**Chapter 1**

**A First Look at Communication**

I—Recognize the meaning of a concept

II—Remember something about a concept

III—Apply a concept to a situation

**MULTIPLE CHOICE**

1. Given any typical day, how often does a person communicate? [p. 2, II]

 a. roughly 15-20 times a day

 b. \*continually throughout the day

 c. less than 5 times a day

 d. roughly 100-200 times a day

 e. roughly 200-300 times a day

2. Author Julia Wood mentions which of the following factors affect her point of view in the textbook? [pp. 2–3, II]

 a. being a woman

 b. her research and reading the research of others

 c. being from a middle income family

 d. being white

 e. \*all of these factors affect her point of view in the textbook

3. According to surveys of companies, the most important quality they look for in a job applicant is \_\_\_\_\_\_\_\_\_\_. [p.7, II]

 a. technical skill

 b. a degree from an accredited university

 c. \*the ability to communicate effectively

 d. practical experience

 e. a willingness to relocate

4. Communication skills are vital to civic life because \_\_\_\_\_\_\_\_\_\_. [pp. 8–10, II]

 a. \*our society is socially diverse in nature

 b. personal disclosures are important

 c. the connection between communication and identity

 d. communication directly influences our well-being

 e. all of the above are reasons why communication is vital to civic life

5. The process nature of communication means \_\_\_\_\_\_\_\_\_\_. [p.10, I]

 a. a given interaction has a definite beginning and ending

 b. what happens in one encounter has little impact on other encounters we have

 c. communication rarely, if ever, changes

 d. \*our interactions with others are ongoing and dynamic

 e. we can stop communicating

6. The statement that communication is systemic means that \_\_\_\_\_\_\_\_\_\_. [p. 11, I]

 a. symbols construct our meanings

 b. communication changes over time

 c. there is a content level and a literal

 d. it is studied in an organized manner

 e. \*the various parts affect each other

7. The openness of a system is \_\_\_\_\_\_\_\_\_\_. [p. 14, I]

 a. the extent to which a system strives to sustain equilibrium

 b. the extent of interaction within a system

 c. \*the extent to which a system affects and is affected by outside factors and processes

 d. the extent of absolute balance in a system

 e. the extent to which someone is willing to communicate

8. The literal meaning of a message is referred to as \_\_\_\_\_\_\_\_\_\_. [p. 13, I]

 a. relational level of meaning

 b. connotative level of meaning

 c. bypassed meaning

 d. \*content level of meaning

 e. inferential level of meaning

9. Symbols can be described as \_\_\_\_\_\_\_\_\_\_. [p. 13, I]

 a. appropriate verbal and nonverbal behaviors

 b. \*abstract, arbitrary, and ambiguous representations of other things

 c. a group of interrelated parts that affect one another

 d. figures which cause absolute balance in a system

 e. anything that interferes with the intended meaning of communication

10. Jane knocked on the door of her friend’s house. She wanted to talk with her friend about a disagreement they had earlier in the day. When her friend answered the door, she said “May I come in? The content level of Jane’s request was \_\_\_\_\_\_\_\_\_\_. [p. 15, III]

 a. she found her friend approachable

 b. \* she wanted her friend’s permission to enter

 c. she was disappointed in her friend’s action

 d. she should have talked to her friend earlier

 e. she will have a hard time talking to her about the issue