|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. "Care and concern for others, the thoughtful use of words and language, and the flexibility to see the many sides of an issue" is:   |  |  |  | | --- | --- | --- | |  | a. | public communication | |  | b. | public dialogue | |  | c. | argumentation | |  | d. | civility |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Medium | | *REFERENCES:* | pg. 2 | | *NATIONAL STANDARDS:* | United States - AACSB: Ethics - AACSB: Communication | | *TOPICS:* | The Power of Ethical Public Speaking | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2. "The civil exchange of ideas and opinions among communities about topics that affect the public" is:   |  |  |  | | --- | --- | --- | |  | a. | public communication | |  | b. | public dialogue | |  | c. | argumentation | |  | d. | civility |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Medium | | *REFERENCES:* | pg. 3 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | The Power of Ethical Public Speaking | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3. Audience centered public speaking considers all of the following EXCEPT:   |  |  |  | | --- | --- | --- | |  | a. | the age range of the audience | |  | b. | the beliefs of the audience | |  | c. | the positions of the audience | |  | d. | the values of the audience |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | pg. 7 | | *NATIONAL STANDARDS:* | United States - AACSB:Reflective Thinking - AACSB: Communication | | *TOPICS:* | What is Ethical Public Speaking? | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 4. The type of communication which allows us to establish, maintain, and disengage from relationships with other people is called:   |  |  |  | | --- | --- | --- | |  | a. | intrapersonal communication | |  | b. | interpersonal communication | |  | c. | group communication | |  | d. | public communication |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | pg. 6 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | What is Ethical Public Speaking? | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 5. The means by which the message is conveyed in the public speaking process is known as   |  |  |  | | --- | --- | --- | |  | a. | encoding | |  | b. | decoding | |  | c. | feedback | |  | d. | channel |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | pg. 11 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | A Model of the Public Speaking Process | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 6. The environment or situation in which a speech occurs is called the:   |  |  |  | | --- | --- | --- | |  | a. | context | |  | b. | feedback | |  | c. | channel | |  | d. | message |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | pg. 11 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | A Model of the Public Speaking Process | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7. Culture, which can be derived from our nationality, race, ethnicity, religion, work environment, peer group, or gender has great influence on our communication with other people.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Medium | | *REFERENCES:* | pg. 4 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | Culture and Speaking Style | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 8. Public speakers "listen" to the audience and monitor audience feedback so that they may adjust their speeches.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Medium | | *REFERENCES:* | pg. 7, 9 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | What is Ethical Public Speaking? | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 9. Public speaking anxiety (PSA) is the nervousness we feel when we learn we have to give a speech.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | pg. 12 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 10. Audiences dictate the choices each speaker will make when preparing a speech.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | pg. 7 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | What is Ethical Public Speaking? | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 11. Communication apprehension is the level of fear or anxiety associated with either real or anticipated communication with another person or persons.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *DIFFICULTY:* | Medium | | *REFERENCES:* | pg. 11 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | A Model of the Public Speaking Process | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 12. One difference between everyday conversation and public speaking is that public speaking prevents you from entering into an "ongoing conversation" (as described by Kenneth Burke).   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *DIFFICULTY:* | Hard | | *REFERENCES:* | pg. 4 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | The Power of Ethical Public Speaking | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 13. Communication among members of a team or a collective about topics such as goals, strategies, and conflict is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | group communication | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | pg. 6 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | What is Ethical Public Speaking? | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 14. A/An \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ speaker considers the moral impact their ideas and arguments have on their listeners.   |  |  | | --- | --- | | *ANSWER:* | ethical | | *POINTS:* | 1 | | *DIFFICULTY:* | Medium | | *REFERENCES:* | pg. 3 | | *NATIONAL STANDARDS:* | United States - AACSB: Ethics - AACSB: Communication | | *TOPICS:* | The Power of Ethical Public Speaking | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 15. When speakers consider the audience's positions, beliefs, values, and needs they are being \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | audience centered | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | pg. 7 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | What is Ethical Public Speaking? | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 16. When we translate ideas and feelings into words to say, we are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | encoding | | *POINTS:* | 1 | | *DIFFICULTY:* | Medium | | *REFERENCES:* | pg. 10 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | A Model of the Public Speaking Process | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 17. The more times you \_\_\_\_\_\_\_\_\_\_\_ your speech, the more confident you can become.   |  |  | | --- | --- | | *ANSWER:* | practice | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | pg. 13 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | Building your confidence as a Public Speaker | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 18. Define public dialogue.   |  |  | | --- | --- | | *ANSWER:* | Public dialogue is the ethical and civil exchange of ideas and opinions among communities about topics that affect the public. | | *POINTS:* | 1 | | *DIFFICULTY:* | Medium | | *REFERENCES:* | pg. 3 | | *NATIONAL STANDARDS:* | United States - AACSB: Ethics - AACSB: Communication | | *TOPICS:* | The Power of Ethical Public Speaking | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 19. What does the word *context* mean in public speaking? List and define two components that contribute to creating the speaking context.   |  |  | | --- | --- | | *ANSWER:* | Context is the environment or situation in which the speech occurs. The context includes components such as the time of day and the place the speech is given, the audience’s expectations about the speech and the traditions associated with a speech. The student may also mention that these are interconnected. | | *POINTS:* | 1 | | *DIFFICULTY:* | Hard | | *REFERENCES:* | pg. 11 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | A Model of the Public Speaking Process | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 20. What are two ways that public speakers create a civil community?   |  |  | | --- | --- | | *ANSWER:* | When we share ideas and information ethically and consider questions and possibilities with others, we are creating a civil community. We create a community when we speak because we are talking about topics that affect us and each member of the audience. | | *POINTS:* | 1 | | *DIFFICULTY:* | Hard | | *REFERENCES:* | pg. 7 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | What is Ethical Public Speaking? | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 21. List and define three different components of the public speaking process.   |  |  | | --- | --- | | *ANSWER:* | Speaker: The person who stimulates public dialogue by delivering an oral message.  Message: The information conveyed by the speaker to the audience. This can be verbal or nonverbal.  Audience: The complex and varied group of people the speaker addresses.  Channel: The means by which the message is conveyed.  Noise: Anything that interferes with understanding the message being communicated.  Feedback: verbal and nonverbal signals an audience gives a speaker.  Context: environment or situation in which a speech occurs. | | *POINTS:* | 1 | | *DIFFICULTY:* | Hard | | *REFERENCES:* | pg. 10-11 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | A Model of the Public Speaking Process | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 22. What are three ways that public speaking encourages ethical dialogue?   |  |  | | --- | --- | | *ANSWER:* | Participating in ethical dialogue requires the speaker to display care, respect, thoughtfulness, and flexibility. One must also consider the moral impact of your ideas on your audience, raise questions, and engage others in stimulating discussion about topics that affect the community. | | *POINTS:* | 1 | | *DIFFICULTY:* | Hard | | *REFERENCES:* | pg. 17 | | *NATIONAL STANDARDS:* | United States - AACSB: Ethics - AACSB: Communication | | *TOPICS:* | Chapter Summary | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 23. The book discusses the influence that culture has on our speaking style. What is one aspect of your culture that impacts your speaking style? What feedback have you received about your speaking style from people you consider to share your culture and from people you consider outside your culture?   |  |  | | --- | --- | | *ANSWER:* | Students should use what has been outlined in the textbook as a guideline for identifying their style. The aspects of culture they should choose from include those listed in the book: nationality, race, ethnicity, religion, work environment, peer group, sex or gender. They should list at least one of these aspects, but may list more than one (i.e. Asian, Catholic, female). Examples do not have to be long and involved, but should reflect their understanding of how culture impacts their communication. | | *POINTS:* | 1 | | *DIFFICULTY:* | Medium | | *REFERENCES:* | pg. 4-6 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | The Power of Ethical Public Speaking | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 24. Explain the three elements that make public speaking different from other forms of communication.   |  |  | | --- | --- | | *ANSWER:* | Students should know the differences, and should provide an explanation that illustrates their understanding of each. The first difference is that public speaking creates a community. The second difference is that public speaking is audience centered. The third difference is that public speaking encourages ethical dialogue. | | *POINTS:* | 1 | | *DIFFICULTY:* | Medium | | *REFERENCES:* | pg. 6-9 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | What is Ethical Public Speaking? | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 25. What are the two kinds of noise you might experience as a speaker in a public speaking class context?  Define and give an example of each kind of noise you may face.  What will you do to manage each type of noise and deliver a quality speech?   |  |  | | --- | --- | | *ANSWER:* | Students should identify external noise as interference outside the speaker or audience and internal noise as within the speaker or audience. They should be able to identify at least one kind of each that may hinder them based on the specifics of the classroom, their schedules, or other factors.  For example, construction noises on campus or a hot classroom may be external noise while hunger or a test later the same day may be internal noise. They should also present a possible solution, such as raising their volume above noise or eating a snack before speaking. | | *POINTS:* | 1 | | *DIFFICULTY:* | Hard | | *REFERENCES:* | pg. 11 | | *NATIONAL STANDARDS:* | United States - AACSB: Reflective Thinking - AACSB: Technology | | *TOPICS:* | A Model of the Public Speaking Process | |