**Chapter 1**

**Interpersonal Process**

**MULTIPLE CHOICE QUESTIONS**

1) According to the authors of the text, interpersonal communication should be studied for the following reasons: \_\_\_\_\_\_\_\_.

A) Everyday objects and processes will take on new meaning

B) We could all learn to communicate more effectively

C) Effective communication is not a natural ability

D) All of the above

E) Both A and B

2) Research by Stephens and Long (2000) reveals that, when police officers talk about work-related trauma with their colleagues, they are better able to meet their \_\_\_\_\_\_\_\_.

A) physical needs

B) identity needs

C) social needs

D) practical needs

E) None of the above

3) Communication is important because of its effects on our \_\_\_\_\_\_\_\_ needs.

A) physical

B) identity

C) social

D) practical

E) All of the above

4) In regards to social needs, researchers are noticing an increasing trend in North American society for people to \_\_\_\_\_\_\_\_.

A) live less socially isolated lives than their parents

B) eat meals with others more often

C) move to less populated areas

D) live more socially isolated lives than their parents

E) live the same social lives as their parents did

5) Which communication channel is not considered mediated?

A) telephone

B) text message

C) face-to-face

D) e-mail

E) social media

6) In comparison to computer-mediated communication, face-to-face communication provides non-verbal cues such as \_\_\_\_\_\_\_\_.

A) leanness

B) gestures

C) clarity

D) memes

E) content

7) The term *communicator* reflects the fact that \_\_\_\_\_\_\_\_.

A) meaning exists in and among people

B) environments affect communication

C) noise makes a difference

D) sending and receiving are usually simultaneous

E) None of the above

8) An example of psychological noise is \_\_\_\_\_\_\_\_.

A) cigarette smoke in a crowded room

B) fatigue

C) irritation

D) poor sound

E) illness

9) A dyadic interaction between a sales clerk and a customer reflects \_\_\_\_\_\_\_\_ interpersonal communication.

A) situational

B) quantitative

C) qualitative

D) interactional

E) None of the above

10) The communication model presented in the text shows how \_\_\_\_\_\_\_\_.

A) communication is continuous

B) communicators occupy different environments that may overlap with other communicators

C) noise may be external, physiological, and/or psychological

D) channels impact the communication process

E) All of the above

11) According to the communication model, meanings of messages reside in \_\_\_\_\_\_\_\_.

A) the people who express the messages

B) the people who express or interpret them

C) environmental surroundings

D) at least three different channels

E) the messages themselves

12) The communication concept of \_\_\_\_\_\_\_\_ refers to personal experiences and cultural backgrounds in addition to physical location.

A) "noise affects communication"

B) "meanings exist in and among people"

C) "sending and receiving are usually simultaneous"

D) "environments affect communication"

E) "channels make a difference"

13) Problems often arise because communicators occupy different environments, which are sometimes called \_\_\_\_\_\_\_\_.

A) environmental messages

B) transactionals

C) external noises

D) channels

E) contexts

14) When a religious person hears someone use profanity, he or she might experience \_\_\_\_\_\_\_\_.

A) external noise

B) cognitive complexity

C) relational noise

D) physiological anger

E) psychological noise

15) Being unable to hear a speaker's remarks because you are sitting in the rear of an auditorium is an example of \_\_\_\_\_\_\_\_.

A) external noise

B) psychological noise

C) physiological noise

D) static

E) cognitive complexity

16) An example of physiological noise is \_\_\_\_\_\_\_\_.

A) anger

B) poor sound

C) insecurity

D) fatigue

E) None of the above

17) The example of ending a relationship via text message rather than in person highlights the importance of \_\_\_\_\_\_\_\_ in communication.

A) channels

B) contexts

C) noises

D) environments

E) receivers

18) \_\_\_\_\_\_\_\_ communication refers to the dynamic process created by the participants through their interaction with one another.

A) Environmental

B) Channeled

C) Transactional

D) Contextual

E) Irreversible

19) Which statement about communication is correct?

A) Communication can be intentional or unintentional

B) All forms of communication seek understanding

C) Words have meaning independent of people's use of them

D) More communication is always better

E) Effective communication is a natural ability

20) John interprets Naomi's silence as a sign of her disengagement. This example highlights how communication \_\_\_\_\_\_\_\_.

A) is transactional

B) can be intentional or unintentional

C) has a content and relational dimension

D) is irreversible

E) None of the above

21) Sandra interprets her co-worker's comment "thanks a lot" as negative. Sandra's interpretation highlights the \_\_\_\_\_\_\_\_ of a message.

A) content dimension

B) relational dimension

C) noise

D) irreversible implications

E) emotional dimension

22) The information that is explicitly discussed between communicators is referred to as the \_\_\_\_\_\_\_\_.

A) content dimension

B) relational dimension

C) context dimension

D) relative dimension

E) None of the above

23) The communication principle that states \_\_\_\_\_\_\_\_ applies to interpersonal communication.

A) communication can be intentional or unintentional

B) we communicate with others, not to them

C) communication is irreversible

D) communication is unrepeatable

E) All of the above

24) According to the text, which of the following means of communicating has the highest degree of permanence?

A) voice mail

B) telephone

C) social media

D) face-to-face

E) video chat

25) Mike and Sue are happily married and always say "I love you" before ending their telephone conversations. The fact that the words do not have the same emotional impact as the first time they were spoken suggests that communication is \_\_\_\_\_\_\_\_.

A) transactional

B) unrepeatable

C) unintentional

D) irreversible

E) None of the above

26) The communication principle "communication is irreversible" suggests that \_\_\_\_\_\_\_\_.

A) erasing or replacing spoken words or acts is not possible

B) no amount of explanation can erase the impression you have created

C) it is impossible to "unreceive" a message

D) words said are irretrievable

E) All of the above

27) Two colleagues greet each other every weekday morning. These brief conversations usually take the form of polite exchanges, with questions such as "How are you today?" or "What do you think of today's weather forecast?" Everyday social rituals such as these suggest that \_\_\_\_\_\_\_\_.

A) more communication is not always better

B) communication will not solve all problems

C) effective communication is not a natural ability

D) not all communication seeks understanding

E) communication is repetitive

28) Online communication can be detrimental to relationships because \_\_\_\_\_\_\_\_.

A) internet users may spend more time online and less time communicating face-to-face with family and friends

B) asynchronous communication does not allow for closeness

C) the quality of interactions may suffer

D) All of the above

E) None of the above

29) Dyadic communication is best described as \_\_\_\_\_\_\_\_.

A) participants who communicate in a large group

B) participants who communicate in a small group

C) any interaction between two people

D) a four-person group that cooperates to reach a solution

E) communication that is mostly done through technology

30) The text suggests a "qualitative" definition of an interpersonal relationship. All of the following are criteria for this definition, EXCEPT for \_\_\_\_\_\_\_\_.

A) context

B) irreplaceability

C) disclosure

D) interdependence

E) uniqueness

31) \_\_\_\_\_\_\_\_, a characteristic of qualitative interpersonal relationships, stresses that the fate of the partners is related and one partner's life affects the other.

A) Irreplaceability

B) Disclosure of personal information

C) Uniqueness

D) Interdependence

E) Intrinsic rewards

32) Two friends, Terrell and Bart, have developed a way of dealing with each other when they are angry. The angry person puts a note on the refrigerator indicating the problem, and the other person writes on it a time when they can talk it over. This is an example of \_\_\_\_\_\_\_\_.

A) truncated communication

B) uniqueness in communication

C) impersonal communication

D) face maintenance

E) unintentional communication

33) Unlike information conveyed verbally in face-to-face dyadic interactions, information communicated via text-messages sometimes makes it difficult to understand communicators' intentions and emotions because the channel is considered to be \_\_\_\_\_\_\_\_.

A) rich

B) lean

C) synchronous

D) asynchronous

E) None of the above

34) Which of the following are examples of asynchronous communication?

A) Social media posts

B) Video conferencing

C) Cell phone conversations

D) Face-to-face conversations

E) None of the above

35) The fact that mediated messages can be saved and shared almost indefinitely relates to the \_\_\_\_\_\_\_\_ of computer-mediated communication (CMC).

A) media richness

B) media leanness

C) synchronicity

D) permanence

E) None of the above

36) We tend to interpret positive text-based messages as more \_\_\_\_\_\_\_\_ than intended and neutral messages as more \_\_\_\_\_\_\_\_ than intended.

A) neutral; positive

B) positive; negative

C) neutral; negative

D) negative; positive

E) None of the above

37) Like face-to-face interactions, computer-mediated communication (CMC) \_\_\_\_\_\_\_\_.

A) satisfies similar communication needs

B) occurs in real-time

C) is dyadic in nature

D) is always hyper-personal

E) None of the above

38) According to your textbook, problematic Internet use is associated with \_\_\_\_\_\_\_\_.

A) impersonal behaviour

B) social anxiety, loneliness, and depression

C) hyper-personal behaviour

D) excessive use

E) interpersonal behaviour

39) Computer-mediated communication (CMC) can enhance the quality of friendships for \_\_\_\_\_\_\_\_.

A) older people

B) couples

C) people from different social classes

D) professors and students

E) shy people

40) Marshall McLuhan's concept of a "global village" \_\_\_\_\_\_\_\_.

A) is a world where all nations are connected by communication technology

B) is when people assimilate into a dominant culture and forego their cultural heritage

C) is an economic structure that combines all nations through communication networks

D) is an interpersonal communication process between members of different cultures

E) Both B and C

41) "The language, values, beliefs, traditions, and customs people share and learn" is known as \_\_\_\_\_\_\_\_.

A) communication

B) culture

C) community

D) corporation

E) colonialism

42) Teenagers may view the elderly as a(n) \_\_\_\_\_\_\_\_.

A) co-culture group

B) in-group

C) low-context group

D) out-group

E) focus group

43) Membership in a subgroup that is part of an encompassing culture is known as \_\_\_\_\_\_\_\_.

A) anti-culture

B) a focus group

C) co-culture

D) an inner group

E) None of the above

44) Michael Adams and his colleagues at Environics found significant differences between the social values of Canadians and Americans, especially in their attitudes toward \_\_\_\_\_\_\_\_.

A) culture

B) in-groups

C) violence

D) computer-mediated communication (CMC)

E) All of the above

45) Rather than classifying some exchanges as intercultural and others as free from cultural influences, it is more accurate to talk about \_\_\_\_\_\_\_\_.

A) degrees of cultural significance

B) high and low context

C) power distance

D) co-cultures

E) None of the above

46) Ethnocentrism involves prejudice and \_\_\_\_\_\_\_\_.

A) stereotyping

B) empathy

C) self-disclosure

D) flexibility

E) humour

47) One important element to acquire the culture-specific information that leads to communication competence is \_\_\_\_\_\_\_\_\_.

A) situational

B) active

C) passive observation

D) self-disclosure

E) mindfulness

48) \_\_\_\_\_\_\_\_ is especially important when members of different cultures communicate.

A) clarity

B) ethnocentrism

C) noise

D) cognitive complexity

E) flexibility

49) Communication competence is the ability to be both \_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_.

A) assertive; complex

B) effective; appropriate

C) critical; forthright

D) linear; quantitative

E) general; situational

50) Sarah and Jim are driving to a friend's house. She is about to suggest a different route when she stops herself because she knows Jim hates it when she "takes over" while he's driving. This is an example of \_\_\_\_\_\_\_\_.

A) self-monitoring

B) cognitive complexity

C) communication that is unrepeatable

D) content messages

E) empathetic messages

51) The willingness to embrace a variety of communication channels is known as \_\_\_\_\_\_\_\_.

A) empathy

B) synchronicity

C) mindfulness

D) situational

E) multimodality

52) \_\_\_\_\_\_\_\_ refers to when people in close relationships create their own unique ways of interacting.

A) Interdependence

B) Relational culture

C) Impersonal interaction

D) Self-disclosure

E) Intrinsic reward

53) Categories based on factors such as age, ethnicity, or geographic region may form the basis for perception of membership in a \_\_\_\_\_\_\_\_.

A) relational culture

B) out-group

C) co-culture

D) synchronous culture

E) ethnocentric culture

54) Humans who are deprived of communication with others would have no sense of \_\_\_\_\_\_\_\_.

A) identity

B) empathy

C) synchronicity

D) mindfulness

E) noise

55) Playing a co-operative versus a competitive game creates a different communication \_\_\_\_\_\_\_\_.

A) meaning

B) noise

C) identity

D) environment

E) relational culture

**TRUE/FALSE QUESTIONS**

1) Interpersonal communication is important for career success.

2) Evidence indicates that communication is so important that it's necessary for physical health.

3) At the present time, there is no research to support the hypothesis that a connection exists between social interaction and physical health or longevity.

4) Effective communication can satisfy identity needs.

5) We gain an idea of who we are from the way others define us.

6) Social needs can only be met by communicating with an immediate circle of friends.

7) Communication plays a role in satisfying the five human needs that Abraham Maslow calls basic to living a safe and fulfilled life.

8) The term *simulator* reflects the fact that people can simultaneously be senders and receivers who exchange multiple messages.

9) Communication environments of communicators are not always obvious.

10) Psychological noise includes those factors outside the receiver that make it difficult to hear or listen.

11) Bereavement announcements, marriage proposals, resignation notices, and other highly emotional messages are best communicated via face-to-face or telephone conversations.

12) In scientific jargon, any interference with communication is termed "noise."

13) Relational communication is like dancing in that it is unique to the way partners interact.

14) In a qualitative sense, the content dimension is more important than the relational dimension of a message.

15) Communication as defined in the text is always intentional as opposed to unintentional.

16) With recent technological advances, communication has a reversible ability.

17) It is a misconception to assume that more communication will always make tense interpersonal situations better.

18) Communication is a natural ability that does not require training or skill development.

19) According to the qualitative definition, all two-person interaction is interpersonal.

20) The qualitative view of communication is more impersonal than the quantitative view of communication.

21) In impersonal communication, disclosure of personal information is a key characteristic.

22) We expect intrinsic rewards to result from interpersonal communication.

23) Qualitatively interpersonal communication is relatively infrequent, even in many close relationships.

24) The work of Sherry Turkle (2011) reveals that computer-mediated communication is not a substitute for real conversation and physical human connection.

25) Heavy Internet users consistently show higher levels of loneliness.

26) Computer-mediated communication has different elements than those identified in the face-to-face communication model.

27) A handwritten letter received through the post is an example of synchronous communication.

28) According to Hammick and Lee (2014), computer-mediated communication increases anxiety amongst shy participants while diminishing the quality of friendships developed within these channels.

29) Face-to-face communication has more permanence than computer-mediated communication.

30) Shy individuals experience increased anxiety participating in discussions via text-based communication.

31) According to Michael Adams, Canada values the contributions of immigrants more than other Western countries.

32) Marshall McLuhan's "global village" metaphor suggests that the world's cultures are becoming increasingly disconnected and independent.

33) When people from different backgrounds interact, they face a set of challenges that are different from those that arise when members of the same culture communicate.

34) "Out-groups" are groups we perceive to be different from ourselves.

35) According to your text, intercultural communication occurs whenever people from different cultures interact.

36) Messages sent through intercultural communication can be influenced by symbol systems.

37) Research suggests that compared to Americans, Canadians are more accepting of violence as a normal part of everyday life.

38) Communication competence is defined as the ability to get what you are seeking from others in a manner that maintains the relationship on terms that are acceptable to both you and the other person.

39) Appropriate communicators always achieve their desired goals effectively.

40) The concept of communication competence suggests there is no single "ideal" or "effective" way to communicate in every situation.

41) Communication competence is a trait that a person either possesses or lacks.

42) Research suggests that communication competence is an inborn characteristic rather than a learned characteristic.

43) Effective communication involves choosing the right response for the situation.

44) Effective communicators try to empathize and understand the other person's point of view.

45) Cognitive complexity is the term describing the process of paying close attention to one's behaviour.

46) Self-monitoring is the ability to construct a variety of different frameworks for viewing an issue.

47) Cognitive complexity and self-monitoring are both identified as factors that reduce communication competence.

48) Self-monitoring involves the ability to assess and adjust your behaviour if and when necessary.

49) An excess of empathy and cognitive complexity can lead you to become a more competent communicator.

50) Even positive qualities such as cognitive complexity and self-monitoring can be ineffective when carried to excess.

51) Relational culture is when people in close relationships create their own unique ways of interacting.

52) The communication model brought forward by the authors is simplistic, linear, and unidirectional.

53) Impersonal communication demonstrates a high level of irreplaceability.

54) Social mediais the term that describes all communication channels that allow community-based input, interaction, content sharing, and collaboration.

55) The goal of all communication is to maximize understanding between communicators.

**SHORT ANSWER QUESTIONS**

1) What are the three types of noise that can disrupt communication? Provide an example of each.

2) Discuss the content and relational dimensions of the statement, "I'm glad you're here." How might your interpretation differ if the two individuals were siblings, lovers, working partners, or enemies?

3) How is the quality of a parent-child interaction a transactional process?

4) What is the difference between intentional and unintentional communication? Provide a brief example of each.

5) How do the social rituals we engage in reflect the idea that not all communication seeks understanding?

6) How is communication irreversible?

7) What does the characteristic "communication is unrepeatable" mean?

8) When compared with face-to-face interaction, communication via computer is both less personal and more personal. How is this possible?

9) Discuss one of the reasons critics argue that computer-mediated communication (CMC) is inferior to face-to-face interaction.

10) Assume that you have been instructed by your supervisor to apologize to a fellow colleague following an argument you instigated at work. Before apologizing, you must consider some of the features and principles of communication. Please describe the steps you would take to initiate this apology. Identify and discuss how different environments, possible noise, and potential channels could impact the communication process. Discuss whether you would be more or less inclined to use computer-mediated communication in this case. Justify your selection by considering some of the factors involved when selecting a communication channel.

11) How might messages communicated via text affect the ways in which we interpret the relational dimension of statements? For example, how would you interpret a text from a friend that asks, "Where have you been?" In contrast, how would you interpret the same statement if it were delivered in a face-to-face setting?

12) How does the text define *culture*? How is culture a matter of perception and definition?

13) What does intercultural communication mean?

14) What are the six characteristics of communication competence?

15) What is the difference between cognitive complexity and self-monitoring?

16) Describe what is likely to occur to a person who demonstrates appropriate yet ineffective communication at the hairdresser's.

17) Describe a few of the research findings provided in the text that demonstrate how communication is essential for health.

**ESSAY QUESTIONS**

1) In Chapter 1, the authors propose that interpersonal communication is best enjoyed or experienced in moderation. More personal or intimate forms of communication, in other words, are not always better. Discuss why a balance between qualitative interpersonal communication and impersonal communication is more desirable.

2) Discuss how the model of communication, introduced in earlier parts of Chapter 1, can better explain intercultural communication, that is, the process by which members of two or more cultures communicate in ways that are influenced by different cultural perceptions and symbol systems (Samovar et al., 2012).

3) Referring to terms and theories presented in Chapter 1, discuss both the similarities and differences between face-to-face communication and computer-mediated communication.

4) Describe what the authors mean when they state, “Discrimination against women exists in Canada, but Canadians are less willing than their US counterparts to endorse a view of patriarchal authority.”

5) In a global context, the values of Canadians are more similar to those of Americans than to other cultures. Describe these similarities.

**MATCHING QUESTIONS**

1) Communication improves a person's overall health.

2) Communication helps us learn more about who we are.

3) Communication helps us to help and be helped by others.

4) Communication helps to fulfill important daily functions.

5) A term that is synonymous with context.

6) A term that is synonymous with medium.

7) Two people who are interacting.

8) The factors outside the receiver that make it difficult to hear, listen, or read a message.

9) The language, values, beliefs, traditions, and customs people share and learn.

10) To view one's culture as better or as superior to others.

11) Groups with which we identify.

12) A variety of communication channels.

13) Express how you feel about another person.

14) Observing personal behaviour from a detached viewpoint.

15) Communication that occurs in real time.

A) Physical needs

B) Identity needs

C) Social needs

D) Multimodality

E) Synchronous

F) Channel

G) Ethnocentrism

H) Dyad

I) Culture

J) External noise

K) Self-monitoring

L) Practical needs

M) Environment

N) In-groups

O) Relational messages

**ANSWER KEY**

**MULTIPLE CHOICE QUESTIONS**

1) D

Page Ref: 4

2) A

Page Ref: 5

3) E

Page Ref: 5-8

4) D

Page Ref: 7

5) C

Page Ref: 17

6) B

Page Ref: 18

7) D

Page Ref: 8

8) C

Page Ref: 10

9) B

Page Ref: 12-13

10) E

Page Ref: 8-10

11) B

Page Ref: 9

12) D

Page Ref: 9

13) E

Page Ref: 9

14) E

Page Ref: 10

15) A

Page Ref: 10

16) D

Page Ref: 10

17) A

Page Ref: 10

18) C

Page Ref: 10

19) A

Page Ref: 11

20) B

Page Ref: 11

21) B

Page Ref: 11

22) A

Page Ref: 11

23) E

Page Ref: 10-12

24) C

Page Ref: 19

25) B

Page Ref: 12

26) E

Page Ref: 12

27) D

Page Ref: 16

28) A

Page Ref: 17

29) C

Page Ref: 12

30) A

Page Ref: 13-14

31) D

Page Ref: 13-14

32) B

Page Ref: 13

33) B

Page Ref: 18

34) A

Page Ref: 19

35) D

Page Ref: 19

36) C

Page Ref: 18

37) A

Page Ref: 18

38) B

Page Ref: 17

39) E

Page Ref: 18

40) A

Page Ref: 22

41) B

Page Ref: 22

42) D

Page Ref: 22

43) C

Page Ref: 22

44) C

Page Ref: 26-27

45) A

Page Ref: 24

46) A

Page Ref: 29

47) E

Page Ref: 30

48) E

Page Ref: 30

49) B

Page Ref: 29

50) A

Page Ref: 32-33

51) E

Page Ref: 31

52) B

Page Ref: 13

53) C

Page Ref: 22-23

54) A

Page Ref: 6

55) D

Page Ref: 9

**TRUE/FALSE QUESTIONS**

1) TRUE

Page Ref: 4

2) TRUE

Page Ref: 5-6

3) FALSE

Page Ref: 5-6

4) TRUE

Page Ref: 6

5) TRUE

Page Ref: 6

6) FALSE

Page Ref: 7

7) TRUE

Page Ref: 7-8

8) FALSE

Page Ref: 8

9) TRUE

Page Ref: 9

10) FALSE

Page Ref: 10

11) TRUE

Page Ref: 10

12) TRUE

Page Ref: 9-10

13) TRUE

Page Ref: 10

14) FALSE

Page Ref: 11

15) FALSE

Page Ref: 11

16) FALSE

Page Ref: 12

17) TRUE

Page Ref: 16

18) FALSE

Page Ref: 17

19) FALSE

Page Ref: 12-13

20) FALSE

Page Ref: 12-13

21) FALSE

Page Ref: 14

22) TRUE

Page Ref: 14

23) TRUE

Page Ref: 14-15

24) TRUE

Page Ref: 17

25) FALSE

Page Ref: 17

26) FALSE

Page Ref: 18

27) FALSE

Page Ref: 19

28) FALSE

Page Ref: 18

29) FALSE

Page Ref: 19

30) FALSE

Page Ref: 18

31) TRUE

Page Ref: 27

32) FALSE

Page Ref: 22

33) TRUE

Page Ref: 22

34) TRUE

Page Ref: 22

35) FALSE

Page Ref: 23

36) TRUE

Page Ref: 23

37) FALSE

Page Ref: 27

38) TRUE

Page Ref: 29

39) FALSE

Page Ref: 29

40) TRUE

Page Ref: 29

41) FALSE

Page Ref: 30-31

42) FALSE

Page Ref: 30-31

43) TRUE

Page Ref: 31

44) TRUE

Page Ref: 32

45) FALSE

Page Ref: 32

46) FALSE

Page Ref: 32-33

47) FALSE

Page Ref: 32-33

48) TRUE

Page Ref: 32-33

49) FALSE

Page Ref: 33

50) TRUE

Page Ref: 33

51) TRUE

Page Ref: 13

52) FALSE

Page Ref: 8

53) FALSE

Page Ref: 13

54) TRUE

Page Ref: 17

55) FALSE

Page Ref: 16

**SHORT ANSWER QUESTIONS**

1) 1) External noise: Those factors outside the receiver that make it difficult to hear or listen.

2) Physiological noise: Biological factors in the receiver that interfere with accurate reception.

3) Psychological noise: Cognitive factors that make communication less effective.

Examples will vary.

Page Ref: 10

2) The content dimension refers to information being explicitly discussed; in this case, the presence of a person in a given location. The relational component is more important in this situation (as in many), because there is not a lot of information expressed. In the context of various relationships, this statement could take on many different connotations: friendly (siblings), erotic (lovers), professional and supportive (working partners), or sarcastic and threatening (enemies).

Page Ref: 11

3) Transactional communication is a dynamic process created by the participants through their interaction with one another. Parenting is often thought to be a "skill" that some have and some don't. The quality of interaction between parents and children, however, is a two-way affair in that children influence parents perhaps as much as the other way around.

Page Ref: 10

4) Intentional communication is clearly deliberate (e.g., planning out what to say to your boss). Unintentional behaviour can also be communicative (e.g., your facial expression can communicate your feelings).

Page Ref: 11

5) The primary goal of social ritual is mutual acknowledgement rather than understanding. When asking after someone's day, you do not expect that person to respond with "Oh, just awful" and launch into a deeply personal story.

Page Ref: 16

6) Communication is irreversible because you cannot back up and erase an impression you have made; you may be able to mollify with further interaction, but you can never "unreceive" a message.

Page Ref: 12

7) Because communication is an ongoing process, an event cannot be repeated. A type of communication used one day may not succeed on a different day because both the communicator and receiver have changed.

Page Ref: 12

8) Communication via computer can be less personal in that it lacks the rich array of non-verbal cues that face-to-face interaction offers. At the same time, it is more personal in that it may support existing relationships, can increase the amount of social contact with others, and can overcome the obstacles of busy/different schedules and/or time zones.

Page Ref: 17-20

9) Answers may vary depending on the selected argument.

Page Ref: 17-20

10) Response and examples may vary. See section The Communication Process for possible answers related to the features and principles of communication, including information about the communication process. Additionally, students may discuss the characteristics of computer-mediated communication, should they select a mediated channel.

Page Ref: 8-12, 17-20

11) Responses may vary depending on the position that students take in answering this opinion-based question. However, answers should be grounded in the section pertaining to content and relational dimensions of messages and possibly the section in which characteristics of computer-mediated communication are discussed.

Page Ref: 11, 17-20

12) The text defines culture as “the language, values, beliefs, traditions, and customs people share and learn.” This is to a great extent a matter of perception and definition. When you identify yourself as a member of a culture, you must not only share certain characteristics, but you must also recognize yourself, and others like you, as possessing these features and see others who don't possess them as members of different categories.

Page Ref: 22

13) Intercultural communication is the process by which members of two or more cultures exchange messages in a manner that is influenced by their different cultural perceptions and symbol systems.

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14) 1) A large repertoire of skills

2) Adaptability

3) Ability to perform skillfully

4) Empathy and perspective taking

5) Cognitive complexity

6) Self-monitoring

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15) Cognitive complexity is the ability to construct a variety of different frameworks for viewing an issue. Self-monitoring is the process of paying close attention to one's own behaviour and using these observations to shape the way one behaves.

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16) The person is likely to maintain a pleasant relationship with the hairdresser, yet receive a haircut not to their liking.

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17) Correct answer includes some of the following:

• People who lack strong relationships run a greater risk of early death than people who are obese or exposed to air pollution.

• Divorced, separated, and widowed people are 5 to 10 times more likely to need psychiatric hospitalization than their happily married counterparts.

• People with more supportive social networks are less susceptible to depression and cognitive decline.

• Pregnant women under stress and without supportive relationships have three times as many complications as pregnant women who suffer from the same stress, but have strong social support.

• Socially connected people’s wounds heal faster.

• Socially isolated people are four times as susceptible to the common cold as those who have active social networks.

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**ESSAY QUESTIONS**

1) Answers can include the following: Most of our intimate relationships, including those with friends and family, contain some elements of distance which are often associated with impersonal communication. For instance, one may refrain from disclosing important information about the self to a close friend or family member due to personal reasons. In other cases, impersonal communication between self and, for example, a cashier in a retail environment may reveal intimate information that is not characteristic of impersonal communication. Thus, distinctions between qualitatively interpersonal and impersonal communication are sometimes complex. However, despite these nuances, balance between intimacy and distance is important for our general health, both physical and emotional. There are moments in life when communicators wish to maintain more distance, even in highly emotional and intimate relationships. The balance between interpersonal and impersonal relationships allows communicators the opportunity to gain a sense of comfort, often before moving the relationship toward other stages of growth. However, too much distance or impersonal communication can lead to relational deterioration. A balance between the two poles is generally desirable.

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2) Answers can include the following: Intercultural communication is not necessarily limited to interactions between communicators from diverse racial or ethnic groups. Intercultural communication is often described as communication amongst members of different cultures in which values, norms, rituals, and practices starkly contrast. This sometimes results in an "us" versus "them" perspective where out-groups and in-groups may be established. With respect to the communication model, the concept of environment plays an important role in terms of understanding both the differences and similarities between communicators. The different values, norms, beliefs, and experiences that communicators bring to the process of communication are often evident, particularly when differences are highlighted. Noise, in all of its forms, can greatly affect the communication process. Psychological barriers, including the use of offensive language or politically inappropriate terms, according to Canadian values and norms, may also present as barriers to the communication process. In such cases, face-to-face interaction may be the best choice in terms of communication channel for it allows immediate feedback of both verbal and non-verbal cues. Communicators hoping to establish a positive rapport, regardless of cultural similarities and differences, should generally consider different aspects of the communication model, including environment, noise, and channel, as well as other factors that affect human interaction.

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3) Answers can include the following: Like face-to-face interactions, mediated encounters generally contain the same elements or characteristics that are featured in the process of communication, regardless of channel. For instance, communicators' environments, or their fields of experience, are to be considered at all times. Beyond context, noise and channels are also important factors of consideration. External, physiological, and psychological noise continue to serve as barriers to the communication process in ways that are similar to those who experience face-to-face communication. Channels of communication play an equally significant role. When selecting a channel in mediated environments, communicators must consider a few different factors: media richness, synchronicity, and permanence. Students may also identify other similarities, including the ways in which mediated communication channels meet similar human needs, such as physical, identity, social, and practical needs.

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4) According to survey data, 23 per cent of Canadians and 50 per cent of Americans said the father of a household must be the boss. Canadians’ more egalitarian views regarding the status of women and their unwillingness to endorse traditional family models of patriarchal authority have contributed to making us take a more inclusive view of what constitutes a family.

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5) When we look at the cultural dimensions such as individualism versus collectivism, uncertainty avoidance, and “power distance” (social hierarchy), Canada and the United States have very similar rankings. Geert Hofstede and his colleagues used extensive statistical data to examine cultural values in 53 different countries around the world (Hofstede, 1984, 2001; 2011; Hofstede et al., 2010). One value dimension they measured indicated the extent to which people’s personal goals take priority over their allegiance to the group, “that is, individualism as opposed to collectivism.” The United States, Australia, Britain, the Netherlands, and Canada all rank very high in promoting individualism. Similarly, Canada and the United States are similar in regard to the degree to which their respective cultures are tolerant of uncertainty compared to countries such as Portugal, Greece, and Japan which are classified as uncertainty avoidant. Finally, power distance, which is a concept similar to that of social hierarchy, is also very similar in the United States and Canada, whose cultures are more egalitarian than cultures such as India and Mexico but less egalitarian when compared to Israel, Denmark, and New Zealand.

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**MATCHING QUESTIONS**

1) A

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2) B

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3) C

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4) L

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5) M

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6) F

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7) H

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8) J

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9) I

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10) G

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11) N

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12) D

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13) O

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14) K

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15) E

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