Chapter 7: Intercultural Communication

True/False Questions

20. *Intercultural communication* means any communication between persons of different cultures.

21. A *non-dominant culture* includes women, the unemployed, and the elderly, among other groups of people.

22. A member of a marginalized group who refuses to interact with members of the dominant culture is engaging in an accommodation strategy.

23. The separation strategy of a marginalized group is where the marginalized group member tries to “fit into” the dominant group.

24. A person who believes that their culture is superior to all other groups or cultures is engaging in ethnocentrism.

25. Prejudice is likely to lead to ethnocentrism.

26. If you judge another culture by the belief systems of your own culture you are engaging in cultural relativism.

27. The Korean man who says of his own culture, “Koreans will never be great at basketball,” is demonstrating *ethnocentrism*.

28. “So what if Native Americans don’t believe in looking an authority figure in the eye; they should if they want to be Americans.” This sentiment is an example of *ethnocentric perspective*.

29. *Code sensitivity* means you should avoid trying to be like members of some cultural group by using their language.

30. Using *descriptive feedback* means adopting a cognitive style that emphasizes open-mindedness about differences.

31. One reason for the importance of studying intercultural communication is our increasing exposure to people of other cultures.

32. An individual can belong to only one non-dominant culture.

33. Individualistic cultures place the “I” before the “we.”

34. On-time cultures view time as contextually based and relationally oriented.

35. The United States is an example of a collectivist culture.

36. Individualistic cultures are societies that value individual freedom, choice, uniqueness, and independence.

37. In uncertainty-accepting cultures, people are threatened by ideas from outside and embrace written rules.

38. If someone likes to have lots of rules for behavior and doesn’t like outsiders, he or she is most likely from an uncertainty-rejecting culture.

Multiple Choice Questions

39. What types of cultures are most likely to tolerate ambiguity, uncertainty, and diversity?
   - a. uncertainty-accepting cultures
   - b. individualistic
   - c. on-time cultures
   - d. sometime cultures

40. Which of the following is the best example of an uncertainty-rejecting culture?
   - a. Sweden
   - b. Japan
   - c. Denmark
   - d. United States

41. Which of the following countries would most likely be an on-time culture?
   - a. Paraguay
   - b. Oman
   - c. France
   - d. Germany
42. Which statement below is not an example of ethnocentrism?
   a. If the Japanese would just shake hands like we do—instead of bowing—we would get along better.
   b. Don’t you wish everyone in the world would use deodorant and perfume as Americans do?
   c. American workers get higher pay for less work than most people in the world.
   d. Americans have developed the best civilized society in history.

43. Kevin and Paul are having a conversation in which Kevin says, “All gay men are very effeminate.” What type of intercultural communication problem might Kevin be engaging in?
   a. ethnocentrism
   b. stereotyping
   c. cultural relativism
   d. assimilation

44. ______ is where you assume that all members group are alike.
   a. Prejudice
   b. Ethnocentrism
   c. Stereotyping
   d. Profiling

45. ______ is where you have a negative attitude toward a group of people just because of who they are.
   a. Prejudice
   b. Ethnocentrism
   c. Stereotyping
   d. Profiling

46. The preferred way to avoid an ethnocentric perspective is to
   a. be cautious about assuming similarity and recognize differences among people.
   b. deny differences because stating that you recognize them can only get you into trouble.
   c. assume that other individuals would prefer to think and act as you do.
   d. discover what you have in common, but assume that others are fundamentally different.

47. Which of the following is not a strategy for improving intercultural communication?
   a. Practice supportive communication and avoid defense communication.
   b. Avoid stereotyping and hasty generalizations.
   c. Adopt an ethnocentric perspective.
   d. Practice personal self-assessment.

48. What is code sensitivity?
   a. a cognitive style that emphasizes open-mindedness about differences
   b. the frustration and early termination of communication in intercultural communication
   c. using words and nonverbal communication that are easy for the interpreter to understand
   d. assuming that others think and act as we do

49. Which of the following is not true of a collectivist culture?
   a. value commitment to family
   b. tend to be loyal to community
   c. place a higher value on cooperation
   d. high levels of divorce

50. In which type of culture would it be more likely for extended family members to live with nuclear family members?
   a. individualistic
   b. collectivistic
   c. sometime
   d. on-time

51. All of these are examples of individualistic cultures except
   a. United States
   b. Australia
   c. Canada
   d. China

52. Unique combinations of rituals, religion, thought patterns, and behaviors are known as
   a. collectivism.
   b. strategies.
   c. culture.
   d. uncertainty.
53. Which culture fears silence rather than embracing it?
   b. European America.
   c. Amish.
   d. Native American.

54. If someone in a marginalized group tries to fit in with the dominant group, he or she is striving for what goal of intercultural communication.
   a. accommodation
   b. separation
   c. reflexivity
   d. assimilation

55. These cultures tolerate ambiguity and uncertainty.
   a. collectivistic
   b. uncertainty-accepting
   c. uncertainty-rejecting
   d. sometime