

## CHAPTER 2 TEST BANK

### MULTIPLE-CHOICE QUESTIONS

2.1. The *first* step in learning to control communication apprehension is to \_\_\_\_\_.

- a. gain a better understanding of its primary causes
- b. avoid speaking situations that exacerbate the apprehension
- c. remember that it will go away with experience
- d. speak as part of a group until comfortable speaking alone

Answer: a

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Easy

Skill: Remember the Facts

2.2. It would be unusual for communication apprehension to be caused by \_\_\_\_\_.

- a. a lack of familiarity with the situation
- b. rehearsing one too many times
- c. presuming a negative outcome
- d. a concern with the importance of the occasion

Answer: b

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.3. Noah has prepared and practiced an excellent presentation, but he's so convinced that he will do poorly that he feels increasingly nervous before his presentation. This exemplifies what common cause of communication anxiety?

- a. self-sabotage
- b. visualization
- c. cognitive restructuring
- d. self-actualization

Answer: a

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Apply What You Know

2.4. A speaker who experiences **anticipatory anxiety** will feel anxious \_\_\_\_\_.

- a. if the audience appears bored or confused
- b. once the speech has concluded
- c. when the audience begins to ask questions
- d. before he or she even begins to speak

Answer: d

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Easy

Skill: Remember the Facts

2.5. Why is a little communication apprehension actually considered a good thing?

- a. It helps to demonstrate the speaker's commitment.
- b. Everyone can feel the speaker's excitement.
- c. It can be channeled into an effective speaking style.
- d. The audience becomes more sympathetic.

Answer: c

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.6. Which of these speakers is experiencing **presentation anxiety**?

- a. Tomas groaned when the professor told the class they each had to give a three-minute talk on their career goals.
- b. During her speech, Nora kept wiping the palms of her hands on her slacks because she was so nervous her hands were sweating.
- c. Corinne is frustrated with the members of her group who won't do their share of the work for the presentation.
- d. Brett did deep-breathing exercises right before he walked to the podium to give the commencement address.

Answer: b

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Apply What You Know

2.7. Jonas will be speaking in a large auditorium. Because he's never spoken in such a large setting, he is nervous. What would be the *best* advice to help him manage his apprehension?

- a. He should memorize the speech for better audience interaction.
- b. He should focus exclusively on one friendly face while making his presentation.
- c. He should ask if the presentation can be presented in a smaller setting.
- d. He should practice in the actual auditorium where he will speak.

Answer: d

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Apply What You Know

2.8. 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 in important situations.
- c. Important situations tend to increase a speaker's anxiety.
- d. The audience's acknowledgment of the importance creates less anxiety for everyone.

Answer: c

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.9. Which of the following is an **internal factor** that can affect a speaker's communication apprehension?

- a. altruism
- b. an unfamiliar situation
- c. peer pressure
- d. perfectionism

Answer: d

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.10. 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 does not want to see you succeed.

Answer: d

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.11. Aliya has prepared an excellent speech and practiced it thoroughly, but is still nervous because she has convinced herself that even minor mishaps will make her entire presentation a failure. Which internal factor of communication apprehension does this demonstrate?

- a. perfectionism
- b. ethnocentrism
- c. illusion of transparency
- d. misconceptions about the audience

Answer: a

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Apply What You Know

2.12. The illusion of \_\_\_\_\_ is the incorrect belief that people know what you are thinking and feeling.

- a. perfectionism
- b. transparency
- c. sabotage
- d. cognition

Answer: b

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Easy

Skill: Remember the Facts

2.13. Joan is asked by her boss to present an award at a banquet dinner, and she is nervous because she

knows that a quality presentation may help advance her standing in the company. Her nervousness stems from which of the following factors contributing to communication apprehension?

- a. perfectionism
- b. an unfamiliar situation
- c. importance of the occasion
- d. the illusion of transparency

Answer: c

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Apply What You Know

2.14. What approach to managing communication anxiety focuses on tensing and relaxing various muscle groups?

- a. cognitive restructuring
- b. calisthenics
- c. selective relaxation
- d. visualization

Answer: c

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Easy

Skill: Remember the Facts

2.15. Just before speaking, Trisha focuses on presenting her speech successfully, from walking confidently to the lectern to graciously accepting the applause when she is finished. This illustrates what approach to managing communication anxiety?

- a. reality testing
- b. visualization
- c. cognitive restructuring
- d. selective relaxation

Answer: b

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Apply What You Know

2.16. 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 \_\_\_\_\_.

- a. visualization
- b. cognitive restructuring
- c. selective relaxation
- d. rhetorical therapy

Answer: b

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Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.17. Developing a **communication orientation** refers to approaching public speaking by thinking of it as a(n) \_\_\_\_\_.

- a. performance
- b. interactive process
- c. linear process
- d. test

Answer: b

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.18. One perspective on public speaking says that you should try to retain the relaxed and informal tone you would use when speaking with close friends. James Winans referred to this as \_\_\_\_\_.

- a. an enlarged conversation
- b. rhetorical solidarity
- c. visualization
- d. selective relaxation

Answer: a

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Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.19. What is the main focus of **cognitive restructuring**?

- a. relaxed breathing
- b. perfectionism
- c. positive thinking
- d. envisioning

Answer: c

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Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.20. Which of the following statements about communication apprehension is correct?

- a. It never completely goes away, but can be managed by most speakers.
- b. It is best managed by focusing on yourself as a performer rather than your audience.
- c. It can be cured by use of management techniques in combination.
- d. It can be avoided by ignoring your presentation until you get to the lectern.

Answer: a

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Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Apply What You Know

2.21. A technique you would want to avoid when using **selective relaxation** to control communication anxiety is \_\_\_\_\_.

- a. focusing on and repeating a special word
- b. a controlled process of deep breathing
- c. down-playing the significance of the situation
- d. tensing and relaxing different muscle groups

Answer: c

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Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.22. In the classroom setting, listeners can help speakers cope with communication anxiety by \_\_\_\_\_.

- a. doing classwork to avoid distracting the speaker
- b. paying attention and providing thoughtful feedback
- c. using controlled deep breathing exercises
- d. avoiding any nonverbal feedback cues

Answer: b

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Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.23. One way to counteract last-minute jitters when you walk to the lectern is to \_\_\_\_\_.

- a. ask the audience to bear with you
- b. start speaking before you get there
- c. act confident even if you don't feel confident
- d. breathe as fast as you can

Answer: c

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Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.24. What should nervous speakers remember about managing communication apprehension?

- a. thorough preparation and experience will help most speakers manage it more effectively
- b. a public speaking class will provide techniques that will eventually cure it
- c. talented speakers generally do not have to cope with communication apprehension
- d. too much preparation will only make you more nervous about speaking

Answer: a

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Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate



Skill: Understand the Concepts

2.25. Your text offers all of the following advice for coping with nervousness just before and while making presentations EXCEPT to \_\_\_\_\_.

- a. plan your introduction, conclusion, and vital transitions carefully
- b. force yourself to finish your presentation even if you get really nervous
- c. use controlled movements to harness nervous energy
- d. open your speech by honestly acknowledging your nervousness

Answer: d

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Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

## True-False Questions

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

Answer: True

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Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Easy

Skill: Remember the Facts

2.27. When speakers suffer from an illusion of transparency, they have not done proper research to support the facts of the presentation.

Answer: False

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Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.28. A speaker's perception of the importance of the occasion often increases communication apprehension.

Answer: True

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Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.29. Being a perfectionist is generally helpful for managing communication apprehension.

Answer: False

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Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.30. When shifting to a communication orientation to alleviate communication apprehension, a speaker should focus on “I” instead of focusing on “we.”

Answer: False

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Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.31. Replacing negative thoughts with positive rejoinders is called selective relaxation.

Answer: False

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Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.32. Visualization occurs when a speaker fails to prepare adequately for a presentation and relies on eye contact and nonverbal cues to complete the speech.

Answer: False

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Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.33. Selective relaxation focuses primarily on reframing negative thoughts as positive thoughts.

Answer: False

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.34. Memorizing your opening and closing remarks can be helpful for reducing presentation anxiety.

Answer: True

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.35. Management techniques for alleviating communication apprehension generally work best in combination.

Answer: True

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Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

## **FILL-IN-THE BLANK QUESTIONS**

2.36. The fear of public speaking that occurs before the actual presentation occurs is called \_\_\_\_\_ anxiety.

Answer: anticipatory

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Easy

Skill: Remember the Facts

2.37. Feeling anxious about facing an unfamiliar situation and placing too much stress on the importance

of an occasion are both \_\_\_\_\_ factors contributing to communication apprehension.

Answer: external

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.38. \_\_\_\_\_ is the false belief that a presentation must be flawless in order to be effective.

Answer: Perfectionism

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Easy

Skill: Remember the Facts

2.39. Many speakers make themselves more anxious by thinking that everyone in the audience can tell exactly how nervous they feel. This is known as the illusion of \_\_\_\_\_.

Answer: transparency

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.40. Delilah doesn't think anyone in the audience is going to like her, so when she interacts with them she responds in a manner that isn't very likable. This demonstrates the idea of \_\_\_\_\_.

Answer: self-sabotage

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Apply What You Know

2.41. When you speak to a large group using the relaxed and informal tone you would use when talking to a small group of friends, it demonstrates what James Winans calls the \_\_\_\_\_ conversation.

Answer: enlarged

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.42. At the last minute, Corinne thinks her speech sounds stupid, but reminds herself that she has something important to say and knows her topic well. This is an example of managing communication apprehension through \_\_\_\_\_.

Answer: cognitive restructuring

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Apply What You Know

2.43. Picturing yourself effectively making your presentation both during practice and right before speaking illustrates the \_\_\_\_\_ technique to manage communication apprehension.

Answer: visualization

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.44. Selective \_\_\_\_\_ is the practice of using muscle control techniques to help reduce physical and psychological stress.

Answer: relaxation

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Easy

Skill: Remember the Facts

2.45. One benefit of selective relaxation is that it will help you reduce anxiety by regulating your \_\_\_\_\_.

Answer: breathing

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

## SHORT-ANSWER/ESSAY QUESTIONS

2.46. Explain two major causes of communication apprehension. Provide examples.

Answer: There are both external and internal factors that can cause communication apprehension. An example of an external factor is anxiety caused by an unfamiliar situation. For example, a speaker may be asked to speak in a large auditorium when the speaker has never spoken in this type of setting. An example of an internal factor would be the illusion of transparency, which is the idea that everyone in the audience knows how nervous you feel when in reality the audience doesn't know this at all. This feeling tends to make the speaker more focused on their apprehension than on the presentation.

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Apply What You Know

2.47. Describe how apprehension can be a positive asset to have when making a presentation.

Answer: One way to think of apprehension in a positive way is to use it as a source of energy that lets you enliven your presentation. Athletes don't sit around prior to a game feeling calm and collected. They are probably just as anxious about their performance as a speaker is about making a presentation. However, athletes use this nervous feeling to energize themselves and get ready to play a great game.

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Understand factors contributing to communication apprehension.

Topic: Understanding Communication Apprehension

Difficulty: Moderate

Skill: Apply What You Know

2.48. Explain how cognitive restructuring and visualization can help speakers cope with communication apprehension. Provide examples.

Answer: Cognitive restructuring takes place when a speaker replaces negative thoughts about his or her speech with positive thoughts. For example, Kelley might think that everyone in the audience knows more about the topic than she does. She can restructure this negative thought by realizing that she has done sufficient research and is well-versed in the topic. When she realizes this, she will minimize her anxiety because she understands that she does know about the topic. Visualization is a technique in which speakers systematically pictures themselves as a successful speaker. For example, Max would walk himself through his upcoming presentation to the class by envisioning himself walking to the front of the class, smiling and making eye contact with his classmates, delivering his speech, politely accepting their applause, and calmly returning to his seat. By mentally going through this process, a speaker can help alleviate apprehension.

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Apply What You Know

2.49. Describe the sequence of steps for using selective relaxation to manage communication apprehension.

Answer: Step 1: Find a quiet place, sit or lie down, and breathe deeply. Step 2: As you start to relax, begin to repeat a positive cue word each time you exhale. Step 3: As you continue to breathe deeply, tense and relax different muscle groups. Beginning at the toes, hold the tension for several seconds. Step 4: Concentrate on deep breathing again, continuing to say your cue word. Step 5: Repeat steps 1–4, tensing and relaxing muscle groups as you work your way up through the body.

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Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Understand the Concepts

2.50. What are three ideas for calming last-minute jitters prior to giving a speech?

Answer: One way to calm last-minute jitters is to memorize the opening and closing of your speech. By doing this, you will be able to confidently engage the audience. Another way to minimize jitters is to remember to establish eye contact. This is crucial to creating authentic interaction with the audience, and finding a friendly face in the audience will have a calming effect. Finally, remember to make every effort to finish your presentation even if you stumble or freeze. Professionals make mistakes all the time and no one notices because they keep right on going. Listeners are typically impressed by a graceful recovery.

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Become more confident by managing communication apprehension through a variety of means.

Topic: Managing Your Communication Apprehension

Difficulty: Moderate

Skill: Apply What You Know