**Test Bank Chapter 1**

**1-1 Multiple Choice**

1-1.1. Public speaking teaches strategies for \_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_.

A) listening; visualizing

B) effective delivery; critical listening

C) strong confidence; effective speaking

D) organized delivery; simple encoding

Answer: B

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Explain why it is important to study public speaking.

Topic: Why Study Public Speaking?

Difficulty: easy

Skill: Remember the Facts

1-1.2. According to the text, studying public speaking will result in long-term advantages related to \_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_.

A) empowerment; employment

B) relationships; self-esteem

C) intelligence; leadership

D) leadership; relationships

Answer: A

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Explain why it is important to study public speaking.

Topic: Why Study Public Speaking?

Difficulty: easy

Skill: Remember the Facts

1-1.3. Rachel is called on to speak in front of her Theories of Education class, but she is not nervous because she has gained confidence and competence in her public speaking class; your test refers to this as \_\_\_\_\_\_\_\_\_.

A) personal expression

B) declamation

C) effectiveness

D) empowerment

Answer: D

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Explain why it is important to study public speaking.

Topic: Why Study Public Speaking?

Difficulty: moderate

Skill: Apply What You Know

1-1.4. Melissa is up against Rubi for a position in a sales company. Both are equally qualified, but when asked to sell a pen to their potential employer, Rubi excels while Melissa fumbles through her sales pitch. Which of the following is the most likely reason Melissa will not get the job?

A) Melissa's education didn't involve instruction in selling pens.

B) Rubi is a close friend of a manager in another department.

C) Melissa lacks public speaking competence because she never studied it.

D) Fake sales pitches are a terrible way to judge a candidate's sales ability.

Answer: C

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Explain why it is important to study public speaking.

Topic: Why Study Public Speaking?

Difficulty: moderate

Skill: Apply What You Know

1-1.5. The nineteenth century practice of delivering famous speeches from history, instead of writing one's own speeches, is

A) formulation.

B) declamation.

C) lecturing.

D) public address.

Answer: B

Chapter number: 01

Module number: 1.2

Learning Objective: 1.2 Discuss in brief the history of public speaking.

Topic: The Rich Heritage of Public Speaking

Difficulty: moderate

Skill: Understand the Concepts

1-1.6. Speakers who express their emotions through posture, movement, gestures, facial expressions, and tone of voice are practicing the art of

A) pontification.

B) prophesy.

C) declamation.

D) elocution.

Answer: D

Chapter number: 01

Module number: 1.2

Learning Objective: 1.2 Discuss in brief the history of public speaking.

Topic: The Rich Heritage of Public Speaking

Difficulty: moderate

Skill: Understand the Concepts

1-1.7. Which of the following statements BEST characterizes public speaking in the twentieth and twenty-first centuries?

A) Students of public speaking practice the arts of declamation and elocution.

B) Great orators continue to refine guidelines for public speakers.

C) Technology lets speakers reach worldwide audiences and expand the parameters of public speaking.

D) Age-old public-speaking traditions are no longer relevant as we develop new and improved methods for addressing some of the most difficult challenges in history.

Answer: C

Chapter number: 01

Module number: 1.2

Learning Objective: 1.2 Discuss in brief the history of public speaking.

Topic: The Rich Heritage of Public Speaking

Difficulty: moderate

Skill: Understand the Concepts

1-1.8. Translating ideas and images in the speaker's mind into verbal or nonverbal messages that an audience can understand is termed \_\_\_\_\_\_\_\_\_.

A) listening

B) feedback

C) encoding

D) decoding

Answer: C

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Understand the Concepts

1-1.9. Daniel is upset with Steve. Though he talks to Steve in a calm, even tone, Daniel keeps his arms crossed and scowls any time Steve speaks. Daniel is a speaker who is encoding with \_\_\_\_\_\_\_\_\_.

A) words

B) gestures

C) ideas

D) speech

Answer: B

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Apply What You Know

1-1.10. If a speaker has trouble finding words to convey his or her ideas or sends contradictory nonverbal symbols, listeners may not be able to \_\_\_\_\_\_\_\_\_ the speaker’s verbal and nonverbal symbols back into a message.

A) encode

B) codify

C) decode

D) externalize

Answer: C

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: easy

Skill: Remember the Facts

1-1.11. While listening to a speech about the rules of cricket, the speaker uses terminology that Terry doesn't understand. In this circumstance, Terry is experiencing problems with \_\_\_\_\_\_\_\_.

A) feedback

B) decoding

C) encoding

D) the channel

Answer: B

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Apply What You Know

1-1.12. A speaker usually transmits a message through two channels:

A) listening and eye contact.

B) visual and auditory.

C) visual and nonverbal.

D) voice and inflection.

Answer: B

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication

Topic: The Communication Process

Difficulty: moderate

Skill: Understand the Concepts

1-1.13. George just transferred to a university in southern California. In his speech class, he gave an introductory speech that had a great deal of humor. He thought if he made jokes about his Texas hometown and the university he had transferred from, the audience would like him. But the audience didn't laugh at his humor. Which of the following statements BEST applies to this situation?

A) George didn't adapt his speech to be receiver- or audience-centered.

B) George should have known that humor only works when a professional uses it.

C) George didn't do anything wrong; the audience was just uninformed and uneducated.

D) George should have known that most audiences don't appreciate humor in a speech.

Answer: A

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Apply What You Know

1-1.14. What is the term for something that interferes with the communication process?

A) channel confusion

B) decoding

C) noise

D) encoding

Answer: C

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: easy

Skill: Remember the Facts

1-1.15. Which of the following is affected by a speaker's posture and gestures?

A) Visual communication channel

B) Auditory communication channel

C) Internal noise

D) Context

Answer: A

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Understand the Concepts

1-1.16. The roar of a lawn mower or a noisy air conditioner are examples of \_\_\_\_\_\_\_\_.

A) feedback

B) misinterpretation

C) external noise

D) internal noise

Answer: C

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Understand the Concepts

1-1.17. Inflection, rate, and voice quality are all traits of

A) psychological noise.

B) visual cues.

C) symbols.

D) vocal cues.

Answer: D

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Understand the Concepts

1-1.18. Dave has signed up to be last in the speaking order because his twenty-first birthday was the day before and he just *had* to celebrate. He feels so tired and hung over that he doesn't even realize it's time for him to speak until the teacher calls his name...twice. What is Dave experiencing?

A) internal noise

B) an encoding-decoding breakdown

C) external noise

D) poor channel selection

Answer: A

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Apply What You Know

1-1.19. Colin had researched, outlined, and practiced his speech carefully, but on the day he was to give the speech, his girlfriend broke up with him. He found it impossible to keep his mind on his speech or his audience and continually lost his place. What public speaking term BEST describes this situation?

A) psychological noise

B) speaker anxiety

C) auditory channel deficiency

D) physiological noise

Answer: A

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Apply What You Know

1-1.20. One way that public speaking differs from casual conversation is that the public speaker

A) uses a greater variety of slang words.

B) captures the attention of his or her listener.

C) uses visual aids.

D) does most or all of the talking.

Answer: D

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Understand the Concepts

1-1.21. Without an audience to hear and provide \_\_\_\_\_\_\_\_\_, public speaking serves little purpose.

A) noise

B) encoding

C) feedback

D) content

Answer: C

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: easy

Skill: Remember the Facts

1-1.22. The environment or situation in which a speech occurs is \_\_\_\_\_\_\_\_.

A) a channel

B) feedback

C) the context

D) the message

Answer: C

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Understand the Concepts

1-1.23. A speaking venue that is hot, crowded, or poorly lit can make it difficult for a speaker to deliver a speech and an audience to receive a speech. This demonstrates the impact of \_\_\_\_\_\_\_\_\_ on both speaker and audience.

A) context

B) channels

C) encoding

D) decoding

Answer: A

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Understand the Concepts

1-1.24. One of the ways that public speaking and conversation are different is that public speaking is \_\_\_\_\_\_\_\_.

A) unplanned

B) more formal

C) less complicated

D) more casual

Answer: B

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Understand the Concepts

1-1.25. During her speech to a student group about the importance of voter registration, Celine spoke very casually, sat on the table in the front of the room, and was dressed in shorts and an old t-shirt. Which of the following statements BEST describes this situation?

A) Celine adapted to her audience well by making her speech an informal event.

B) Celine did nothing wrong by taking a casual approach to a casual topic.

C) Celine violated several ethical principles about public speaking.

D) Celine ignored the rule that public speaking is more formal than conversation.

Answer: D

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Apply What You Know

**1-2 True/False**

1-2.1. The ability to speak with competence and confidence will provide empowerment.

Answer: True

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Explain why it is important to study public speaking.

Topic: Why Study Public Speaking?

Difficulty: easy

Skill: Remember the Facts

1-2.2. Public speaking skills can make you more confident, but they have no impact on your long-term employment success.

Answer: False

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Explain why it is important to study public speaking.

Topic: Why Study Public Speaking?

Difficulty: easy

Skill: Remember the Facts

1-2.3. During the golden age of public speaking, the Greek philosopher Aristotle formulated, and Roman orators refined, guidelines for speakers that we still follow today.

Answer: True

Chapter number: 01

Module number: 1.2

Learning Objective: 1.2 Discuss in brief the history of public speaking.

Topic: The Rich Heritage of Public Speaking

Difficulty: easy

Skill: Remember the Facts

1-2.4. In the twenty-first century, students of public speaking only practice the art of declamation—the delivery of an already famous address.

Answer: False

Chapter number: 01

Module number: 1.2

Learning Objective: 1.2 Discuss in brief the history of public speaking.

Topic: The Rich Heritage of Public Speaking

Difficulty: easy

Skill: Remember the Facts

1-2.5. It is an audience member's responsibility to properly encode a speaker's remarks.

Answer: False

Chapter number: 01

Module number: 1.2

Learning Objective: 1.2 Discuss in brief the history of public speaking.

Topic: The Rich Heritage of Public Speaking

Difficulty: easy

Skill: Remember the Facts

1-2.6. A receiver's decoding of a message is dependent on his or her past experiences, attitudes, beliefs, and values.

Answer: True

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: easy

Skill: Remember the Facts

1-2.7. In a two-person communication transaction, both individuals are sending and receiving at the same time.

Answer: True

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: easy

Skill: Remember the Facts

1-2.8. Public speaking is more fluid and interactive than conversation.

Answer: False

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: easy

Skill: Remember the Facts

1-2.9. Public speaking is more planned and formal than conversation.

Answer: True

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: easy

Skill: Remember the Facts

1-2.10. Slang expressions are perfectly appropriate for most types of public speaking.

Answer: False

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: easy

Skill: Remember the Facts

**1-3 Fill-in-the-blank**

1-3.1. Speaking with \_\_\_\_\_\_\_\_ will give you an edge because you will show confidence and competence to your audience.

Answer: empowerment

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Explain why it is important to study public speaking.

Topic: Why Study Public Speaking?

Difficulty: easy

Skill: Remember the Facts

1-3.2. In a nationwide survey, prospective employers said they seek college graduate candidates with \_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_ ability.

Answer: public speaking; presentation

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Explain why it is important to study public speaking.

Topic: Why Study Public Speaking?

Difficulty: easy

Skill: Remember the Facts

1-3.3. \_\_\_\_\_\_\_\_\_ skills are considered the top factor in helping college graduates obtain employment.

Answer: Communication

Chapter number: 01

Module number: 1.1

Learning Objective: 1.1 Explain why it is important to study public speaking.

Topic: Why Study Public Speaking?

Difficulty: moderate

Skill: Understand the Concepts

1-3.4 The Greek philosopher \_\_\_\_\_\_\_\_\_ formulated guidelines for speakers that we still follow today.

Answer: Aristotle

Chapter number: 01

Module number: 1.2

Learning Objective: 1.2 Discuss in brief the history of public speaking.

Topic: The Rich Heritage of Public Speaking

Difficulty: moderate

Skill: Understand the Concepts

1-3.5. The expression of emotion through posture, movement, gestures, facial expression, and voice is known as \_\_\_\_\_\_\_\_\_.

Answer: elocution

Chapter number: 01

Module number: 1.2

Learning Objective: 1.2 Discuss in brief the history of public speaking.

Topic: The Rich Heritage of Public Speaking

Difficulty: easy

Skill: Remember the Facts

1-3.6. \_\_\_\_\_\_\_\_\_ is the practice of public speaking by delivering an already-famous address.

Answer: Declamation

Chapter number: 01

Module number: 1.2

Learning Objective: 1.2 Discuss in brief the history of public speaking.

Topic: The Rich Heritage of Public Speaking

Difficulty: easy

Skill: Remember the Facts

1-3.7. Even the earliest communication theorists recognized that communication is a \_\_\_\_\_\_\_\_\_.

Answer: process

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: easy

Skill: Remember the Facts

1-3.8. The \_\_\_\_\_\_\_\_\_ in public speaking is the speech itself - both what is said and how it is said.

Answer: message

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: easy

Skill: Remember the Facts

1-3.9. The two types of channels used to transmit a message from sender to receiver are \_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_.

Answer: visual; auditory

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: moderate

Skill: Understand the Concepts

1-3.10. Aids such as PowerPoint slides are transmitted along the \_\_\_\_\_\_\_\_ channel.

Answer: visual

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: easy

Skill: Remember the Facts

**1-4 Essay**

1-4.1. Discuss the heritage of public speaking beginning with the Greeks to the present. Give specific examples of the differences in presentation style for each era.

Answer: Answers should include:

First to fourth centuries - the golden age of public speaking, the Greek philosopher Aristotle formulated, and Roman orators refined, guidelines for speakers that we still follow today. Nineteenth century - students practice declamation and elocution.

Twentieth and twenty-first centuries - Audio, video, computer, and mobile technologies let speakers reach worldwide audiences and expand the parameters of public speaking as they draw on age-old public-speaking traditions.

Chapter number: 01

Module number: 1.2

Learning Objective: 1.2 Discuss in brief the history of public speaking

Topic: The Rich Heritage of Public Speaking

Difficulty: difficult

Skill: Analyze It

1-4.2. Explain how encoding and decoding operate in the public speaking context.

Answer: Answers should include:

Encode: A speaker, or source, translates the images in his or her mind into a message/code made up of verbal (speech) or nonverbal (gestures) symbols that an audience can recognize.

Decode: how a listener understands a speaker. Listeners receive a message through visual and auditory channels. The listener may not be able to decode the message if speakers have trouble finding words to convey ideas, or if they are sending contradictory nonverbal symbols.

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: difficult

Skill: Analyze It

1-4.3. List and discuss the components of the visual and auditory channels of communication.

Answer: Answers should include visual (audience members see the speaker and decode the nonverbal symbols—eye contact or lack of it, facial expressions, posture, gestures, and dress. If the speaker uses any visual aids, such as PowerPoint slides or models, these too are transmitted along the visual channel) and auditory (the auditory channel opens as the speaker speaks. Audience members hear words and such vocal cues as inflection, rate, and voice quality.) Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: difficult

Skill: Analyze It

1-4.4. Internal and external noise can interfere with the transmission of a message. Briefly define these two terms and offer an example of each.

Answer: Examples will vary but answer should include the following definitions: external noise - external sources that interfere with the communication of a message; internal noise - internal message disruption in the form of physiological (physical) and psychological (mental stress) interference.

Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: difficult

Skill: Analyze It

1-4.5. Discuss the impact of context on both the speaker and audience. Provide specific examples of how context can affect the public speaking experience.

Answer: Examples will vary, but context affects both the speaker’s and the audience’s cultural traditions and expectations. If the room is hot, crowded, or poorly lit, these conditions affect both speaker and audience. Also, a speaker who fought rush-hour traffic for 90 minutes to arrive at his or her destination may find it difficult to muster much enthusiasm for delivering the speech. Chapter number: 01

Module number: 1.3

Learning Objective: 1.3 Sketch and explain a model that illustrates the components and the process of communication.

Topic: The Communication Process

Difficulty: difficult

Skill: Analyze It