

TB_DiSanza_Chapter 2

Key: Answer, Type, Learning Objective, Level

Type

A=Applied

C=Conceptual

F=Factual

Level

(1)=Easy; (2)=Moderate; (3)=Difficult

LO=Learning Objective

Multiple Choice Single Select

M/C Question 1

Which of the following is NOT part of recall listening?

- a) receiving the message
- b) attending to the message
- c) getting one interpretation from the message
- d) assigning meaning to the message

ANS: c

Skill=Understand the Concepts, Objective=2.1: Identify the techniques for improving recall listening, Topic=Recall Listening, Difficulty=Medium

M/C Question 2

In this disconfirming response, the speaker disparages the other person in the conversation or the other's feelings.

- a) avoiding involvement
- b) tangential remark
- c) disqualification
- d) imperviousness

ANS: c

Skill=Understand the Concepts, Objective=2.2: Describe the characteristics of empathic listening, Topic=Empathic Listening, Difficulty=Medium

M/C Question 3

According to the text, confirmation is defined as a response that:

- a) validates another person's experience or emotions but disagrees with the content of the message.
- b) validates another person's experience or emotions and agrees with the content of the message.
- c) creates expressive and instrumental benefits for both parties in the relationship.
- d) disqualifies the other person with a tangential response.

ANS: b

Skill=Understand the Concepts, Objective=2.2: Describe the characteristics of empathic listening, Topic=Empathic Listening, Difficulty=Easy

M/C Question 4

This form of disconfirmation occurs when a person's verbal comments are disconnected from or only minimally connected to the first person's remarks.

- a) tangential/irrelevant remarks
- b) imperviousness
- c) disqualification
- d) avoiding involvement

ANS: a

Skill=Understand the Concepts, Objective=2.2: Describe the characteristics of empathic listening, Topic=Empathic Listening, Difficulty=Easy

M/C Question 5

According to the text, listeners who lack motivation tend to:

- a) turn off rather than listen to dull content.
- b) turn off when faced with uninspired delivery.
- c) avoid taking notes.
- d) all of these answers are correct.

ANS: d

Skill=Understand the Concepts, Objective=2.1: Identify the techniques for improving recall listening, Topic=Recall Listening, Difficulty=Easy

M/C Question 6

What element is missing from the following rejection message: "I don't think your approach to this problem is the best one"?

- a) disagreement with the content
- b) agreeing with the content
- c) emotional or experiential qualifier
- d) direct disconfirmation

ANS: c

Skill=Analyze, Objective=2.2: Describe the characteristics of empathic listening,
Topic=Empathic Listening, Difficulty=Medium

M/C Question 7

All of the following are disconfirming messages EXCEPT:

- a) disqualification.
- b) disagreement with the content.
- c) imperviousness.
- d) tangential remarks.

ANS: b

Skill=Understand the Concepts, Objective=2.2: Describe the characteristics of empathic listening, Topic=Empathic Listening, Difficulty=Medium

M/C Question 8

Alexis tends to take long periods away from her listening to think her own thoughts and consider what the other person is saying. This behavior represents:

- a) brief departures from the line of conversation.
- b) imperviousness.
- c) private arguments.
- d) large departures from the line of conversation.

ANS: d

Skill=Applied, Objective=2.1: Identify the techniques for improving recall listening,
Topic=Recall Listening, Difficulty=Medium

M/C Question 9

Sasha's boss, Alexis, says, "I'm not sure I understand the source of your reaction. Could you review for me how you arrived at this conclusion?" This is an example of:

- a) rejection.
- b) agreeing with the content.
- c) disconfirmation.
- d) probing behind feelings.

ANS: d

Skill=Applied, Objective=2.1: Identify the techniques for improving recall listening,
Topic=Recall Listening, Difficulty=Medium

M/C Question 10

Which of the following responses represents disconfirming behavior?

- a) "I think failure is a harsh prediction, what you really mean is there could be some problems."

- b) “While I appreciate your feelings and would feel the same in your shoes, I think there are other ways to address the issue.”
- c) “Your assessment is accurate and I’d like to know more about how you made your analysis.”
- d) All of these answers are correct.

ANS: a

Skill=Understand the Concepts, Objective=2.2: Describe the characteristics of empathic listening, Topic=Empathic Listening, Difficulty=Medium

M/C Question 11

Which of the following responses represents rejection behavior?

- a) “While I appreciate your feelings and would feel the same in your shoes, I think there are other ways to address the issue.”
- b) “Your assessment is accurate and I’d like to know more about how you made your analysis.”
- c) “You’ll get over this and feel less angry when you give what I’ve said a little thought.”
- d) All of these answers are correct.

ANS: a

Skill=Understand the Concepts, Objective=2.2: Describe the characteristics of empathic listening, Topic=Empathic Listening, Difficulty=Medium

M/C Question 12

_____ means the listener offers praise for what the speaker has said.

- a) Agreeing with content
- b) Endorsing the emotion
- c) Direct recognition
- d) Endorsing the experience

ANS: a

Skill=Understand the Concepts, Objective=2.2 Describe the characteristics of empathic listening, Topic=Empathic Listening, Difficulty=Easy

M/C Question 13

_____ is the ability to store and recall the major themes of a conversation for use in later decision making.

- a) Recall listening
- b) Receiving
- c) Attending
- d) Remembering

ANS: d

Skill=Understand the Concepts, Objective=2.1: Identify the techniques for improving recall listening, Topic=Recall Listening, Difficulty=Easy

M/C Question 14

_____ means that you hear and process the message that another communicates.

- a) Recall listening
- b) Receiving
- c) Attending
- d) Assigning meaning

ANS: b

Skill=Understand the Concepts, Objective=2.1: Identify the techniques for improving recall listening, Topic=Recall Listening, Difficulty=Easy

M/C Question 15

_____ involves a listener's ability to focus on the message and direct his or her attention toward it without distraction.

- a) Recall listening
- b) Receiving
- c) Attending
- d) Assigning meaning

ANS: c

Skill=Understand the Concepts, Objective=2.1: Identify the techniques for improving recall listening, Topic=Recall Listening, Difficulty=Easy

M/C Question 16

_____ involves assigning an interpretation to the message that has been received.

- a) Recall listening
- b) Receiving
- c) Attending
- d) Assigning meaning

ANS: d

Skill=Understand the Concepts, Objective=2.1: Identify the techniques for improving recall listening, Topic=Recall Listening, Difficulty=Easy

M/C Question 17

According to the text, why do managers not like to take notes?

- a) They believe they are not going to be used in later discussions that may change.
- b) They believe that they are unimportant to the larger process of communication and decision making.
- c) They believe they are time consuming and it is best to listen carefully to the speaker.
- d) They believe that they can recall the important facts that have been discussed in a meeting.

ANS: b

Skill=Understand the Concepts, Objective=2.1: Identify the techniques for improving recall listening, Topic=Recall Listening, Difficulty=Easy

M/C Question 18

_____ questions are the best way to help you assign meaning to and remember the person's message.

- a) Open-ended
- b) Close-ended
- c) Multiple choice
- d) Short answer

ANS: a

Skill=Understand the Concepts, Objective=2.1: Identify the techniques for improving recall listening, Topic=Recall Listening, Difficulty=Easy

M/C Question 19

_____ question allow the message sender to fully explain the facts and feelings of a particular issue.

- a) Open-ended
- b) Close-ended
- c) Multiple choice
- d) Short answer

ANS: a

Skill=Understand the Concepts, Objective=2.2: Describe the characteristics of empathic listening, Topic=Empathic Listening, Difficulty=Easy

M/C Question 20

_____ behaviors indicate active listening.

- a) Direct recognition
- b) Disagreement with content
- c) Emotional qualifier
- d) Experiential qualifier

ANS: a

Skill=Understand the Concepts, Objective=2.2: Describe the characteristics of empathic listening, Topic=Empathic Listening, Difficulty=Easy