Chapter 8—Interpersonal Communication

MULTIPLE CHOICE

1. Mary does not like to talk to others about her financial situation. When her friend asks her how much savings she has she says, "Oh, I'm not sure; my parents take care of that," even though she is the one who manages her finances. Mary’s response indicates what?
   a. A direct strategy to manage privacy
   b. An indirect strategy to manage privacy
   c. Rapport-talk
   d. Report-talk

2. Self-disclosure ____
   a. means telling everything possible about a given topic
   b. is synonymous with personal style feedback
   c. occurs when personal thoughts or behaviors are shared with another
   d. is always appropriate
   e. concerns only factual biographical information

3. When exploring a relationship, good advice about self-disclosure is to ____
   a. relate a secret about yourself so the person can get to know you better
   b. reveal the kind of information about yourself you want the other person to disclose to you
   c. keep disclosures on the sharing feelings level
   d. not reveal anything about yourself during the first meeting

4. Each of the following is good advice about how to avoid self-disclosure except ____
   a. Tell the other person you don't want to share information and why you wish to keep it private.
   b. Mask your feelings
   c. Change the subject.
   d. Do not reveal anything about yourself during the first meeting.

5. Angela is getting divorced, and her friend Deanna is trying to comfort her. Which of these statements is an example of buffering face threats with politeness?
   a. You should consider getting a lawyer so that you get all you deserve.
   b. You're one of the strongest women I know. I'm sure you'll get through this okay. But I'm really sorry you're having such a hard time.
   c. Oh, that's awful. How are you feeling about it?
   d. I want you to know that I'm only telling you this to help. I just want you to know that I think you're making the right choice.

6. What should you do to offer constructive criticism?
   a. State your critique and realize that it's up to the listener to understand that it's constructive.
   b. Explain to the listener that even if s/he doesn't want criticism, s/he needs it.
   c. Preface the criticism with an affirming statement.
   d. Always give advice.

7. Which statement about masking feelings is true?
   a. Masking feelings is always physically debilitating, even if you do it only occasionally.
   b. Masking feelings is never appropriate.
   c. Masking feelings may be appropriate in certain situations.
   d. There is no harm in masking feelings.
8. Which of the following indirect strategies is a good way to protect privacy?
   a. Tell a white lie.
   b. Specifically state why you don't want to share something.
   c. Share the information anyway to save face.
   d. Stop talking to the person who is asking you to break your boundary.

9. Which of the following is a direct strategy to establish a boundary?
   a. Ask the other person why s/he wants the information you do not wish to share.
   b. Lie to the person.
   c. Form an I-centered message explaining why you do not want to share the information.
   d. Ignore the request for information

10. Describing feelings involves ____
    a. naming the emotion you are feeling
    b. naming the emotion another person is feeling
    c. paraphrasing another person's verbal communication
    d. evaluating another person's behavior

11. When Jill tells Meg, "I get aggravated when you refuse to tell me what you are thinking," Jill's behavior is an example of ____
    a. withholding feelings
    b. displaying feelings
    c. describing feelings
    d. none of these

12. Which of the following statements is an example of a description of a feeling?
    a. "I wish you'd stop behaving that way."
    b. "I get the feeling you think he's drunk."
    c. "I feel giddy about the news."
    d. "I can feel the difference between cotton and silk"

13. Naima hates going to the movies, but she agrees to go anyway (without complaining) because she knows her friend Lisa loves movies. This is an example of ____.
    a. aggressive behavior
    b. passive behavior
    c. passive-aggressive behavior
    d. assertive behavior

14. ____ is clearly stating your own desires while also respecting others.
    a. aggressive behavior
    b. passive behavior
    c. passive-aggressive behavior
    d. assertive behavior

15. ____ is attacking others’ self-concept and/or expressing personal hostility toward others to inflict psychological pain.
    a. aggressive behavior
    b. passive behavior
    c. passive-aggressive behavior
    d. assertive behavior

16. Describing behavior requires us to ____
    a. flatter the other person to build self-esteem
    b. be careful not to offend the other person
    c. recount the specific behaviors of another without commenting on appropriateness
    d. reflect upon and share generalized conclusions
17. Which of the following statements is accurate regarding masking feelings?
   a. It can be an effective way to protect privacy.
   b. It is an active strategy.
   c. It is a useful long-term strategy.
   d. All of these.

18. Paul says to Miguel, "Did you get an interview with Bubbling Creek Realty? They haven't called me." Miguel does not want to tell Paul that he did get an interview, so he says, "Isn't that rude when they wait so long to call? I hate that. Hey, do you have the information about that position at Meyers, Brooks, and Associates?" Miguel's response is an example of which privacy-creating strategy?
   a. Masking feelings.
   b. Telling a white lie.
   c. Creating an I-centered statement.
   d. Changing the subject.

19. When giving constructive criticism, _____
   a. be precise and specific without labeling the behavior as good or bad
   b. do so in a public place
   c. begin with a neutral comment
   d. begin with a generally negative assessment of the situation

20. People who engage in passive behavior may be motivated by any of the following except _____
   a. they fear losing their connection with the other person
   b. they are self-assured enough to be selfless
   c. they value the other person above themselves
   d. they have low self-esteem

21. Knowing that someone made a mistake that affects you, but not saying anything about it, is illustrative of _____
   a. passive behavior
   b. aggressive behavior
   c. assertive behavior
   d. none of these

22. People who behave aggressively _____
   a. give good reasons for their beliefs or feelings
   b. are generally nonjudgmental
   c. avoid exaggerating for dramatic effect
   d. lash out at people with little regard for their feelings

23. Aimee counts the points on her test and finds a mistake in the total. If she behaves assertively, which of the following should she say to her professor?
   a. "You made a mistake. I deserve an extra two points."
   b. "Would you go over my test again?"
   c. "When I counted my point total I arrived at 81, two more points than the total marked on the page. Am I correct?"
   d. "I'm really upset by the way you miscounted my points."

24. Which of the following is not a guideline for practicing assertive behavior?
   a. Use inclusive "we" language.
   b. Suggest your intentions regarding what you expect in the future.
   c. Identify potential consequences.
   d. Describe the behavior or event as objectively as possible.
25. Assertive behavior is characterized by ____
   a. the avoidance of confrontational language
   b. the use of vocalized pauses
   c. unemotional language
   d. none of these

26. Which of the following is true regarding cultural variations in passive, aggressive, and assertive behavior?
   a. Females who have been socialized to embrace feminine gender norms are not likely to use passive or passive-aggressive communication styles.
   b. Differences that exist across cultures and co-cultures are becoming more dramatic.
   c. Machismo can lead to assertions of dominance in situations that may not otherwise warrant confrontation.
   d. Collectivist societies encourage a high level of assertive behavior.

27. Interpersonal conflict is ____
   a. mutually aggressive behavior
   b. an expressed struggle between two interdependent people
   c. a set of behaviors that are best described as "interpersonal war"
   d. a necessary, desirable communication state marked by essentially cooperative behavior

28. Daydreaming of more pleasant things while in a conflict with a friend represents which pattern of managing conflict?
   a. avoiding
   b. accommodating
   c. collaborating
   d. competing

29. Compromising ____
   a. is a good strategy when the issue is extremely important
   b. is never a good means of conflict management
   c. is typically characterized as a partial lose-lose approach
   d. leaves both parties completely satisfied

30. The style of conflict management whereby one partner satisfies her own needs or desires with little or no concern for others’ desires is ____
   a. avoiding
   b. accommodating
   c. collaborating
   d. competing

31. If each person gives up part of what he wants to provide at least some satisfaction for both parties, the couple is ____
   a. avoiding
   b. accommodating
   c. collaborating
   d. none of the above

32. The use of passive behavior that neglects your own needs in favor of satisfying others’ needs is called
   a. avoiding
   b. accommodating
   c. collaborating
   d. compromising
33. Tyla wants a two-story house, and her husband wants a single-level home. They agree to buy a split-level home because it is part two-story and part single-level. Neither really wants the split-level, but it's the only option that offers what both of them want. This is an example of which conflict response style?
   a. avoiding
   b. accommodating
   c. compromising
   d. collaborating

34. The style of conflict resolution that is considered the best strategy in long-term relationships is ____
   a. avoiding
   b. accommodating
   c. collaborating
   d. compromising

35. The style of conflict resolution that involves attempting to find a solution that is mutually satisfying is ____
   a. avoiding
   b. collaborating
   c. forcing
   d. compromising

TRUE/FALSE

1. You should self-disclose more intimate information only when you believe the disclosure represents an acceptable risk.

2. Telling a white lie can be an effective way to assert privacy.

3. Describing feelings teaches others how to treat us by explaining how what has happened affects us.

4. Praise is not effective unless it is focused on the specific behavior or accomplishment.

5. Accommodating may be appropriate when the issue is not important, but the relationship is.