

CHAPTER 2 TEST BANK

MULTIPLE-CHOICE QUESTIONS

Ans: d
Difficulty: easy
pp. 25-33
Skill: conceptual/factual
Topic: Managing your CA
LO: 2.2

Ans: b
Difficulty: medium
pp. 24-25 Skill:
factual/conceptual Topic:
Understanding CA LO: 2.1

Ans: a
Difficulty: medium
pp. 24-25 Skill:
applied Topic:
Understanding CA LO:
2.1

Ans: d
Difficulty: easy
pp. 23-24
Skill: conceptual/factual
Topic: Managing your CA
LO: 2.2

Ans: c
Difficulty: medium
p. 24
Skill: factual
Topic: Understanding CA
LO: 2.1

1. In general, all of the following are true of managing communication anxiety (CA) *except*
 - a. it never completely goes away, but it does become manageable.
 - b. it gets easier to manage with experience of making presentations.
 - c. being well-prepared to speak is very important.
 - d. all of the above are generally true.
2. All of the following are major causes of communication anxiety *except*
 - a. lack of familiarity with the situation.
 - b. rehearsing one too many times.
 - c. presuming a negative outcome.
 - d. the stakes are often high with public speaking situations.
3. Johnny has prepared and practiced an excellent presentation, but he's so convinced that he will get nervous that he actually gets himself nervous before and during his presentation. This exemplifies what common cause of communication anxiety?
 - a. negative thinking
 - b. visualization
 - c. cognitive restructuring
 - d. attitude adjustments
4. Why is some communication anxiety a good thing?
 - a. It helps to demonstrate the speaker's commitment.
 - b. Everyone can feel the speaker's excitement.
 - c. The audience is rendered more sympathetic.
 - d. It can be channeled into an effective speaking style.
5. Which of the following is *not* a symptom of communication anxiety?
 - a. sweaty hands
 - b. dry mouth
 - c. cold feet
 - d. increased heart rate

Ans: b
Difficulty: hard
pp. 29-30 Skill:
conceptual/factual
Topic: Managing your CA
LO: 2.4

Ans: d
Difficulty: medium
p. 26
Skill: conceptual/factual
Topic: Managing your CA
LO: 2.2

Ans: c
Difficulty: easy
p. 24 Skill:
conceptual/factual
Topic: Understanding CA
LO: 2.1

Ans: d
Difficulty: medium
p. 28
Skill: conceptual/factual
Topic: Managing your CA
LO: 2.2

Ans: c
Difficulty: medium
pp. 28-29 Skill:
conceptual/factual Topic:
Managing your CA LO: 2.3

Ans: b
Difficulty: medium
pp. 30-31 Skill:
applied Topic:
Managing your CA LO: 2.4

6. The technique for controlling communication anxiety called **attitude adjustments** encourages anxious speakers to focus on all of the following *except*
 - a. their audience.
 - b. themselves.
 - c. their message.
 - d. the use of attitude adjustments focuses speakers on all of the above.
7. The communication anxiety management technique **reality testing** subjects negative preconceptions about public speaking transactions to all of the following questions *except*
 - a. what has actually happened in the past?
 - b. what is the worst thing that might happen?
 - c. how bad would it be if it did happen?
 - d. does it really matter once the speech is over?
8. The importance of the situation will likely affect communication anxiety in what way?
 - a. Importance has no effect on the speaker's anxiety.
 - b. It is easier to cope with anxiety on important situations.
 - c. Important situations tend to increase speaker's anxiety.
 - d. The audience's acknowledgment of the importance creates less anxiety for everyone.
9. What typical misconception about the audience is often associated with communication anxiety?
 - a. The audience does not care.
 - b. The audience will forgive any mistake.
 - c. The audience is more nervous than the speaker.
 - d. The audience is waiting to pounce on the speaker's mistakes.
10. What approach to managing communication anxiety focuses on tensing and relaxing various muscle groups?
 - a. cognitive restructuring
 - b. calisthenics
 - c. selective relaxation
 - d. visualization
11. Before making presentations, Trisha likes to focus exclusively on making her presentation successful. This illustrates what approach to managing communication anxiety?
 - a. reality testing
 - b. visualization
 - c. cognitive restructuring
 - d. selective relaxation

Ans: b
Difficulty: medium
p. 28 Skill:
applied
Topic: Managing your CA
LO: 2.5

Ans: c
Difficulty: hard
pp. 28-29 Skill:
conceptual/factual Topic:
Managing your CA LO: 2.3

Ans: d
Difficulty: easy
p. 33 Skill:
conceptual/factual Topic:
Managing your CA LO: 2.2-2.5

Ans: c
Difficulty: easy
p. 32 Skill:
conceptual/factual Topic:
Managing your CA LO:
2.2-2.5

Ans: a
Difficulty: medium
pp. 24-33 Skill:
conceptual/factual Topic:
chapter-wide LO:
2.2-2.5

Ans: d
Difficulty: easy
pp. 25-33 Skill:
conceptual/factual Topic:
Managing your CA LO:
2.2-2.4

12. Replacing the thought, “Everyone will laugh at my speech because I sound so dumb” with “I’ve done my research and I know what I’m talking about” is an example of
- visualization.
 - cognitive restructuring.
 - selective relaxation.
 - rhetoric-therapy.
13. The technique for controlling communication anxiety called **selective relaxation** involves all of the following stages *except*
- focusing on and repeating a special word.
 - a controlled process of deep breathing.
 - down-playing the significance of the situation.
 - tensing and relaxing different muscle groups.
14. Listeners can help speakers cope with communication anxiety by
- giving them their whole-hearted attention.
 - showing up prepared to listen.
 - providing them with encouraging feedback.
 - all of the above.
15. When you walk to the podium you should
- ask the audience to bear with you.
 - start speaking before you get there.
 - act confident even if you don’t feel confident.
 - breathe as fast as you can.
16. What should you remember about managing anxiety?
- controlling anxiety takes time and experience
 - a public speaking class will cure anxiety
 - fear will eventually disappear
 - too much preparation will make you too anxious
17. Your text discusses all of the following advice for controlling communication anxiety *except*
- explore and use various anxiety management techniques.
 - focus on the message and audience and not yourself.
 - be thoroughly prepared to speak.
 - your text offers all of the above and more advice for dealing with communication anxiety.

TRUE-FALSE QUESTIONS

Ans: T
Difficulty: easy
p. 22
Skill: factual
Topic: Understanding CA
LO: 2.1

1. T F Most students in introductory speech classes experience some nervousness at the prospect of making presentations.

Ans: T
Difficulty: medium
p. 23
Skill: factual
Topic: Understanding CA
LO: 2.1

2. T F Edward R. Murrow, a famous radio and television commentator, once said, "The best speakers know enough to be scared. . . ."

Ans: F
Difficulty: hard
p. 26
Skill: conceptual/factual
Topic: Managing your CA
LO: 2.2

3. T F The technique "reality testing" centers upon the realization that communication transactions are really not that important.

Ans: T
Difficulty: medium
pp. 30-31
Skill: conceptual/factual
Topic: Managing your CA
LO: 2.4

4. T F Visualizing yourself making your presentation successfully helps many speakers cope with last minute communication anxiety.

Ans: T
Difficulty: easy
p. 24
Skill: conceptual/factual
Topic: Understanding CA
LO: 2.1

5. T F A little bit of communication anxiety is a good thing.

Ans: T
Difficulty: medium
pp. 28-29
Skill: conceptual/factual
Topic: Managing your CA
LO: 2.3

6. T F Selective relaxation focuses on tensing and relaxing various muscle groups.

Ans: F
Difficulty: easy
p. 24 Skill:
conceptual/factual Topic:
Understanding CA LO: 2.1

Ans: T
Difficulty: medium
pp. 24 Skill:
conceptual/factual Topic:
Understanding CA LO: 2.1

Ans: F
Difficulty: medium
p. 27
Skill: conceptual/factual
Topic: Managing your CA
LO: 2.2

Ans: F
Difficulty: easy
p. 28 Skill: conceptual/factual
Topic: Managing your CA
LO: 2.2

Ans: F
Difficulty: medium
p. 28 Skill:
conceptual/factual Topic:
Managing your CA LO:
2.3, 2.5

Ans: T
Difficulty: medium
p. 28
Skill: conceptual/factual
Topic: Managing your CA
LO: to help students manage
their CA

Ans: F
Difficulty: hard
pp. 26-27 Skill:
conceptual/factual Topic:
Managing your CA LO: 2.2

7. T F Unfamiliar situations tend to put nervous speakers at ease.

8. T F A speaker's perception of the importance of the occasion often increases communication anxiety.

9. T F Speakers who suffer panic attacks during their presentations are advised to stop, gather their thoughts, and then start again.

10. T F Being a perfectionist has no effect on communication anxiety.

14. T F Replacing negative thoughts with positive rejoinders is called selective relaxation.

12. T F Presentation aids and purposeful movements can help speakers cope with trembling.

13. T F Speaking from memory is a good way to minimize the chances of your mind going blank during a presentation.

Ans: F
Difficulty: medium
pp. 28-29 Skill:
conceptual/factual Topic:
Managing your CA LO: 2.3

Ans: F
Difficulty: medium
pp. 26-27 Skill:
conceptual/factual Topic:
Managing your CA LO: 2.2

Ans: T
Difficulty: easy
p. 28 Skill: conceptual/factual
Topic: Managing your CA
LO: 2.2

Ans: T
Difficulty: easy
p. 32
Skill: conceptual/factual
Topic: Managing your CA
LO: 2.2-2.5

Ans: F
Difficulty: easy
pp. 25-26 Skill:
conceptual/factual Topic:
Understanding CA LO: 2.2-
2.5

Ans: T
Difficulty: easy
p. 26
Skill: conceptual/factual
Topic: Managing your CA
LO: 2.2-2.5

14. T F Selective relaxation focuses primarily on positive thinking.

15. T F Forgetting the exact wording of a speech is a major cause of communication anxiety.

16. T F Overestimating audience expectations is a common source of communication anxiety.

17. T F Communication anxiety management techniques generally work best in combination.

18. T F To help relieve anxiety, you should picture the audience sitting there naked.

19. T F There is no cure for communication anxiety, but you can learn to manage it with practice and experience.

SHORT-ANSWER/ESSAY QUESTIONS

1. Explain two major causes of communication anxiety. Provide examples.
2. Explain how cognitive restructuring and visualization can help speakers cope with communication anxiety. Provide examples.
3. Discuss three stages in the process of selective relaxation.

4. Discuss two major **attitude adjustments** that can help speakers cope with communication anxiety. Provide examples.
5. Discuss any two important questions to ask when using **reality testing** to cope with communication anxiety. Provide examples.

