

INTRODUCTION TO HUMAN COMMUNICATION

WEEK 7: MID-TERM QUIZ

COVERING WEEK 1 to 6 LECTURES

TOTAL 40 Marks

INSTRUCTIONS: Attempt all the Questions in section I, each is marked out 2 Marks and in section II choose only ONE question

SECTION I (COMPULSORY)

1. Some examples of computer-mediated communication such as e-mail and IMing illustrate that quality communication can occur online.
 - a. True
 - b. False
2. The following statements are about the symbolic nature of communication, which is NOT true?
 - a. Symbolic communication allows people to think and talk about the past, explain the present, and speculate about the future.
 - b. By their very nature, symbols are self-explanatory and easy to interpret.
 - c. Communication relies heavily on symbols like words, behaviors, and messages.
 - d. By their very nature, symbols are not self-explanatory and not easy to interpret.
 - e. The same symbol can have different meanings for different people.
3. The Johari Window is a model that is useful for looking at the relative amounts of open, closed, hidden, and blind areas in a relationship
 - a. True
 - b. False
4. "Our thoughts not only reveal what we are; they predict what we will become."—Tozer. This quotation seems to be most closely related to the concept of
 - a. Self-fulfilling sympathy
 - b. Self-fulfilling Prophecy
 - c. Attribution
 - d. Self-fulfilling empathy
 - e. Self-Concept
5. Culture teaches us how to perceive and strongly influences our interpretation of nonverbal behavior.
 - a. True
 - b. False
6. An instructor is lively and joking in a class in which students come prepared and always do more than the assigned work. The same instructor is strict and unyielding in a class that tries to slide by with minimal work and comes without having read assignments. Although this is the same instructor, the communication behavior illustrates which concept?

- a. Communication is symbolic
 - b. Communication is transactional and relational.
 - c. All communication is equally effective and competent.
 - d. Communication is an ongoing process.
 - e. Communication is linear.
7. Persons decide whether to call themselves Mexican-American, Hispanic, Latino, or Chicano, and others decide among Negro, black, and African-American, and still others choose from Euroamerican, Anglo, and white. The conscious choice of a name demonstrates the use of _____ to both shape and reflect attitudes toward themselves.
- a. stereotypes
 - b. Culture
 - c. language
 - d. equivocation
 - e. syntactic rules
8. When John's car, which had been left unlocked in front of his home, was stolen, Mary said, "He should have known better. He should lock his car." When Mary's car was subsequently stolen, also unlocked and in front of her home, Mary said, "The police aren't doing their job protecting us. We should be safe in our own neighborhoods. They need to be tougher on crime." Mary's statements about the two thefts indicate which perceptual error?
- a. being influenced by the most obvious stimuli
 - b. favoring negative impressions
 - c. rejoicing in misfortunes of others and not our own
 - d. judging ourselves more charitably
 - e. assuming others are similar to us
9. John barely pays attention to Mike's office talk until Mike starts to describe how many employees have been missing work recently. Then John really pays attention because he's been trying to prove to Mike how the new flex time policy will lead to more absenteeism. John then uses Mike's own words to attack Mike's liking of flex time. John is engaged in
- a. Defensive listening.
 - b. Insulated listening.
 - c. Pseudo listening.
 - d. Ambushing
 - e. Insensitive listening.
10. The way the term "communication" is used in the core textbook Understanding Human Communication and class notes
- a. Includes all human, animal, and mechanical communication.
 - b. Includes internet and television programming.
 - c. Includes communion, as used in a religious sense.
 - d. Includes radio and television programming.
 - e. Includes none of these.
11. Pragmatic rules govern

- a. How we view world affairs.
 - b. How people use different words in interactions.
 - c. The way we influence the self-concept of others.
 - d. How words are arranged in different languages.
 - e. How people use language in everyday interactions.
12. Women's speech tends to differ in content but not in goals from men's speech.
- a. True
 - b. False
13. If you are very good at a particular communication skill, you should probably use that skill in most situations, rather than trying to use new skills for various contexts.
- a. True
 - b. False
14. The primary way we develop our self-concepts is through
- a. Building defenses against unwanted experiences.
 - b. Interaction with others.
 - c. Reflections during our solitude.
 - d. Culture and religious beliefs.
 - e. Meditation
15. In her book, *First Ladies*, Margaret Truman writes of a letter that Jacqueline Kennedy Onassis wrote to Nancy Reagan following the attempted assassination of then-President Reagan. Onassis knew "better than any living former First Lady, the terror and grief and anguish such an experience evokes." It seems that Jackie communicated so well because she demonstrated
- a. Self-serving bias
 - b. Facework
 - c. Sympathy
 - d. Empathy
 - e. Empathic listening

SECTION II

INSTRUCTIONS: Attempt only ONE of the Questions.

Question 1

The ways in which we perceive ourselves and others shape our communication, explain with examples the following concepts related to perception, the self and communication:

- a. Self-concept
- b. Significant other
- c. Culture
- d. Self-fulfilling prophecy

e. Narratives

(10 marks)

Question 2

Most linguistic misunderstandings arise from some common problems easily remedied. Discuss with examples any FIVE of these misunderstandings.

(10 marks)

INTRODUCTION TO HUMAN COMMUNICATION

MARKING SCHEME: MID-TERM QUIZ

WEEK 1 to 6

TIME: 1 Hour

INSTRUCTIONS: Attempt all the Questions in this section, each is marked out 2Marks and chose ONE question in Section B

SECTION A

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 - a. **True**
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3. The Johari Window is a model that is useful for looking at the relative amounts of open, closed, hidden, and blind areas in a relationship
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SECTION II

INSTRUCTIONS: Attempt only ONE of the Questions in this section.

Question (Compulsory) 1. The ways in which we perceive ourselves and others shape our communication.

- A. Our *self-concept* is a set of relatively stable perceptions that each of us holds about ourselves.**
Self-concept is a very powerful force; it influences our behavior and that of others.
- B. The way we think others view us is most important with respect to the opinions of *significant others*.**

- C. Culture shapes our notion of self through language, individualistic patterns versus collectivistic, and context.
- D. A self-fulfilling prophecy. Sometimes one person's expectations govern the actions of another; this is another form of self-fulfilling prophecy.
- E. *Narratives* are the personal stories we and others create to make sense of our personal world.

NOTE: Refer to Lecture 3 class notes on *The Self, Perception and Communication*

Question 2. Most linguistic misunderstandings arise from some common problems easily remedied.

1. The use of *equivocal words, relative words, slang, jargon, and overly abstract language* causes confusion and misunderstanding.
2. Disruptive language such as confusing *factual statements* with *opinion statements*, or confusing facts with *inferential statements*, or using *emotive language* to announce an attitude can be troublesome.
3. Some *euphemisms* are pretentious and confusing, while *equivocation* can be interpreted as deliberately ambiguous.

NOTE: Refer to Lecture 5 class notes on *Language and focus on troublesome language topic*

MAIN REFERENCE: Adler, R.B., Rodmann, G. and Hutchinson, C.C. (2011) global.uop.com *Understanding human communication*. 11th edition. London: Oxford University Press.

<https://global.oup.com/us/companion.websites/9780199747382/student/chapter5/>
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