

1. Nonverbal signals include facial expressions, grunts, and eye contact.
2. Communication models teach us that communication is reversible and repeatable.
3. Perception is the process of sensing, interpreting, and reacting to the physical world.
4. A prediction or belief that leads to its own fulfillment is called a self-fulfilling prophecy.
5. The process of making sense out of the world and sharing that sense with others in the context of organizations for the achievement of mutual goals is referred to as organizational communication.
6. Another name for message is signal.
7. A group whose opinions we value and in which we hold or aspire to membership is called a working group.

8. According to Sam Killerman, which of the following options appropriately describes the two extremes of identity? On one side we have the idea that people in a group are all the same (stereotypes); while the other side supports this idea that everyone is absolutely unique (snowflakes).
9. Self-concept refers to a relatively stable and organized collection of thoughts and feelings about the self, which leads to attitudes and drives behavior.
10. The looking-glass image is how we think others see us.
11. The perception of our overall worth or value is called our self-esteem.
12. People with growth mindset believe that their most basic abilities can be developed through dedication

and hard work. Brains and talent are just the starting point.

13. Self image refers to our view of ourselves.

14. The false notion that a state of perfection exists and is attainable is called the myth of perfection.

15. When people with low self-esteem fear rejection, they protect themselves by holding others at a distance.

16. Theory related to how we put together different pieces of information to form an impression of a person is called fragmented memory theory.

17. According to Aristotle, all communication proceeds in a linear fashion.

18. Perception is learned and backward looking.

19. The idea that accuracy increases when we identify specific members of our own race is called own-race bias.

20. Lasswell added two components to the earlier, linear Aristotelian model. These components were channel and effects.
21. In the transactional model of communication, the relationship of the communications is very important.
22. Two of the most important notions to come from the Shannon-weaver model were the concepts of noise and feedback.
23. A focus on what serves our own purposes and makes us look best is called self-serving bias.
24. That we judge ourselves more charitably than we judge others is a sign of fundamental attribution error.
25. Anne thinks that all the asian-canadiana in her college class are excellent at math. This is an example of own-race bias.

26. Because we construct many of our live scripts from memories, they are highly personal and subjective.
27. Our moods influence how we respond to our external circumstances. This shows that perception is mood dependent.
28. The recency effect is the principle that we only pay attention to, or remember, the most recent information we are exposed to.
29. Martine is a French exchange student at a Canadian university. Gemma, a native English speaker, tells Martine about a sale at a local store. In telling her about the sale, Gemma tells Martine “the prices are totally sweet!” Martine has no idea what Gemma means by this. This is an example of linguistic differences causing a communication breakdown.

30. People who use the strategy of supplication attempt to get sympathy or help by talking about their limitations.
31. A theory that says that we want others to see us as we see ourselves is self-verification theory.
32. We tend to judge ethnic minorities less favorably.
33. We experience pain more strongly when we feel sad or depressed.
34. When we consider a person good in one context, then we think everything they do is good. They can do no wrong. This is called halo effect.
35. Which of the following communication models place increased emphasis on the encoding and decoding of messages? Shannon-weaver mathematical model.
36. Naseema, a young Canadian woman, feels confident about her level of intelligence and sees herself as

both beautiful and a caring person. Naseema could be said to have an unrealistic level of self-efficacy.

37. Henry, a student at a post-secondary institution, feels that he will fail his exams no matter how hard he studies or how much he participates in class. Henry could be said to have a problem with self-efficacy.