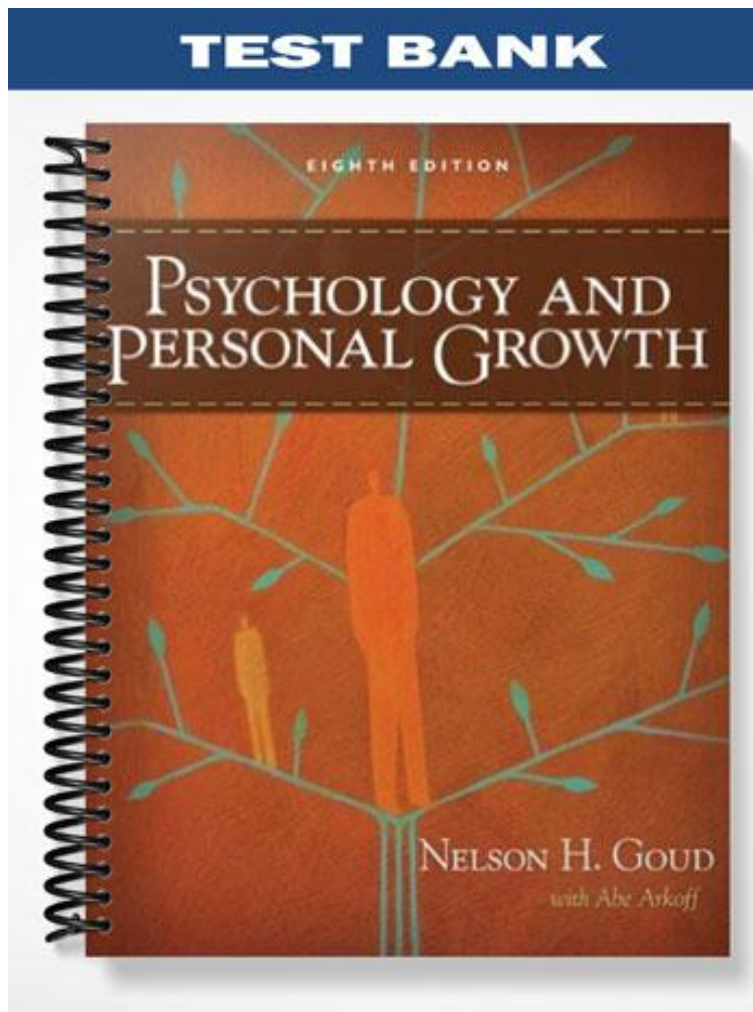


TEST BANK



Section Two Human Communication

“Interpersonal Communication” by Warner Burke

1. According to Burke, which of the following is not a filter or barrier as a sender?
 - a. wondering if you have something worthy to say
 - b. your gender
 - c. feeling anxious about the message
 - d. wondering if others will understand you

b

2. The “third ear” refers to
 - a. environmental stimuli.
 - b. one who wears an earphone.
 - c. repeating another’s message to make sure it’s accurate.
 - d. non-verbal communication cues.

d

3. Which of the following is not a method for sending messages effectively?
 - a. attempt to write your message as well as say it
 - b. finding the appropriate words and emotions
 - c. continually looking for comprehension cues from a listener
 - d. desire to be understood

a

4. A major problem in effective listening is
 - a. one can think faster than the speaker can talk.
 - b. some speakers talk faster than our brains can process.
 - c. over-utilization of the “third ear.”
 - d. ear wax.

a

5. According to psychotherapist Carl Rogers, a major barrier to effective communication is
 - a. insufficient knowledge of cultural backgrounds.
 - b. our tendency to judge and evaluate messages.
 - c. a hesitancy to self-disclose.
 - d. being too empathic.

b

6. Which is not a way to improve listening skills according to Burke?
 - a. Listen for the main thought or idea.
 - b. Try to remember each fact or supporting point.
 - c. Attempt to find the sender’s frame of reference.
 - d. Watch nonverbal cues.

b

7. What is a major fear of really understanding another's point of view?
- You may find out the other person is smarter.
 - You will be expected to show why your viewpoint is right.
 - You run the risk of being changed in your views.
 - You run the risk of becoming more intimate.
- c

Short-answer questions

- Identify and discuss three barriers to effective communication.
 - Name and discuss two ways to become a more effective listener according to Burke.
 - According to Burke, what are two major ways in which to become a more effective sender?
 - When does it take courage to be a good listener according to Burke?
-

“To Hear and To Be Heard” by Carl Rogers

- When Rogers says he really hears someone, he detects all of the following except
 - another's words and feelings.
 - a deeper universal meaning.
 - how everyone tends to be like their parents.
 - subconscious meanings.

c
- When someone really hears you, according to Rogers, which of the following is most likely to happen?
 - awful feelings become bearable
 - tension reduction
 - a chance to re-perceive your world
 - you feel judged and analyzed
 - all of the above
 - all but one of the above

f
- Rogers finds that he cannot really hear another when
 - he is sure in advance what another will say.
 - he perceives another's message may be threatening.
 - he distorts another's message to fit what he wants.
 - all of the above
 - all but one of the above

d
- When others do not understand you, according to Rogers, you
 - can feel very alone.
 - could possibly develop serious psychological problems.
 - could give up hope that you'll ever be understood.
 - all of the above
 - all but one of the above

d

Short-answer questions

1. Describe what happens when a person really hears another according to Rogers.
 2. According to Rogers, a person cannot really hear another if he/she acts in particular ways. Name two of them.
 3. When a person tries to express himself/herself but is not understood, what, according to Rogers, is a possible consequence?
-

“Johnny Bear and the Empath” by Nelson Goud

1. Johnny Bear represented what kind of empathy?
 - a. true empathy
 - b. excessive empathy
 - c. He showed sympathy, not empathy.
 - d. quasi-empathy

True(T) or False(F)

2. T F The author believes that there can never be enough empathy. F
3. T F One strength of being an empath is the enhanced ability to self-disclose. F

Short-answer questions

1. Discuss at least two kinds of empathy described in this article.
 2. According to the articles, what is a hindrance of quasi-empathy? Being an empathic?
-

“Self-Disclosure” by Nelson Goud

1. One major research finding on the relationship between self-disclosure and mental health is
 - a. positive mental health is characterized by high disclosure to a few important people.
 - b. those who consistently tend to under-disclose are healthier than those who consistently over-disclose.
 - c. breadth of self-disclosure is highly correlated with positive mental health.
 - d. the more often one self-discloses, the healthier one becomes.

2. Which of the following is not a reason for low self-disclosure?
 - a. fear of rejection
 - b. inability to recognize emotions
 - c. fear that the revealed information will not be kept secret
 - d. too much trust

d

3. Which of the following is not a consequence of over-disclosure according to the article?
 - a. Others begin to avoid the over-discloser.
 - b. Others do not feel safe in revealing themselves to an over-discloser.
 - c. Quick but short-lasting friendships
 - d. The over-discloser is seen as strange.

c

4. Which of the following is not one of the purposes of self-disclosure according to the article?
 - a. to encourage intimacy
 - b. to learn about the other person
 - c. to avoid responsibility
 - d. to manipulate

b

True(T) or False(F)

5. T F Mutual self-disclosure leads to greater intimacy. T
6. T F In early relationship stages, it is advised to emphasize breadth of disclosure (vs. depth). T
7. T F The article says that in any deep, intimate relationship full disclosure of all your feelings is necessary. F
8. T F It is preferable to have one person to receive your disclosures rather than several. F
9. T F The “last minute disclosure” is a recommended technique. F
10. T F The dyad is the single best number of people for effective disclosure. T
11. T F Crisis situations increase the chances of high disclosure. T
12. T F In fusion communication the same person is both the sender and receiver. T
13. T F Boomerang dialogue is a form of disclosure preferred in the Australian outback. F
14. T F Self-disclosure leads to self-knowledge. T
15. T F Men disclose more negative information than women. F
16. T F Both men and women disclose more as they age. T

Short-answer questions

1. Explain and provide an example for each of the following concepts: disclosure breadth and depth, under-disclosure, over-disclosure.
2. Discuss two of the guidelines mentioned for disclosing in interpersonal relationships.
3. Name and explain two purposes of self-disclosure.

4. Discuss and provide examples of two context factors for effective self-disclosure.
 5. What is “fusion communication”? Provide examples.
-

“Continual Partial Attention” Jon Kabat-Zinn

1. The title’s meaning is closest to
 - a. focusing
 - b. multi-tasking
 - c. you on a boring dateb

True(T) or False(F)

2. T F By always being “on call,” we cannot develop sustained attention skills. T
3. T F The article suggests that constant stimulation helps develop higher-order thinking. F

Short answer item:

Describe what is meant by “continual partial attention” and two effects of this state.

“You Just Don’t Understand” by Deborah Tannen

1. “Would you like to stop for a drink?” Tannen writes that the wife asked her husband this question to
 - a. begin a negotiation.
 - b. get an instant decision.
 - c. make a ruling.
 - d. show affection.a
2. Wife: “Would you like to stop for a drink?” Husband: “No, thanks.” Tannen writes that in his answer, the husband was
 - a. being inconsiderate.
 - b. expressing a preference.
 - c. making a ruling.
 - d. manifesting independence.b
3. Tannen writes that, as many men do, her own husband approaches the world as a(n)
 - a. arena of negotiation.
 - b. community in which people seek consensus.
 - c. network of connections.
 - d. place where people try to achieve and maintain status.d

4. Tannen writes that, as many women do, she approaches the world as a(n)
 - a. arena where people try to maintain the status quo.
 - b. network of connections, in which people seek consensus.
 - c. place where people try to achieve status.
 - d. stage on which men and women are only players. b

5. According to Tannen women struggle to preserve _____ while men tend to focus on establishing _____.
 - a. closeness, intimacy
 - b. intimacy, independence
 - c. status, independence
 - d. status, support b

6. Tannen writes that to many men, a complaint is a(n)
 - a. challenge to come up with a solution.
 - b. invitation to offer emotional support.
 - c. both of the above
 - d. neither of the above a

7. Which of the following is more characteristic of men than women according to Tannen?
 - a. Talk is to express feelings.
 - b. Talk is to form connections.
 - c. Talk is for information.
 - d. Talk is to show involvement and caring. c

8. Tannen writes, “Diana often begins statements with ‘Let’s’.” This is Diana’s way of
 - a. getting others to do what she wants by winning agreement first
 - b. making suggestions, not demands.
 - c. both of the above
 - d. neither of the above c

9. Which of the following appears to be Tannen’s advice to women?
 - a. A little conflict won’t kill you.
 - b. It’s always best to compromise.
 - c. It’s not necessary to oppose the will of others to get your own way.
 - d. Opt for less confrontation. a

Short-answer questions

1. Tannen writes that men and women often play by different conversational rules. Identify and describe three of these conflicting sets of rules.
2. Tannen writes that her husband approaches the world as many men do while she approaches the world as many women do. Describe this gender difference in approach.

3. Tannen notes a common difference between men and women in the way they deal with complaints. What is this difference?
 4. Tannen writes of a woman who often begins her statements with “Let’s.” For example, “Let’s park over there” or “Let’s clean up before lunch.” But this usage makes her spouse angry. What does this woman mean by such statements, and why does her spouse react as he does?
-

“Assertive, Nonassertive, and Aggressive Behavior” by Arthur J. Lange and Patricia Jakubowski

1. According to Lange and Jakubowski, assertion involves
 - a. deference to others.
 - b. domination of others.
 - c. both of the above
 - d. neither of the aboved
2. According to Lange and Jakubowski, assertion involves
 - a. respect for others.
 - b. respect for self.
 - c. both of the above
 - d. neither of the abovec
3. Lange and Jakubowski believe that the goal of assertion is
 - a. communication and mutuality.
 - b. compromise regardless of what is at stake.
 - c. to get one’s own needs met.
 - d. to intimidate another into doing what is best for both of you.
 - e. to subtly overpower another.a
4. According to Lange and Jakubowski, the goal of non-assertion is to
 - a. appease others and to avoid conflict at any cost.
 - b. show a respect for the other person.
 - c. both of the above
 - d. neither of the abovea
5. Lange and Jakubowski state that aggression involves
 - a. compromise.
 - b. domination and winning.
 - c. emotional honesty.
 - d. mutuality.
 - e. none of the aboveb

6. According to Lange and Jakubowski, hand wringing is a nonverbal behavior associated with
- aggression.
 - assertion.
 - non-assertion.
 - all of the above
 - none of the above
- c
7. “Oh come on (ha ha). You know how much that irritates me when you say things like that (ha ha).” According to Lange and Jakubowski, this response to a sexist remark is an example of
- aggressive behavior.
 - assertive behavior.
 - I-language assertion.
 - nonassertive behavior.
 - none of the above
- d
8. “Basic assertion,” as defined by Lange and Jakubowski, involves such social skills as
- confrontation.
 - empathy.
 - persuasion.
 - all of the above
 - none of the above
- e
9. “Basic assertion,” as Lange and Jakubowski describe it, can involve
- relinquishing less important personal rights.
 - some minor forms of aggression.
 - taking advantage of others.
 - the expression of affection and appreciation.
 - the expression of weakness.
- d
10. “I like you.” This expression, according to Lange and Jakubowski, is
- basic assertion.
 - confrontive assertion.
 - empathic assertion.
 - I-language assertion.
 - none of the above
- a
11. Other people more easily respond to assertion when they have been recognized first. This, according to Lange and Jakubowski, is the power involved in
- basic assertion.
 - confrontive assertion.
 - empathic assertion.
 - escalating assertion.
 - You-language assertion.
- c

12. The “contract option” is a feature of
- basic assertion.
 - confrontive assertion.
 - empathic assertion.
 - escalating assertion.
 - I-language assertion. d
13. Lange and Jakubowski recommend the use of “confrontive assertion” when
- both parties have deep feelings of anger.
 - one wants to convey some sensitivity to the other person.
 - one wishes to express particularly difficult negative feelings.
 - one wishes to offer the other a “contract option.”
 - the other person’s words contradict her or his deeds. e
14. Which of the following illustrates “confrontive assertion”?
- “Excuse me, I’d like to finish what I’m saying.”
 - “I said it was OK to borrow my records as long as you checked with me first. Now you’re playing them without asking me. I’d like to know why you did that.”
 - “This is the third and last time I am going to tell you that we don’t want your company. Please leave!”
 - “When I’m constantly interrupted, I lose my train of thoughts. I start feeling hurt and angry. I’d like you to wait until I finish speaking.” b

Short-answer questions

- Describe (a) assertion, (b) non-assertion, and (c) aggression.
 - Give an example of assertive, nonassertive, and aggressive responses to the same frustrating situation.
 - Describe each of the following: (a) basic assertion, (b) empathic assertion, (c) escalating assertion, (d) confrontive assertion, and (e) I-language assertion.
-

“Personal Journaling As A Life Companion” by Lou Beeker-Schultz

True(T) or False(F)

- T F The primary purpose of a journal is to have a written record of what you do each day. F
- T F One of the primary guidelines in journaling is to write in the honesty of the moment. T
- T F It is recommended to include doodles and sketchings in a journal. T
- T F Journal feedback is the process of reading your journal entries to someone else and have them comment. F

Short-answer questions

1. Describe at least two reasons for journal writing.
 2. Describe three of the guidelines that assist in effective journal writing.
-

“Awakening Intuition” by Frances Vaughan

True(T) or False(F)

1. T F Intuitive powers seem to be limited to artistic persons. F
2. T F Emotional needs of ten interfere with intuitive perception. T
3. T F Intuition usually appears from hard thinking. F
4. T F A passive receptiveness often encourages intuition. T
5. T F Intuitive hunches may focus on negative life aspects. T

Short-answer questions

1. How is intuition different from conscious thinking and emotions?
 2. Describe the conditions which (a) encourage intuitive perception and (b) hinder intuitive perception. Provide at least one condition for each.
-

“Sensational Living” by Nelson Goud

True(T) or False(F)

1. T F The author argues that sensory intelligence is as essential as developing the intellect. T
2. T F To truly experience our senses, it is required to isolate them and experience them singly. F
3. T F To counter sensory overload the author says to increase sensory input.
4. T F The internal sensing of our body is called the proprioceptive sense.

Short-answer questions

1. Discuss two main themes concerning sensory intelligence.
 2. Discuss at least two main ideas on how sensory intelligence is essential to growth.
-