

# TEST BANK

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SECOND EDITION

# BUSINESS AND PROFESSIONAL COMMUNICATION

KEYS for Workplace Excellence

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**Chapter 2: Verbal and Nonverbal Communication**

**Test Bank**

**Multiple Choice**

1. What word best describes the symbols communicators use?
  - a. abstract
  - b. vague
  - c. arbitrary
  - \*d. all of the above
  
2. Rules regarding when, how, where, and with whom to talk about certain things are known as \_\_\_\_\_.
  - a. communication rules
  - \*b. regulative rules
  - c. contextual rules
  - d. constitutive rules
  
3. How is communication made the most effective?
  - \*a. when verbal and nonverbal elements operate in an integrated fashion
  - b. when verbal communication is given more emphasis than nonverbal communication
  - c. when nonverbal communication is allowed to dictate the interaction
  - d. when our interactions do not require nonverbal communication
  
4. Which of the following is not a purpose of nonverbal behavior?
  - a. to express emotion
  - b. convey interpersonal attitudes

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\*c. replace verbal communication

d. present one's personality

5. John is giving a presentation at his office. During his speech, John controls his tone of voice, how fast he is talking, and how he articulates his words. John is using the nonverbal code of

\_\_\_\_\_.

a. kinesics

b. proxemics

c. physical appearance

\*d. vocalics

6. Stacy is studying in the library at her school when a stranger comes up and moves her backpack to take the seat next to her. Stacy becomes uncomfortable and moves to another table.

This is a violation of \_\_\_\_\_.

\*a. proxemics

b. kinesics

c. space

d. a and c

7. The space that is generally occupied by significant others, family members, and close friends is known as the \_\_\_\_\_ zone.

a. social zone

\*b. intimate zone

c. informal

d. casual

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8. A restaurant's decision to use intense colors, intimate seating arrangements, and bright lighting are all examples of influencing \_\_\_\_\_.

- a. space
- b. perceptions
- \*c. environment
- d. kinesics

9. During a speech, Frank lost his footing and fell to the floor. To show the audience he was okay, Frank gave a thumbs-up to the crowd. The thumbs-up is an example of a(n) \_\_\_\_\_.

- a. illustrator
- \*b. emblem
- c. regulator
- d. affect display

10. While Shawn is talking to a colleague about firings in the department, he notices his coworker wringing her hands and fidgeting quite a bit, so he changes the subject. Shawn's colleague is displaying \_\_\_\_\_.

- \*a. adapters
- b. regulators
- c. illustrators
- d. emblems

11. Trying to keep a blank expression when hearing bad news would be an example of \_\_\_\_\_.

- a. masking
- b. deintensification

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\*c. neutralization

d. concealing

12. Aaron is playing a game of poker with his friends when he gets a really good hand. He wants to bait his opponent to make a bet, so he puts a sad look on his face to indicate he doesn't like his hand. Aaron is using the strategy of \_\_\_\_\_.

a. intensification

\*b. masking

c. deception

d. neutralization

13. Greeting a coworker with a handshake falls under the category of \_\_\_\_\_ touch.

\*a. functional

b. social

c. friendship

d. acquaintance

14. Why is touch such an important nonverbal code?

a. it is the most commonly used code

b. touching is a taboo code in many cultures

c. touch conveys a great deal of information about our personality

\*d. touch is the most powerful and misunderstood code

15. Joel's team was given a project that included the due date, meeting times, and people involved in the project. This information forms the \_\_\_\_\_.

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- a. relational layer
- \*b. content layer
- c. verbal communication
- d. environment

16. Success in productivity and sales has been linked to \_\_\_\_\_.

- a. facial expressions
- b. salesperson posture
- c. handshake techniques
- \*d. all of the above

17. Journalists who receive low public respect and esteem have been found to commonly be guilty of \_\_\_\_\_.

- \*a. arrogant body language
- b. wordy dialogue
- c. nervous body language
- d. exaggerated gestures

18. What criteria do patients often use when selecting physicians?

- a. medical schooling
- b. proximity to their home
- \*c. perceived image
- d. experience

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19. The level of performance and perceived satisfaction a teacher receives from their students is largely influenced by \_\_\_\_\_.

- a. verbal communication
- \*b. nonverbal communication
- c. difficulty of course material
- d. the peer relationship of the classroom

20. How can managers effectively convey impressions of empathy and power?

- a. tone of voice
- b. physical appearance
- c. work environment
- \*d. body language

21. For a speaker to be consistently efficient at verbally conveying their intended meanings, they must \_\_\_\_\_.

- \*a. understand that intended meanings may not be fully conveyed by a message because of a variety of factors
- b. use shared language that has a universal meaning
- c. reiterate their message more than once to the recipient
- d. constantly define what their words mean during an communication interaction.

22. Learning that eye contact counts as paying attention, or that kissing/hugging counts as showing affection help define our \_\_\_\_\_.

- a. communication rules
- b. regulative rules
- \*c. constitutive rules

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d. interactive rules

23. Nonverbal communication accounts for \_\_\_\_\_% to \_\_\_\_\_% of the total meaning of communication.

a. 23%, 47%

\*b. 65%, 93%

c. 72%, 98%

d. 35%, 50%

24. The nonverbal dimension that defines how we react to things by evaluating them as positive/negative or good/bad is known as \_\_\_\_\_.

\*a. immediacy

b. responsiveness

c. status

d. proximity

25. Katherine is giving a speech to her boss tomorrow. To prepare, Katherine puts on her conservative jewelry and makeup, her business suit, and a moderate perfume. These are known as \_\_\_\_\_.

a. emblems

b. illustrators

\*c. artifacts

d. affect displays

**True/False**

26. Eye contact is a constitutive rule than counts as paying attention.

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\*a. True

b. False

27. Over half of interpersonal messages are conveyed nonverbally.

\*a. True

b. False

28. Nonverbal communication cannot substitute part of a verbal message.

a. True

\*b. False

29. Nonverbal cues can conflict with what is being said.

\*a. True

b. False

30. Kinesics refers to how people use their voices to communicate and express themselves.

a. True

\*b. False

31. The jewelry, tattoos, piercings, and makeup a person uses are known as emblems.

a. True

\*b. False

32. Affect displays complement, enhance, or substitute for a verbal message.

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a. True

\*b. False

33. A hug or pat on the back is an example of a social touch.

\*a. True

b. False

34. Shared understanding of what communication means and what constitutes appropriate communication are known as communication rules.

\*a. True

b. False

35. Verbal communication does not carry any symbolic meaning or understanding.

a. True

\*b. False

**Essay**

36. Discuss how you would alter your physical appearance between going to a concert or going to a job interview. What do you want your alterations to say about you in each of the different contexts?

\*a. Varies

37. Why do you think it is important to alter our facial expressions depending on the context of a situation? Under what circumstances would it be inappropriate to show your true feelings during an interaction?

\*a. Varies

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38. How do your gestures and body movement impact a professional setting differently than an informal or social setting?

\*a. Varies

39. Think about an example where your space has been violated. What boundary or territory markers did you set up around you? Why were they not effective?

\*a. Varies

40. Discuss the appropriateness of touch in regards to a professional setting. Is there ever a situation where it is appropriate to move beyond the functional/professional touch?

\*a. Varies

41. Think about the last good presentation you have seen, whether it was professional, informal, comedic, or dramatic. What methods did they use to effectively combine their verbal and nonverbal communication?

\*a. Varies