

Instructor's Manual and Test Bank

for

Beebe, Beebe, and Redmond

Interpersonal Communication: Relating to Others

Sixth Edition

prepared by

Matthew Vos
Covenant College

Allyn & Bacon

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Test Bank Chapter 7

Multiple Choice Questions

1) According to Mehrabian, what percentage of the emotional meaning of a message is communicated through explicit verbal channels?

- A) 7%
- B) 37%
- C) 57%
- D) 97%

Answer: A, Page Ref: 186, Skill: Factual

2) Which of the following is not a cue associated with lying?

- A) less smiling
- B) increased shifts in posture
- C) slurring of words
- D) reduced eye contact

Answer: C, Page Ref: 186, Skill: Factual

3) According to Mehrabian, what percentage of the emotional meaning of a message is communicated through vocal cues?

- A) 8%
- B) 38%
- C) 58%
- D) 98%

Answer: B, Page Ref: 186, Skill: Factual

4) Which nonverbal cues have Ekman and Friesen identified as key sources of nonverbal cues?

- A) face, hands, and feet
- B) eyes and face
- C) body orientation
- D) pitch, volume, and intensity

Answer: A, Page Ref: 187, Skill: Factual

5) Which of the following is NOT a factor in determining the amount of touch you need, tolerate, receive and initiate?

- A) the amount and kind of touching you receive in your family
- B) the time of day
- C) your feelings of friendliness and happiness
- D) the intimacy level of the topic of your conversation

Answer: B, Page Ref: 201-202, Skill: Conceptual

6) Alejandro was sitting by himself in the quad, leaned over, with his head resting on the heels of his hands. Joe approached and said, “Hey Alejandro, you look sad.” Alejandro responded, “Huh? No, I'm just thinking.” Which difficulty in interpreting nonverbal behavior does this exchange exemplify?

- A) Nonverbal messages are often ambiguous.
- B) Nonverbal messages are continuous.
- C) Nonverbal cues are multi-channeled.
- D) Nonverbal interpretation is culture based.

Answer: A, Page Ref: 190, Skill: Application

7) President Nixon visited Latin America on a goodwill tour. As he exited the plane he gave the A-OK sign. Many Latin Americans were offended by this gesture, because in their region this was an obscene gesture. Of which difficulty in interpreting nonverbal behavior should President Nixon been more aware?

- A) Nonverbal messages are often ambiguous.
- B) Nonverbal messages are continuous.
- C) Nonverbal cues are multi-channeled.
- D) Nonverbal interpretation is culture based.

Answer: D, Page Ref: 190-191, Skill: Factual

8) In what stage of quasi-courtship behavior are we engaged when we manipulate our appearance by combing our hair, straightening our tie, and double-checking our appearance?

- A) courtship readiness
- B) preening
- C) positional cues
- D) appeals to invitation

Answer: B, Page Ref: 192, Skill: Factual

9) In what stage of quasi-courtship behavior are we engaged when we move closer to someone, adopt an open body posture, and make eye contact?

- A) courtship readiness
- B) preening
- C) positional cues
- D) appeals to invitation

Answer: D, Page Ref: 192, Skill: Factual

10) Dr. Wheeler walks into class several minutes late. He has always been strict about classes starting on time, so you think about teasing him by saying, “You're lucky we didn't all just leave.” But then you notice that Dr. Wheeler's voice is flat, his brow is furrowed, and his eye contact is indirect and decide he may not receive your good-natured ribbing in the way you intend. What theory describes how you adapted to Dr. Wheeler's nonverbal communication?

- A) expectancy violation theory
- B) emotional contagion theory
- C) interaction adaptation theory
- D) interactional synchrony theory

Answer: C, Page Ref: 188, Skill: Application

11) Josephus can't seem to talk without using his hands. He is always pointing, and shaping, and indicating size when he talks. How would you classify Josephus' actions?

- A) illustrators
- B) regulators
- C) emblems
- D) adaptors

Answer: A, Page Ref: 193, Skill: Application

12) In your public speaking class, you are asked to evaluate the delivery of a classmate. You critique her vocal characteristics, her eye contact, her gestures, and her appearance, but find that you can really only pay attention to one category at a time. Your experiences support what challenge of interpreting nonverbal messages?

- A) Nonverbal messages are often ambiguous.
- B) Nonverbal cues are multichanneled.
- C) Nonverbal messages are continuous.
- D) Nonverbal interpretation is culture based.

Answer: B, Page Ref: 190, Skill: Application

13) Which function is involved when eye contact gives you information about another person's thought processes?

- A) cognitive
- B) monitoring
- C) regulatory
- D) expressive

Answer: A, Page Ref: 194, Skill: Factual

14) An open mouth, tense skin under the eyes, and wrinkles in the center of the forehead are facial expressions that indicate _____

- A) surprise.
- B) fear.
- C) disgust.
- D) anger.

Answer: B, Page Ref: 195, Skill: Factual

15) Which function is involved when we use eye contact to signal when we want to talk and when we don't?

- A) cognitive
- B) monitoring
- C) regulatory
- D) expressive

Answer: C, Page Ref: 194, Skill: Factual

16) Which function is involved when our eye contact reveals our emotions to others?

- A) cognitive
- B) monitoring
- C) regulatory
- D) expressive

Answer: D, Page Ref: 194, Skill: Factual

17) What is the study of personal space and the meaning of distance in our interpersonal relationships called?

- A) proxemics
- B) kinesics
- C) chronemics
- D) paralanguage

Answer: A, Page Ref: 199, Skill: Factual

18) Which of the following is the name for the zone of personal space used for personal interactions, typically ranging from 0 to 1 1/2 feet?

- A) personal space
- B) intimate space
- C) social space
- D) public space

Answer: B, Page Ref: 199, Skill: Factual

19) Ekman calls _____ “gymnasts of the mind” because of their surprising ability for detecting microexpressions.

- A) Buddhists
- B) police officers
- C) women
- D) judges

Answer: A, Page Ref: 196, Skill: Conceptual

20) In which zone are you most comfortable talking with friends and family?

- A) intimate
- B) personal
- C) social
- D) public

Answer: B, Page Ref: 200, Skill: Factual

21) While a person's facial expression and vocal cues communicate a specific emotional response, his or her posture and gestures communicate the _____ of the emotion expressed.

- A) reality
- B) interpretation
- C) intensity
- D) specificity

Answer: C, Page Ref: 194, Skill: Factual

22) In which of the following zones is interpersonal communication LEAST likely?

- A) intimate
- B) personal
- C) social
- D) public

Answer: D, Page Ref: 200, Skill: Conceptual

23) Oftentimes, a student will sit in the same seat all semester and may become upset if someone else takes his or her seat. This behavior reflects which category of nonverbal behavior?

- A) territoriality
- B) proxemics
- C) appearance
- D) body movement

Answer: A, Page Ref: 200-201, Skill: Conceptual

24) If you leave your study place in the library and leave your book open or some other indication that this space is being used, you are probably making use of a(n)

- A) regulator.
- B) emblem.
- C) illustrator.
- D) territorial marker.

Answer: D, Page Ref: 200-201, Skill: Conceptual

25) What are nonverbal cues that communicate liking and engender feelings of pleasure called?

- A) immediacy cues
- B) arousal cues
- C) dominance cues
- D) friendship cues

Answer: A, Page Ref: 204, Skill: Factual

26) The face, voice, and movement are the primary indicators of

- A) immediacy cues.
- B) arousal cues.
- C) dominance cues.
- D) friendship cues.

Answer: B, Page Ref: 204, Skill: Factual

27) Which of the following theories suggests that people tend to display the same emotions that a communication partner is displaying?

- A) expression mimic theory
- B) facial reaction theory
- C) reflection theory
- D) emotional contagion theory

Answer: D, Page Ref: 209, Skill: Factual

28) A lying communicator is more likely than an honest communicator to

- A) smile genuinely and sincerely.
- B) pause.
- C) use fewer gestures.
- D) maintain a steady gaze.

Answer: B, Page Ref: 209-210, Skill: Factual