1. Nonverbal communication may best be defined as _____.

2. The reason we say that nonverbal communication is more believable than verbal communication is that _____.

3. Which of the following statements is true of nonverbal communication in relationships?

4. Karla says, “I’m listening,” while staring intently at her computer screen rather than looking at the client in her office. What function is Karla’s nonverbal communication serving?

5. A strategy for checking the accuracy of your interpretation of another person’s nonverbal behavior is called _____.

6. Which of the following statements accurately expresses the differences between verbal and nonverbal behavior?

7. The statement, “Nonverbal communication is non-linguistic” means that _____.

8. Kinesics is a general term for

9. Displays of culture such as clothing, jewelry, and makeup, are called _____.

10. As Thomas delivers his speech on ethics, audience members are watching his eye contact and judging his

11. _____ is another term for paralanguage.

12. As her student places his hand on her shoulder, Professor Wilson feels that the touch is inappropriate and violates her

13. The study of touch is called _____.
14. Communicating your thoughts and emotions with your voice (aside from the words that you use) is referred to as _____.

15. The 4–12 foot distance between ourselves and others is known as _____.

16. Since Eric is on a stage well away from his audience during his presentation, the space between him and the audience is _____.

17. _____ is the study of how close or far away from people and objects we position ourselves.

18. Benito enters a coffeehouse and places his book, his laptop and his coffee in an arrangement around the table where he plans to work on this paper for his intercultural communication class. These items are being used to serve as which of the following?

19. Nonverbal behavior that communicates liking and engenders feelings of pleasure is called _____.

20. Nonverbal cues that communicate feelings of interest and excitement are known by the term _____.

Chapter 5: Listening and Responding
1. Americans spend approximately 90% of their day communicating, and of that 90% what percent of the time do they spend listening?

2. Hearing is _____.

3. Listening involves the processes of:

4. The stage of listening in which we maintain a sustained focus on a particular sound or message is _____.

5. Which stage of listening involves making sense out of what you hear by relating it to your past experiences and knowledge?

6. Brian told Pete that he could not recall the date of the upcoming exam. Brian is not using the last part of the listening process, which is called _____.
7. Keri really enjoys talking with people, learning about them, and sharing personal information. How would you describe Keri’s listening style?

8. Which of the following is a useful strategy for combating self-focus?

9. Which of the following is a recommended strategy for dealing with emotional noise?

10. Information processing rate can be a barrier to listening because

11. Our ability to process information is at _____ words per minute while the rate at which information is spoken is _____ words per minute.

12. The fear of misunderstanding or misrepresenting messages spoken by other people is part of _____.

13. In their model for improving listening, your book authors suggest “Stop, Look, and Listen.” The step, “Stop” refers to _____.

14. This process involves stepping away from your own thoughts and attempting to experience the thoughts of another.

15. Which listening skill involves paying attention to nonverbal messages such as the person’s posture and body movement?

16. Joshua called his uncle to get instructions for driving to the airport. It was important to him to know which highways to take, which terminal to go to, and where to park. Joshua’s listening goal was to _____.

17. A masculine listening style includes which of the following?

18. As Karen sat in the classroom, she could barely hear the professor over the hum of the huge ceiling fans. Which barrier to listening does this describe?

19. Which of the following statements is true of active listeners?

20. When paraphrasing emotions, you should do which of the following?
Chapter 6: Adapting to Others: Diversity and Communication

1. Which of the following statements correctly reflects your book’s definition of gender?

2. The instrumental orientation is described as a(n) _____ approach while the expressive orientation is described as a(n) _____ approach.

3. Research discussed in your book on gender suggests that men take a more content-orientation approach to communication. This means that they _____.

4. Ethnicity is a social classification based on a number of factors, including which of the following?

5. _____ is the unfair or inappropriate treatment of people based on their group membership.

6. A learned system of knowledge, behavior, attitudes, and norms shared by a group of people is a(n) _____.

7. A cultural group within a larger culture is referred to as a _____.

8. The perceptions shared by a group of people about their key beliefs and issues is their _____.

9. The sense of confusion, anxiety, stress, or loss experienced when encountering a culture different from one’s own is referred to as _____.

10. Which of the following cultures would be considered a low-context culture?

11. People from the United States often think that individual choice and achievement is important. This would be an example of _____.

12. Which of the following is a characteristic of an individualist culture?

13. The attitude that one’s own cultural approaches are superior to others is called _____.

14. Stereotyping is _____.
15. A judgment based on the assumption that we already know all the information we need to know about a person is called _____.

16. A(n) _____cultural perspective requires an appreciation for and sensitivity to cultural differences.

17. To be _____is to be aware of how you communicate with others.

18. One technique described in your book for becoming more mindful is_____.

19. Social decentering is the _____.

20. A strategy for becoming other-oriented in which you feel the emotional reaction the other person is experiencing is _____.

Short Answer
Chapter 4
1. Your book explains four reasons why studying nonverbal communication is important. What are they?

2. Explain the concept of touch ethic.

Chapter 5.
1. Briefly describe differences between listening and hearing?

2. What are the four categories of listening goals?

Chapter 6
1. Define culture shock and give an example.

2. Define self-talk. How can it help you to become more mindful?