HRC1 Introduction to Communication Version 1

Section: Sociology & Human Behaviour • **Total Questions:** 10 • **Format:** Verified Q&A

1. Which of the four primary challenges to communication does this scenario demonstrate?

> *Charlotte and Lucas are both in the same communication course. Despite growing up in different cultures, they both enjoy interacting during class. One day, Lucas tries to call Charlotte to ask if she is going to attend a weightlifting class that is taught on Saturdays at the gym. Charlotte does not believe it is appropriate for a woman to call or text a man and does not respond to the call. Lucas assumes that Charlotte does not like him and decides to join a different class. Charlotte goes to the gym on Saturday morning, hoping to see Lucas there. Charlotte suspects that Lucas is sending her a message that he does not want to be friends with her outside of class.*

(A) Effective communication requires significant intellectual and psychological resources
(B) Everyone appreciates the value of communication differently
(C) Intercultural understanding can be difficult
(D) We over-rely on digitally mediated communication

2. Which scenario illustrates competence of communication skills?

(A) A student does not know when a project is due and chooses not to ask the professor or other students.
(B) A student helps a friend study for an exam by asking questions about the subject.
(C) An employee asks co-workers for feedback on perceptions in order to improve performance.
(D) Team members attend a workshop on project management software.

3. What should Sam do in order to effectively deliver this joke to all of his friends?

> *Sam hears a very funny joke that relies on a very specific method of delivery in order to be funny. He would like to tell this joke to all of his friends.*

(A) Sam should call each friend and tell them the joke over the phone.
(B) Sam should tell the joke to all his friends at his housewarming party.
(C) Sam should post the joke on a social media website.
(D) Sam should email the joke to all his friends.

4. Which communication barrier is this situation an example of?

> *Jo is concentrating so hard to finish the final slides of a business presentation due the next day that she does not hear her alarm ring to remind her to take her medication.*

(A) Bias and judgment
(B) Preoccupation
(C) Message complexity
(D) Communication overload

---

5. Which method of organizing information is Morgan using in the scenario?

> *Morgan is at a party and overhears some people talking about an experience they had the weekend before. Morgan does not hear everything because of the noise but hears enough to infer that they are talking about surfing.*

(A) Similarity
(B) Proximity
(C) Closure
(D) Figure

---

6. According to fundamental interpersonal relations orientation (FIRO) theory, which unfulfilled need is the source of Ren's behavior?

> *Ren does not have any close friends and consistently dresses to impress. He makes a strenuous effort to capture everyone's attention at social gatherings.*

(A) Inclusion needs
(B) Completion needs
(C) Control needs
(D) Affection needs

---

7. Which behavior associated with transformational leadership is Emily exhibiting?

> *Emily is the leader of a group project for an educational technology class. The group's goal is to produce a web-based training module. During the first meeting, several team members voice concerns about the project's goal and deadline. Emily gets the group to come up with and agree upon a list of tasks that need to be accomplished to complete the project. Next, Emily leads the team to identify the relevant skills of each individual and to decide who will have each responsibility.*

(A) Building consensus

(B) Providing support for agenda items

(C) Resisting the process

(D) Recording the meeting process

---

8. Which scenario illustrates the communication competence of motivation?

(A) A counselor creates a comfortable office setting that facilitates openness from clients.

(B) A counselor invites a client to discuss issues over dinner instead of at the office.

(C) A counselor paraphrases what is being said by the client to ensure it is clear.

(D) A counselor attends professional development workshops to learn new skills.

---

9. Which action should Mei have performed to prevent this conflict?

> *Mei is asked to put together a team to decide on the company's next advertising campaign. At the first meeting, Mei takes on the leader role and gives everyone else on the team certain tasks. It becomes apparent that the other team members are unhappy because they have been assigned roles for which they do not have any expertise.*

(A) Managing member roles

(B) Balancing team and member goals

(C) Clarifying objectives

(D) Ensuring the team is supported by the system

---

10. What is an example of a public speaker following the transactional model of communication?

(A) The speaker follows an outline carefully without taking questions from the audience.

(B) The speaker adjusts the delivery of the outline after looking at the clock and noticing that there is not enough time left.

(C) The speaker corrects mistakes that were made in an earlier speech.

(D) The speaker adjusts the speech while talking according to nonverbal cues from the audience.