effectively with others.
Answer: TRUE
Diff: 2 Page Ref: 7
Skill: Comprehension
- 6) Research has shown that people who are shy as children are unable to become celebrities later in life.
Answer: FALSE
Diff: 1 Page Ref: 9
Skill: Knowledge
- 7) If you don't want to be shy, you don't have to be.
Answer: TRUE
Diff: 2 Page Ref: 9
Skill: Knowledge
- 8) If someone says about you, "Well - we certainly know where she stands," it means that you are an aggressive person.
Answer: FALSE
Diff: 2 Page Ref: 12-13
Skill: Application
- 9) Once you become a better communicator, you can use your skill to advance your career through business and social contacts.
Answer: TRUE
Diff: 2 Page Ref: 13
Skill: Application
- 10) Anyone can become a better and more interesting person as a result of this course.
Answer: TRUE
Diff: 1 Page Ref: 13-14
Skill: Knowledge
- 11) Listening skills are important, but speaking takes more skill and talent.
Answer: FALSE
Diff: 3 Page Ref: 18
Skill: Analysis

12) In any speaking situation, both the speakers and the listener have equally important ethical responsibilities.

Answer: TRUE

Diff: 2 Page Ref: 18

Skill: Comprehension

Short Answer Questions

1) List two things you can do to increase your self-confidence.

Diff: 1 Page Ref: 10

Skill: Synthesis

2) List five things this course can do for you.

Diff: 1 Page Ref: 13-14

Skill: Knowledge

3) List four things you can do to avoid plagiarism.

Diff: 2 Page Ref: 21

Skill: Knowledge

4) Discuss the concept of the "common good" that you share with successful, famous people.

Diff: 2 Page Ref: 3

Skill: Synthesis

5) What does it mean to "sound off" in today's society? How have complex issues and an advanced media made this job more important for all citizens?

Diff: 3 Page Ref: 3-6

Skill: Evaluation

6) How can effective oral communication skills be useful in a disagreement or any other negative situation?

Diff: 2 Page Ref: 7

Skill: Synthesis

7) List and discuss at least three techniques for overcoming shyness.

Diff: 1 Page Ref: 10-12

Skill: Application

8) Describe the major differences between assertiveness and aggressiveness.

Diff: 1 Page Ref: 12-13

Skill: Knowledge

9) A coworker approaches you and complains, "For some reason, I can't seem to assert myself at work. People don't take me seriously, and I know it is holding me back in my career." What do you advise your friend to do?

Diff: 3 Page Ref: 12-13

Skill: Application

10) Discuss the relationship between speaking and listening. How are each important, and how does one complement the other?

Diff: 3 Page Ref: 16-20

Skill: Synthesis

11) As a speaker, why is it important to strive for high ethical standards? What special ethical responsibilities go along with speaking?

Diff: 3 Page Ref: 16-18

Skill: Evaluation

12) As a listener, why is it important to strive for high ethical standards? What special ethical responsibilities go along with listening?

Diff: 3 Page Ref: 18-19

Skill: Evaluation

13) Discuss the issue of plagiarism from a technology standpoint. Why has this issue become more complicated with the advent of the World Wide Web?

Diff: 2 Page Ref: 20-21

Skill: Analysis