

TEST BANK



Communication

Experience

Mc
Graw
Hill
Education

Chapter 02 Communicating Verbally

True / False Questions

1. According to the textbook, using language to convey meaning is known as verbal communication.

TRUE

*Blooms: Remembering
Topic: Functions of verbal communication*

2. When I tell you that reality is an enemy, I am using alliteration.

FALSE

*Blooms: Applying
Topic: Functions of verbal communication*

3. A friend of yours is talking about a relationship, and he says, "I don't want to get burned again." He is using a metaphor.

TRUE

*Blooms: Applying
Topic: Functions of verbal communication*

4. A coffee advertisement claims that "Good coffee is like friendship; rich and warm and strong." The advertisers are using a simile.

TRUE

*Blooms: Applying
Topic: Functions of verbal communication*

5. In describing a small automobile accident, your friend says, "I was helpless. I was knocked out for what seemed like hours. I thought I would be left to die." She is using hyperbole.

TRUE

Blooms: Applying

Topic: Functions of verbal communication

6. If I say "Dan's dog drooled all over after drinking dirty water in the dam," I am using alliteration.

TRUE

Blooms: Applying

Topic: Functions of verbal communication

7. According to your textbook, verbal communication serves many functions, including the obfuscating function, which is the function to confuse others.

FALSE

Blooms: Understanding

Topic: Functions of verbal communication

8. The social function of verbal communication is the use of language to engage in critical thinking to evaluate and critique issues or ideas.

FALSE

Blooms: Understanding

Topic: Functions of verbal communication

9. The two processes for interpreting messages are denotation meaning and connotation meaning.

FALSE

Blooms: Remembering

Topic: How words communicate

10. The agreed-upon meaning of a word, the one generally found in the dictionary, is known as the denotative meaning.

TRUE

Blooms: Remembering

Topic: How words communicate

11. Verbal communication includes a number of rules including rules of place.

TRUE

Blooms: Understanding

Topic: Rules of verbal communication

12. If you shift from one treatment of language to another based on the person or persons to whom you are speaking, you are engaged in turn taking.

FALSE

Blooms: Remembering

Topic: Rules of verbal communication

13. The book suggests a number of categories of words to avoid—in particular, literary language used generally by poets and writers of classical works.

FALSE

Blooms: Remembering

Topic: Words to avoid

14. Language that denigrates people on the basis of their gender is known as racist language.

FALSE

Blooms: Remembering

Topic: Words to avoid

15. The book suggests that using profanity is perfectly acceptable today, but using slang is not a good idea.

FALSE

Blooms: Understanding
Topic: Words to avoid

16. If you tell a friend that you will "BRB"—by which you mean that you will be right back—you are using jargon.

TRUE

Blooms: Applying
Topic: Words to use carefully

17. When a relative is lunching with you and says, "I have to go to the little girl's room," she is using jargon.

FALSE

Blooms: Applying
Topic: Words to use carefully

18. If you want to improve your verbal communication, you should avoid asking the other person, "What did you mean?"

FALSE

Blooms: Understanding
Topic: Strategies to improve verbal communication

19. One suggestion from the book for improving your verbal communication is to use concrete language.

TRUE

Blooms: Remembering
Topic: Strategies to improve verbal communication

20. Building your vocabulary can improve your verbal communication.

TRUE

Blooms: Remembering

Topic: Strategies to improve verbal communication

Multiple Choice Questions

21. According to Chapter 2, *verbal communication* is

- A. the use of bodily movement as messages.
- B. the conversion of thought into words.
- C. the use of facial expression to convey meaning.
- D.** the use of language to convey meaning.

Blooms: Remembering

Topic: Functions of verbal communication

22. According to Chapter 2, *language* is

- A. the only way we can communicate with each other.
- B.** the code we use to communicate with each other.
- C. the expression of thought through gesture.
- D. the dictionary meaning of words.

Blooms: Remembering

Topic: Functions of verbal communication

23. According to Chapter 2, *meaning* is

- A. whatever message someone is trying to convey.
- B. how a message is interpreted by another.
- C.** the conveyed message and its interpretation by another.
- D. the verbal content of a message.

Blooms: Applying

Topic: Functions of verbal communication

24. Chapter 2 presents four functions of language. They include all of the following EXCEPT the

- A. instrumental.
- B. analytical.
- C. creative.
- D.** structural.

Blooms: Remembering

Topic: Functions of verbal communication

25. When your teacher tells you that your term paper is due in three weeks, your teacher is using which function of language in communication?

- A. Structural
- B. Analytical
- C. Creative
- D.** Instrumental

Blooms: Understanding

Topic: Functions of verbal communication

26. When you use acronyms and abbreviations in tweeting and texting, you are using an ancient rhetorical canon or principle called

- A. *inventio*.
- B.** *elocutio*.
- C. *dispositio*
- D. *pathos*.

Blooms: Understanding

Topic: Functions of verbal communication

27. What kind of figurative language was the teacher using when she said, "Imagine the universe as a large pizza in which just one of the pepperonis is our galaxy surrounded by many others"?

- A. Simile
- B. Alliteration
- C. Reductionism
- D.** Metaphor

Blooms: Applying

Topic: Functions of verbal communication

28. Which of the following is the best example of alliteration?

- A.** Alice's aunt ate apples and acorns around August.
- B. After the blow, his head swelled like a basketball.
- C. Far from true, his statement was a blatant falsehood.
- D. So tiny was he that his shoes could fit a child.

Blooms: Understanding

Topic: Functions of verbal communication

29. Which of the following is the best example of a simile?

- A. The sunset was disturbed by the contrail of a passing jet.
- B.** Her face brightened like a beacon when he complimented her.
- C. The corners of her mouth curved upward in happiness.
- D. His strength was not in athletics but in math and science.

Blooms: Understanding

Topic: Functions of verbal communication

30. Because listeners daydream, speakers need to say a message in more than one way. Strategies include all of the following EXCEPT

- A. repetition.
- B. review.
- C. preview.
- D.** implementation.

Blooms: Remembering

Topic: Functions of verbal communication

31. Examples of the analytical function of language include all of the following EXCEPT

- A. researching an issue for understanding.
- B. evaluating an issue for weakness and strengths.
- C. recommending solutions to problems.
- D.** restating the issue in figurative language.

Blooms: Understanding

Topic: Functions of verbal communication

32. Saying "hi" to an acquaintance on the sidewalk without expecting more than a "hi" in return is a form of communication called

- A.** phatic communication.
- B. interpersonal communication.
- C. intrapersonal communication.
- D. social communication.

Blooms: Remembering

Topic: Functions of verbal communication

33. "Trouble talk" is a social function of communication characterized by

- A. figuring out a solution to an immediate problem.
- B.** complaining about problems without really expecting any solution.
- C. exchanging solutions to a problem together.
- D. talking about and solving a problem.

Blooms: Applying

Topic: Functions of verbal communication

34. *Conflict management* is

- A. using language to resolve issues between individuals and groups.
- B. serving as a referee between individuals in a dispute.
- C. winning an argument by being a competent communicator.
- D. using words to express one's view in a conflict.

Blooms: Remembering

Topic: Functions of verbal communication

35. Which of the following statements about language is FALSE?

- A. Language is an imperfect means of communication.
- B. The thoughts that one person encodes never exactly match what the other decodes.
- C. Language often requires interpretation or clarification.
- D. Encoded messages are generally decoded accurately.

Blooms: Analyzing

Topic: How words communicate

36. Which item below is a denotative meaning of a word?

- A. A mouse is a tiny creature that scares people because of its unexpected movement.
- B. A mouse is a four-legged mammal classified as a rodent.
- C. A mouse can produce a litter of young about every 19 days.
- D. A mouse is a furry little animal much beloved as a stuffed toy.

Blooms: Understanding

Topic: How words communicate

37. New concepts require new words. The term for new words is

- A. conceptualizations.
- B. neologisms.
- C. semantics.
- D. metaconcepts.

Blooms: Remembering

Topic: How words communicate

38. The connotative meaning of a word could include all of the following EXCEPT

- A. the feelings it evokes.
- B. its dictionary definition.**
- C. experiences associated with it.
- D. figures of speech that help describe it.

Blooms: Remembering

Topic: How words communicate

39. In which situation below should you be most careful about your language choices?

- A. At a beer party before a game with friends.
- B. At an interview for an important job.**
- C. At a study session with a group of other students.
- D. At an informal gathering during the lunch hour at work.

Blooms: Applying

Topic: Rules of verbal communication

40. In which situation below can you be most casual about your language?

- A. You are asking directions from a well-dressed stranger at the airport.
- B. You are telling your own young children how to use the computer.
- C. You are at the dinner table with relatives during a religious holiday.
- D. You are with your best friends on a vacation.**

Blooms: Applying

Topic: Rules of verbal communication

41. Rules of engagement as explained in Chapter 2 refer to all of the following EXCEPT

- A. rules about initiating communication.
- B. rules about terminating communication.
- C. rules about conducting communication.
- D. rules about interfering with communication.**

Blooms: Remembering

Topic: Rules of verbal communication

42. Turn taking is most commonly exhibited in which communication situation?

- A. A vigorous argument
- B. A conversation**
- C. A classroom lecture
- D. A public speech

Blooms: Understanding

Topic: Rules of verbal communication

43. Which item below best illustrates the concept of code switching?

- A. A navy vet who talks one way with his shipmates but quite another way when interviewing for a job back onshore**
- B. A child who speaks one way at age three but quite another way at age five
- C. A Jamaican who speaks *patois* at home and at work
- D. A woman who speaks the same way to her kids as to her husband

Blooms: Applying

Topic: Rules of verbal communication

44. According to information in Chapter 2, which of the following observations is NOT credible?

- A. Older people in the United States may be less tolerant of profanity than are younger people.
- B. In general men use profanity more than do women, especially in public.
- C. Profanity is so common currently that once-forbidden words have practically lost their impact.
- D. The Internet is the one place where profanity can be used openly with no prohibitions.**

Blooms: Remembering

Topic: Words to avoid

45. Which statement below is an example of sexism in language?

- A. It's okay to use man-linked words like *freshman*; everyone knows what you mean.
- B. We can no longer use language that assumes all members of a category like lawyers, physicians, professors, and soldiers are male.
- C. The Women's Policy Institute champions the interests of women throughout the country.
- D. Women continue to get paid less than men working in the same fields and on similar tasks.

Blooms: Analyzing
Topic: Words to avoid

46. The textbook makes several suggestions about the use of racist language in communication. Which of the following is NOT one of them?

- A. People in a particular racial group should get to decide what people outside that group call them.
- B. One possible way to reduce racial jokes is to quit laughing at them.
- C. An aggressive stance for reducing racial jokes is to ask the person to quit using them.
- D. Even if it means losing your job, you should tell your boss to quit telling racist jokes.

Blooms: Remembering
Topic: Words to avoid

47. The definition "informal, casual language used among equals" refers to

- A. clichés.
- B. hyperbole.
- C. slang.
- D. profanity.

Blooms: Remembering
Topic: Words to use carefully

48. An author finds this note from the textbook editor: "AU: OK to KT list at EOC?" The editor is using

- A. jargon.
- B. slang.
- C. similes.
- D. code switching.

Blooms: Applying
Topic: Words to use carefully

49. Using the term "friendly fire" to refer to an American soldier killed by another American soldier is to use

- A. slang.
- B. a euphemism.
- C. profanity.
- D. ambiguity.

Blooms: Applying
Topic: Words to use carefully

50. To use words that are open to multiple interpretations is to use

- A. ambiguous language.
- B. euphemistic language.
- C. simplistic language.
- D. colorful language.

Blooms: Remembering
Topic: Words to use carefully

51. Chapter 2 presents several strategies for improving your verbal communication. They include all of the following EXCEPT

- A. build your vocabulary.
- B. describe without judgment.
- C. define your terms.
- D.** correct others.

Blooms: Remembering

Topic: Strategies to improve verbal communication

52. An excellent strategy to increase accurate communication is to state in your own words what you think the other person meant, a strategy called

- A. repetition.
- B.** paraphrasing.
- C. explaining.
- D. arguing.

Blooms: Remembering

Topic: Strategies to improve verbal communication

53. When the physician tells the patient that she has a tumor the size of a grape, the physician is using what language strategy for clarification?

- A. Professional jargon
- B.** A figure of speech
- C. Slang
- D. An unlikely comparison

Blooms: Applying

Topic: Strategies to improve verbal communication

54. Which item below best illustrates the use of concrete language?

- A. He had black hair, brown eyes, bronze complexion, and a pleasant smile.
- B. She was a real beauty.
- C. He was a handsome dude with an attractive personality.
- D. She was ugly as a mud fence.

Blooms: Applying

Topic: Strategies to improve verbal communication

55. Some people refer to their noon meal as dinner and their evening meal as supper; others have dinner at night. These are examples of what language characteristic?

- A. Connotations
- B. Denotations
- C. Jargon
- D. Regionalisms

Blooms: Understanding

Topic: Strategies to improve verbal communication

Fill in the Blank Questions

56. When you creatively compare two things that do not at first seem alike, you are using

_____.
metaphor

Blooms: Remembering

Topic: Functions of verbal communication

57. If a depressed friend says, "I'm drowning in a sea of despair," he is using a(n)

_____.
metaphor

Blooms: Applying

Topic: Functions of verbal communication

58. When Forrest Gump notes that "life is like a box of chocolates," he is using a(n)

_____.
simile

Blooms: Applying
Topic: Functions of verbal communication

59. A speaker states, "I have traveled every square inch of this world, and no place is better than my home, sweet home." She is using _____.

hyperbole

Blooms: Applying
Topic: Functions of verbal communication

60. If a doctor addressed a lay audience and used terms like *ABG*, *MRI*, *stat*, and *CT Scan*, you might note that these are examples of _____.

jargon

Blooms: Applying
Topic: Words to use carefully

61. You are attempting to be creative in your use of language, so you write "Lithe Linda and Little Lola both loved lively Larry." You are using the figure of speech known as

_____.
alliteration

Blooms: Applying
Topic: Functions of verbal communication

62. When we use language as a directive for getting someone else to do something, we use the _____ of language.

instrumental function

Blooms: Remembering
Topic: Functions of verbal communication

63. When you use metaphors and similes in your speech, you are using the _____ function of verbal communication.
creative

Blooms: Understanding
Topic: Functions of verbal communication

64. The two processes related to interpreting messages are known as _____.
encoding and decoding

Blooms: Remembering
Topic: How words communicate

65. If you use one style of language in the classroom and another with friends at the local bar, you are demonstrating the rule of verbal communication related to _____.
place

Blooms: Applying
Topic: Rules of verbal communication

66. The book discusses two rules of engagement with regard to verbal communication which are _____.
turn taking and code switching

Blooms: Remembering
Topic: Rules of verbal communication

67. The book identifies five categories of words to avoid; they are _____.
profanity, sexist language, racist language, ageist language, grammatical errors

Blooms: Remembering
Topic: Words to avoid

68. Informal language that is acceptable to use among equals is known as _____.
slang

Blooms: Remembering
Topic: Words to use carefully

69. _____ are harmless words, names, or phrases that replace suggestive terms or offensive terms.
Euphemisms

Blooms: Remembering
Topic: Words to use carefully

70. _____ is the code we use to communicate with each other.
Language

Blooms: Remembering
Topic: Functions of verbal communication

71. Words that are unique to one part of the country are known as _____.
regionalisms

Blooms: Remembering
Topic: Strategies to improve verbal communication

72. When you give an account of behavior you observed, you are using _____.
descriptive language

Blooms: Understanding
Topic: Strategies to improve verbal communication

73. The book mentions four functions of verbal communication; they are _____.
instrumental, creative, analytical, social

Blooms: Remembering

Topic: Functions of verbal communication

74. A(n) _____ is a symbol that has been assigned meaning.
word

Blooms: Remembering

Topic: How words communicate

75. _____ refers to whatever message someone is trying to convey to others as well as how that message is interpreted.
Meaning

Blooms: Remembering

Topic: Functions of verbal communication