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## Chapter 1:

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4. What are the types of communication contexts?
5. What is the role of feedback in communication?
6. What are the basic communication models?
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10. Question: What is the role of noise in communication?

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3. What is denotative versus connotative meaning?
4. What is the Sapir-Whorf Hypothesis?
5. How do language barriers affect communication?
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7. What is the importance of context in verbal communication?
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5. What are relational dialectics?
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10. How can feedback enhance group performance?

# Practice exam Major 1

## 1. What is perception in communication?

- a) The ability to communicate in multiple languages
- b) The process of selecting, organizing, and interpreting sensory information
- c) The process of learning new communication styles
- d) The ability to memorize information quickly

## 2. Which of the following is NOT a stage in the perceptual process?

- a) Selection
- b) Organization
- c) Retention
- d) Interpretation

## 3. What is selective exposure?

- a) Focusing only on stimuli that reinforce existing beliefs
- b) Ignoring all forms of new information
- c) Choosing to listen to every message presented
- d) Filtering out noise from a conversation

## 4. Which factor influences perception the MOST?

- a) The time of day
- b) The person's past experiences, expectations, and cultural background
- c) The volume of the speaker's voice
- d) The number of people in the room

## 5. What is perceptual constancy?

- a) The tendency to see, hear, or believe only what you want to
- b) The tendency to perceive objects and situations the same way over time
- c) The ability to adapt communication styles in different situations
- d) The tendency to ignore nonverbal cues

## 6. According to the Sapir-Whorf Hypothesis, language influences:

- a) The grammatical correctness of sentences
- b) The way people structure their reality and thoughts
- c) How often people communicate with each other
- d) The ability to memorize information

## 7. What is the denotative meaning of a word?

- a) The meaning a word has in a specific culture
- b) The literal, dictionary definition of a word
- c) The emotional and implied meaning of a word
- d) The historical significance of a word

**8. Which of the following is an example of phatic communication?**

- a) A scientific research paper
- b) A doctor explaining a medical condition
- c) A casual greeting, such as “How are you?”
- d) A courtroom debate

**9. Which of the following is an example of a euphemism?**

- a) “I failed the exam.”
- b) “I had to let him go” instead of “I fired him.”
- c) “She is very intelligent” instead of “She is smart.”
- d) “The sun is shining.”

**10. What is the purpose of syntactics in language?**

- a) To structure sentences correctly
- b) To change meanings of words based on culture
- c) To emphasize verbal tone
- d) To eliminate ambiguity in verbal communication

**11. Which of the following is NOT a type of nonverbal communication?**

- a) Kinesics (body movement)
- b) Phonology (study of speech sounds)
- c) Proxemics (use of space)
- d) Chronemics (use of time)

**12. Which of the following is an example of paralanguage?**

- a) Eye contact
- b) Tone of voice
- c) Hand gestures
- d) Personal space

**13. According to Edward T. Hall, what is the typical range of personal space in Western culture?**

- a) Less than 6 inches
- b) 1 to 4 feet
- c) 4 to 12 feet
- d) More than 12 feet

**14. Which term refers to the tendency to fill in missing information based on past experiences?**

- a) Closure
- b) Similarity
- c) Proximity
- d) Retention

**15. What does Mehrabian's Rule suggest about communication?**

- a) 93% of communication is nonverbal
- b) 55% of meaning is from facial expressions, 38% from tone, and 7% from words
- c) Only verbal communication matters in business settings
- d) Nonverbal communication has little effect on message interpretation

**16. What is the primary difference between hearing and listening?**

- a) Hearing is passive; listening is active
- b) Listening is automatic; hearing requires effort
- c) Hearing involves interpretation; listening does not
- d) Listening is only important in formal settings

**17. Which type of listening focuses on understanding the emotions behind a speaker's words?**

- a) Critical listening
- b) Discriminative listening
- c) Empathic listening
- d) Comprehensive listening

**18. Which barrier to listening occurs when a person focuses too much on factual details and misses the overall meaning?**

- a) Semantic distractions
- b) Factual distractions
- c) Physical noise
- d) Selective exposure

**19. What are the four steps of active listening?**

- a) Receiving, understanding, evaluating, responding
- b) Speaking, reading, thinking, writing
- c) Encoding, decoding, transmitting, processing
- d) Listening, judging, reacting, forgetting

**20. Which of the following is a strategy for improving listening skills?**

- a) Multitasking during conversations
- b) Interrupting to share personal experiences
- c) Asking clarifying questions
- d) Avoiding eye contact to minimize distractions

**21. Which of the following is an example of self-fulfilling prophecy?**

- a) A student who believes they are bad at math and, as a result, performs poorly
- b) A person who learns a new language by practicing it daily
- c) A professor who adjusts their teaching based on student feedback
- d) A company that invests in advertising to improve brand awareness

**22. What is the term for the mental frameworks we use to organize and interpret information?**

- a) Perceptual filters
- b) Schemas
- c) Cognitive biases
- d) Attribution models

**23. Which term refers to the tendency to judge others based on first impressions rather than later behaviors?**

- a) Recency effect
- b) Fundamental attribution error
- c) Primacy effect
- d) Selective retention

**24. When we assume that someone is always rude because we saw them act rudely once, we are engaging in:**

- a) Stereotyping
- b) Perceptual set
- c) Frozen evaluation
- d) Selective attention

**25. Which of the following is NOT a common perceptual barrier?**

- a) Stereotyping
- b) Selective perception
- c) Empathy
- d) Attribution error

**26. What is an example of connotative meaning?**

- a) "Dog" refers to a domesticated animal
- b) "Home" suggests warmth, safety, and comfort
- c) "Desk" means a piece of furniture used for work
- d) "Banana" is a yellow fruit

**27. Which term refers to language that is vague and imprecise, making communication less effective?**

- a) Abstract language
- b) Concrete language
- c) Literal language
- d) Phatic communication

**28. According to Hayakawa's Ladder of Abstraction, which of the following is the MOST abstract term?**

- a) "Animal"
- b) "Dog"
- c) "Golden Retriever"
- d) "My pet Max"

**29. What is an example of phatic communication?**

- a) Giving an in-depth explanation of a scientific concept
- b) Using small talk to greet someone, like “How’s it going?”
- c) Delivering a persuasive speech
- d) Writing an academic research paper

**30. Which of the following is an example of jargon?**

- a) “We need to increase ROI by improving our SEO strategy.”
- b) “The weather is nice today.”
- c) “I had eggs and toast for breakfast.”
- d) “What’s your favorite movie?”

**31. Which nonverbal code refers to the use of touch in communication?**

- a) Proxemics
- b) Haptics
- c) Chronemics
- d) Kinesics

**32. What is an example of paralanguage?**

- a) Maintaining eye contact while speaking
- b) Using hand gestures to emphasize a point
- c) Changing the tone and pitch of your voice while speaking
- d) Standing close to someone while talking

**33. In the United States, which of the following is considered an appropriate social distance for professional interactions?**

- a) Less than 6 inches
- b) 1 to 2 feet
- c) 4 to 12 feet
- d) More than 12 feet

**34. Which of the following is an example of objectics in nonverbal communication?**

- a) The way someone dresses for a job interview
- b) A firm handshake
- c) The tone of someone’s voice
- d) Using emojis in digital communication

**35. What is the role of chronemics in communication?**

- a) It refers to the use of silence in conversations
- b) It examines how time influences communication
- c) It focuses on how people express emotions through facial expressions
- d) It describes how people use gestures

**36. What type of listening is used when a therapist listens to their client to understand their emotions?**

- a) Comprehensive listening
- b) Critical listening
- c) Empathic listening
- d) Discriminative listening

**37. Which of the following is a barrier to effective listening?**

- a) Paraphrasing what the speaker is saying
- b) Multitasking while listening
- c) Asking clarifying questions
- d) Taking notes

**38. What is the difference between critical listening and comprehensive listening?**

- a) Critical listening involves making judgments, while comprehensive listening focuses on understanding the message
- b) Comprehensive listening is only used in academic settings
- c) Critical listening is always negative, while comprehensive listening is neutral
- d) Comprehensive listening is passive, while critical listening is active

**39. Which of the following is a sign of active listening?**

- a) Avoiding eye contact to minimize distractions
- b) Nodding and providing verbal acknowledgments
- c) Interrupting to share personal experiences
- d) Checking your phone while someone is speaking

**40. Which technique can help improve listening skills?**

- a) Ignoring nonverbal cues
- b) Asking open-ended questions
- c) Making assumptions about what the speaker means
- d) Responding before the speaker has finished

**41. Which of the following is an example of a frozen evaluation?**

- a) "I used to dislike reading, but now I enjoy it."
- b) "Math is difficult for everyone."
- c) "My coworker was rude once, so they will always be rude."
- d) "My professor changed their teaching style, and now I understand better."

**42. Which type of listening is most useful when analyzing an argument in a debate?**

- a) Empathic listening
- b) Critical listening
- c) Discriminative listening
- d) Passive listening

**43. Which of the following is an example of an adaptor in nonverbal communication?**

- a) Making eye contact while speaking
- b) Nodding to show agreement
- c) Tapping a pen on the table when nervous
- d) Smiling to express happiness

**44. What is an example of paralanguage?**

- a) Nodding to show agreement
- b) Changing vocal tone to express sarcasm
- c) Using specific hand gestures to convey a message
- d) Writing a message instead of speaking

**45. Which of the following is an example of a high-context culture?**

- a) United States
- b) Germany
- c) Japan
- d) Canada

**46. Which of the following best describes the transactional model of communication?**

- a) A one-way process where a sender transmits a message to a receiver.
- b) A two-way process where feedback is included but still occurs in a structured way.
- c) A simultaneous process where senders and receivers exchange messages at the same time.
- d) A model that only applies to digital communication.

**47. Which of the following is an example of a proxemics violation?**

- a) Standing too close to someone in an elevator
- b) Using a loud voice when speaking
- c) Speaking too quickly during a presentation
- d) Avoiding eye contact during a conversation

**48. What is an example of semantic noise in communication?**

- a) A loud construction site interfering with a conversation
- b) Using technical jargon that the audience does not understand
- c) Daydreaming while someone is talking
- d) A weak Wi-Fi connection disrupting a video call

**49. Which of the following is NOT a barrier to effective listening?**

- a) Physical distractions
- b) Selective listening
- c) Active note-taking
- d) Cognitive biases

**50. Which of the following is a strategy to improve critical thinking in listening?**

- a) Accepting all information at face value
- b) Questioning the credibility of the speaker and evidence presented
- c) Avoiding asking follow-up questions
- d) Ignoring opposing viewpoints

**Mark each statement as True (T) or False (F).**

1. \_\_\_ Perception is a passive process that does not require interpretation.
2. \_\_\_ The Sapir-Whorf Hypothesis suggests that language influences thought and perception.
3. \_\_\_ Nonverbal communication is less important than verbal communication in conveying messages.
4. \_\_\_ Listening is an active process that requires effort and concentration.
5. \_\_\_ Paralanguage refers to the words themselves rather than vocal tone, pitch, or speed.
6. \_\_\_ Haptics is the study of how people use space in communication.
7. \_\_\_ Empathic listening focuses on understanding the speaker's emotions.
8. \_\_\_ Chronemics refers to how people manage and perceive time in communication.
9. \_\_\_ Abstract language is more precise and specific than concrete language.
10. \_\_\_ Nonverbal communication can sometimes contradict verbal messages.

Match the terms in Column A with the correct descriptions in Column B

1. Denotative Meaning
2. Connotative Meaning
3. Kinesics
4. Proxemics
5. Haptics
6. Chronemics
7. Empathic Listening
8. Selective Perception
9. Phatic Communication
10. Nonverbal Communication

- A.** Study of body language and facial expressions.
- B.** The literal, dictionary definition of a word.
- C.** The emotional or cultural meaning attached to a word.
- D.** The use of touch in communication.
- E.** The study of how people use space in communication.
- F.** The study of how time influences communication.
- G.** Understanding another person's emotions and perspective.
- H.** Focusing only on information that reinforces our beliefs.
- I.** Small talk, such as "How are you?"
- J.** Sending messages without using words.

**Write the correct word or phrase in the blank space.**

|                   |                        |                         |          |           |
|-------------------|------------------------|-------------------------|----------|-----------|
| Frozen evaluation | Denotative meaning     | Nonverbal communication | Critical | Cliché    |
| Mixed messages    | Sapir-Whorf Hypothesis | Transactional           | Intimate | Listening |

1. \_\_\_\_\_ occurs when we assume a person will always act a certain way based on a past experience.
2. \_\_\_\_\_ refers to the interpretation of symbols, gestures, and other nonverbal cues.
3. According to \_\_\_\_\_, language shapes how we think and perceive reality.
4. The primary difference between hearing and listening is that \_\_\_\_\_ is an active process.
5. The \_\_\_\_\_ model of communication suggests that communication is a continuous and simultaneous exchange of messages.
6. \_\_\_\_\_ refers to the meaning of a word that is agreed upon by most people in a language community.
7. \_\_\_\_\_ occurs when a person's nonverbal behavior contradicts their verbal message.
8. \_\_\_\_\_ listening involves analyzing and evaluating a speaker's message for accuracy and logic.
9. \_\_\_\_\_ distance, according to Edward Hall, is typically used for close personal relationships.
10. A \_\_\_\_\_ is an overused phrase that has lost its impact due to excessive use.

# Answer keys:

## Answer Key (Ch.1):

1. Communication is the process of using verbal and nonverbal messages to generate meaning within and across various contexts, cultures, channels, and media.
2. Sender/Source, Message, Channel, Receiver, Feedback
3. Verbal communication involves the use of words, either spoken or written, while nonverbal communication includes gestures, facial expressions, tone of voice, body language, and other forms of expressing meaning without words.
4. Intrapersonal (communication with oneself), Interpersonal (one-on-one communication), Group communication (interaction within a small group), Public communication (one person addressing an audience), Mass communication (delivering a message to a large audience via media)
5. Feedback is the receiver's response to the sender's message and helps clarify understanding, ensuring effective communication.
6. A) Linear Model: Views communication as a one-way process from sender to receiver. B) Interactive Model: Incorporates feedback, making it a two-way process. C) Transactional Model: Emphasizes simultaneous sending and receiving of messages, accounting for context and noise.
7. Communication competence is the ability to effectively and appropriately exchange messages in various contexts and situations.
8. To inform, To persuade, To build relationships, To entertain.
9. Culture shapes how messages are interpreted, communication styles, and the rules for appropriate behavior in communication.
10. Noise refers to anything that distorts or interferes with the message. It can be external (physical noise) or internal (psychological or emotional distractions).

## Answer key (Ch.2):

1. Selection, organization, and interpretation.
2. Selective perception is the process of focusing on certain stimuli in the environment while ignoring others.
3. Stereotyping can lead to assumptions about individuals or groups that may result in miscommunication and bias.
4. Schemas are mental frameworks used to organize and interpret information, shaping how we perceive messages and people.
5. Attribution is the process of explaining the cause of behaviors, while attribution error occurs when people incorrectly explain others' actions based on internal or external factors.
6. Self-concept is how individuals perceive themselves, influencing confidence, communication style, and interpersonal interactions.
7. A self-fulfilling prophecy occurs when a person's expectations influence their behavior, causing the expected outcome to occur.
8. Culture influences the values, beliefs, and norms that determine how individuals interpret and respond to messages.
9. Ethnocentrism is the belief that one's culture or group is superior to others, which can create communication barriers.
10. a) Avoid stereotyping. b) Seek feedback. c) Increase awareness of biases. d) Be open to new perspectives

## Answer key (Ch.3):

1. Verbal communication is the use of words, both spoken and written, to convey messages.
2. Phonology, syntax, semantics, and pragmatics.
3. Denotative meaning is the literal definition of a word, while connotative meaning includes emotional or cultural associations.
4. The Sapir-Whorf Hypothesis suggests that language shapes our perception of reality.
5. Barriers such as jargon, slang, and language differences can hinder mutual understanding.
6. Verbal immediacy refers to the use of language to reduce psychological distance and build rapport.
7. Context shapes the meaning and appropriateness of words used in communication.
8. Speech acts are verbal behaviors intended to accomplish a specific purpose, such as requesting, apologizing, or promising.

9. High-context communication relies on implicit messages and shared understanding, while low-context communication is explicit and detailed.
10. Use clear language, adjust to the audience, practice active listening, and avoid assumptions.

### Answer key (Ch.4):

1. Nonverbal communication is the use of body language, facial expressions, gestures, tone, and other non-word elements to convey meaning.
2. A) Kinesics (body movement). B) Proxemics (space). C) Haptics (touch). D) Paralanguage (vocal cues). E) Chronemics (time). F) Appearance and artifacts
3. Nonverbal cues reinforce, contradict, or substitute for verbal messages, adding depth to communication.
4. Eye contact regulates interaction, conveys attention, and communicates emotions.
5. Nonverbal norms vary by culture, such as differences in gestures, personal space, and eye contact.
6. Paralanguage includes tone, pitch, volume, and speaking rate, which affect how messages are interpreted.
7. A) Repeating. B) Complementing. C) Contradicting. D) Substituting. E) Regulating
8. Physical appearance influences first impressions, credibility, and social perceptions.
9. Be aware of your own nonverbal cues, observe others' nonverbal behaviors, and align nonverbal communication with verbal messages.
10. Intentional nonverbal communication is deliberate, while unintentional nonverbal signals often reveal genuine emotions.

### Answer key (Ch.5):

1. Listening is the active process of receiving, constructing meaning from, and responding to verbal and/or nonverbal messages, while hearing is the passive physiological process of perceiving sound.
2. A) Receiving. B) Understanding. C) Evaluating. D) Remembering. E) Responding
3. A) Active Listening. B) Empathic Listening. C) Critical Listening. D) Listening for Enjoyment
4. Selective attention is focusing on specific stimuli while ignoring others in a communication environment.

5. Multitasking reduces the ability to focus, retain information, and fully engage in the listening process.
6. Critical listening involves analyzing and evaluating the accuracy, meaningfulness, and utility of a speaker's message.
7. Physical distractions, Mental distractions, Multitasking, Bias or stereotypes, Noise (external or internal)
8. Empathic listening focuses on understanding the speaker's emotions and perspective, fostering connection and support.
9. Use all senses, Paraphrase and clarify, Provide feedback, Avoid distractions
10. Cultural differences influence listening styles, preferences, and interpretations of verbal and nonverbal cues.

### Answer key (Ch.6):

1. Interpersonal communication is the exchange of messages between people in a close relationship to achieve shared meaning.
2. Trust, Mutual understanding, Shared goals, Effective communication
3. Self-disclosure is sharing personal information about oneself to build intimacy and trust in a relationship.
4. A) Initiating. B) Experimenting. C) Intensifying. D) Integrating. F) Bonding
5. Relational dialectics are the tensions that arise in relationships, such as autonomy vs. connection and openness vs. privacy.
6. Conflict occurs when there are incompatible goals, values, or needs between individuals in a relationship.
7. A) Compromise. B) Collaboration. C) Avoidance. D) Accommodation
8. Nonverbal immediacy includes behaviors like eye contact, physical proximity, and gestures that show attentiveness and interest.
9. A) Practice active listening. B) Show empathy. C) Use "I" statements. D) Provide constructive feedback
10. Technology facilitates instant connection but can create challenges like misunderstandings due to lack of nonverbal cues.

## Answer key (Ch.7):

1. Group communication involves the interaction of three or more individuals working toward a shared goal.
2. A) Clear goals. B) Balanced roles. C) Strong communication. D) Cohesion and trust
3. A) Forming. B) Storming. C) Norming. D) Performing. E) Adjourning
4. Groupthink is the tendency of group members to seek consensus without critically evaluating ideas, leading to poor decision-making.
5. A) Task roles (focus on completing goals). B) Social roles (maintain relationships). C) Dysfunctional roles (disrupt group processes)
6. A) Lack of nonverbal cues. B) Time zone differences. C) Technology reliance
7. Leaders guide decision-making, manage conflict, and ensure goal achievement through effective communication.
8. Conflict can be constructive, promoting innovation, or destructive, causing division and inefficiency.
9. A) Set clear expectations. B) Encourage participation. C) Practice active listening
10. Constructive feedback helps identify areas of improvement and fosters collaboration.

## Answer key (practice exam)

### Answer Key

- |       |       |       |
|-------|-------|-------|
| 1. b  | 15. b | 30. a |
| 2. c  | 16. a | 31. b |
| 3. a  | 17. c | 32. c |
| 4. b  | 18. b | 33. c |
| 5. b  | 19. a | 34. a |
| 6. b  | 20. c | 35. b |
| 7. b  | 21. a | 36. c |
| 8. c  | 22. b | 37. b |
| 9. b  | 23. c | 38. a |
| 10. a | 24. c | 39. b |
| 11. b | 25. c | 40. b |
| 12. b | 26. b |       |
| 13. b | 27. a |       |
| 14. a | 28. a |       |
|       | 29. b |       |

**Answer Key for True/False**

1. F
2. T
3. F
4. T
5. F
6. F
7. T
8. T
9. F
10. T

**Answer Key for Fill-in-the-Blank**

1. Frozen evaluation
2. Nonverbal communication
3. Sapir-Whorf Hypothesis
4. Listening
5. Transactional
6. Denotative meaning
7. Mixed messages
8. Critical
9. Intimate
10. Cliché

**Answer Key for Matching****Section**

1. B
2. C
3. A
4. E
5. D
6. F
7. G
8. H
9. I
10. J