Chapter 1

**Lustig Test Bank**

**MULTIPLE CHOICE**

1. The overall population shift of Latinos in the United States is caused by
2. deaths.
3. births.
4. immigration.
5. deportations.

Answer: c

Topic: The Demographic Imperative for Intercultural Competence

Learning Objective: LO 1.1.1: Explain why the shifting demographic makeup of the country increasingly requires intercultural competence

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. Marshall McLuhan used the term \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to describe the media’s ability to bring events to people from around the world.
2. global village
3. fake news
4. shared meaning
5. golden age of media

Answer: a

Topic: The Technological Imperative for Intercultural Competence

Learning Objective: LO 1.1.2: Describe why technological advancements escalate the need for intercultural competence

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. According to the text, international tourism and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are major service-sector exports that are growing in the United States because of globalization.
2. transportation
3. health care
4. higher education
5. technology

Answer: c

Topic: The Global Imperative for Intercultural Competence

Learning Objective: LO 1.1.3: Describe how globalization requires increased intercultural competence

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. According to Robert Shuter, “\_\_\_\_\_\_\_ is the single most important global communication issue” people face.
2. Economics
3. Online etiquette
4. Politics
5. Culture

Answer: d

Topic: The Peace Imperative for Intercultural Competence

Learning Objective: LO 1.1.4: Explain why the need to live peacefully with others requires intercultural competence

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. Gary is working on a class project about the culture and politics of South Africa. When he presents his research findings to the class, he is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the South African culture.
2. speaking from
3. speaking for
4. speaking about
5. speaking to

Answer: c

Topic: The Self-Awareness Imperative for Intercultural Competence

Learning Objective: LO 1.1.5: Describe why being aware of one’s own worldview helps enable intercultural competence

Skill Level: Apply What You Know

Difficulty Level: Moderate

1. Moshi and her best friend have phrases they use with each other that have specific meanings. For example, when they’re upset about something, they say, “I really need a hamburger,” and when they’re happy, they say, “It’s tea time.” Why are these phrases effective?
2. Moshi and her best friend have decided they like confusing other people.
3. Moshi and her best friend have decided feedback is not important.
4. Moshi and her best friend have decided nonverbal communication does not work.
5. Moshi and her best friend have decided what these symbols mean.

Answer: d

Topic: Communication Is Symbolic

Learning Objective: LO 1.2.1: Describe how symbols represent concepts and objects in the process of communication

Skill Level: Apply What You Know

Difficulty Level: Moderate

1. Caryn and her boyfriend keep arguing about whether they should go overseas for spring break. Caryn wants to go to Europe, but her boyfriend says he’s not interested in Europe and wants to go to Florida instead. At the end of the argument, Caryn yells, “Communicating with you is impossible!” Which communication outcome is missing in this situation?
2. Agreement
3. Understanding
4. Feedback
5. Context

Answer: a

Topic: Communication Is Interpretive

Learning Objective: LO 1.2.2: Explain the role of interpretation in the communication process

Skill Level: Apply What You Know

Difficulty Level: Moderate

1. Which model of communication completely disregards the receiver of a message?
2. Interactional
3. Actional
4. Transactional
5. Practical

Answer: b

Topic: Communication Is Transactional

Learning Objective: LO 1.2.3: Describe how all participants in the communication process work together to create and sustain meaning

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. Aisha has been with her boyfriend for three years. When she needs something from him, she expects him to drop whatever he’s doing to help her. Aisha does not expect the same treatment from her friends because her relationship with her boyfriend is a different \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ context.
2. interpersonal
3. physical
4. social
5. transactional

Answer: a

Topic: Communication Is Contextual

Learning Objective: LO 1.2.4: Describe how types of settings may impact communication

Skill Level: Apply What You Know

Difficulty Level: Moderate

1. The saying “You can’t stand in the same stream twice” refers to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ nature of the communication process.
2. static
3. nonverbal
4. dynamic
5. shared

Answer: c

Topic: Communication Is a Process

Learning Objective: LO 1.2.5: Explain why communication events are dynamic and unique

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. When is the shared meaning of communication created?
2. When people learn about it in elementary school
3. When people participate in daily activities
4. When people hear about it from the media
5. When people go to other countries

Answer: b

Topic: Communication Involves Shared Meanings

Learning Objective: LO 1.2.6: Describe how people create and share meanings of messages as they share experiences

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. Who is engaging in interpersonal communication?
2. Lorenzo, who is giving a speech to 100 people about recycling on campus
3. Connie, who is watching a recording of a class lecture
4. Maria, who is talking to her five siblings about their holiday plans
5. Otto, who is writing an article to convince his peers to elect him student body president

Answer: c

Topic: Communication Is Interpersonal

Learning Objective: LO 1.2.7: Explain the characteristics of interpersonal communication

Skill Level: Apply What You Know

Difficulty Level: Moderate

1. Census projections indicate that the number of baby boomers in the United States will decline because they are
2. raising grandchildren.
3. retiring to foreign countries.
4. refusing to participate in the census.
5. aging out.

Answer: d

Topic: The Demographic Imperative for Intercultural Competence

Learning Objective: LO 1.1.1: Explain why the shifting demographic makeup of the country increasingly requires intercultural competence

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. Thomas Friedman said “the world is flat” because technology has created equal opportunities and increased
2. access to the marketplace.
3. access to friends.
4. access to education.
5. access to potential mates.

Answer: a

Topic: The Technological Imperative for Intercultural Competence

Learning Objective: LO 1.1.2: Describe why technological advancements escalate the need for intercultural competence

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. Barbara explains to her friends that she does not like people from Mexico because her parents told her they come to the United States illegally to steal Americans’ jobs, but Americans would never go to a foreign country and do that. When she does this, Barbara is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Mexicans.
2. speaking about
3. speaking for
4. speaking around
5. speaking to

Answer: b

Topic: The Self-Awareness Imperative for Intercultural Competence

Learning Objective: LO 1.1.5: Describe why being aware of one’s own worldview helps enable intercultural competence

Skill Level: Apply What You Know

Difficulty Level: Moderate

1. According to the text, self-awareness is needed to create a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in intercultural interactions.
2. meaning
3. standpoint
4. symbol
5. process

Answer: b

Topic: The Self-Awareness Imperative for Intercultural Competence

Learning Objective: LO 1.1.5: Describe why being aware of one’s own worldview helps enable intercultural competence

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. Jason went to Australia to study abroad. When he went to a cricket game with his classmates, he formed a peace sign with his fingers to mean victory, which he does at American football games. He was surprised to learn he offended his friends because in Australia, that \_\_\_\_\_\_\_\_\_\_\_\_\_ is an obscene gesture.
2. emblem
3. transaction
4. process
5. icon

Answer: a

Topic: Communication Is Symbolic

Learning Objective: LO 1.2.1: Describe how symbols represent concepts and objects in the process of communication

Skill Level: Apply What You Know

Difficulty Level: Moderate

1. If there is no \_\_\_\_\_\_\_\_\_\_\_\_\_\_ between participants in an interaction, it’s inaccurate to claim that communication has even taken place.
2. agreement
3. interpretation
4. understanding
5. transaction

Answer: c

Topic: Communication Is Interpretive

Learning Objective: LO 1.2.2: Explain the role of interpretation in the communication process

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ view of the communication process was the first to introduce the concept of feedback in communication.
2. interactional
3. intrapersonal
4. actional
5. interpersonal

Answer: a

Topic: Communication Is Transactional

Learning Objective: LO 1.2.3: Describe how all participants in the communication process work together to create and sustain meaning

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ view of communication was the first to introduce the effects of nonverbal communication on interactions.
2. actional
3. interpersonal
4. intrapersonal
5. transactional

Answer: d

Topic: Communication Is Transactional

Learning Objective: LO 1.2.3: Describe how all participants in the communication process work together to create and sustain meaning

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. Octavius went to visit his mother for the day, and they spent their time inside the house during his entire visit. The next day, he went to see his sister, and they spent the day walking around a public park. Which of the following best describes the difference between these two interactions?
2. The physical context
3. The transactional context
4. The social context
5. The cultural context

Answer: a

Topic: Communication Is Contextual

Learning Objective: LO 1.2.4: Describe how types of settings may impact communication

Skill Level: Apply What You Know

Difficulty Level: Moderate

1. People behave differently at funerals than they do at parties because of the different \_\_\_\_\_\_\_\_\_\_\_\_\_\_ context.
2. interpersonal
3. social
4. physical
5. interpretive

Answer: b

Topic: Communication Is Contextual

Learning Objective: LO 1.2.4: Describe how types of settings may impact communication

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. Interpersonal communication differs from mass communication because it is
2. competent.
3. contextual.
4. exclusive.
5. intercultural.

Answer: c

Topic: Communication Involves Shared Meanings

Learning Objective: LO 1.2.6: Describe how people create and share meanings of messages as they share experiences

Skill Level: Understand the Concepts

Difficulty Level: Easy

1. Sergei is the member of a dating site. When women contact Sergei to get to know him, he cuts and pastes the exact same responses and sends them to all of his potential dates. Which characteristic of interpersonal communication does Sergei’s interactions lack?
2. They are not romantic in nature.
3. They are not specific to the people he’s interacting with.
4. They are not being done with a small number of people.
5. They are not being sent immediately.

Answer: b

Topic: Communication Involves Shared Meanings

Learning Objective: LO 1.2.6: Describe how people create and share meanings of messages as they share experiences

Skill Level: Apply What You Know

Difficulty Level: Moderate

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a perception, thought, or feeling someone wants to communicate with others.
2. Interacting
3. Understanding
4. Meaning
5. Transacting

Answer: c

Topic: Communication Is Symbolic

Learning Objective: LO 1.2.1: Describe how symbols represent concepts and objects in the process of communication

Skill Level: Understand the Concepts

Difficulty Level: Easy

**SHORT ANSWER**

1. Think about your interactions with people from other cultures that you have on the Internet. How does the technology influence the way you communicate with them? How would your communication with people from other cultures be different if you were doing it face to face?

Topic: The Technological Imperative for Intercultural Competence

Learning Objective: LO 1.1.2: Describe why technological advancements escalate the need for intercultural competence

1. Think about the symbols that are commonly used in the United States. What are some ways that these symbols can be confusing or offensive to people in other cultures? Use specific examples to explain your answer.

Topic: The Technological Imperative for Intercultural Competence

Learning Objective: LO 1.2.1: Describe how symbols represent concepts and objects in the process of communication

1. Consider the three views of the communication process. Think about some of the interactions you have had with other people and how you’ve applied each view to your communication with them.

Topic: Communication Is Transactional

Learning Objective: LO 1.2.3: Describe how all participants in the communication process work together to create and sustain meaning

1. Think about the three communication contexts. How has each of these contexts influenced your behavior with other people? Does the way you behave in each context change when you communicate with people from other cultures?

Topic: Communication Is Contextual

Learning Objective: LO 1.2.4: Describe how types of settings may impact communication

1. Consider the technological advances that have made it easier to engage people from other countries. Which technologies do you think are most important and least important? Explain your answer.

Topic: The Technological Imperative for Intercultural Competence

Learning Objective: LO 1.1.2: Describe why technological advancements escalate the need for intercultural competence