Chapter 7: Emotional Messages

Multiple Choice Questions

1. Emotional communication is the central concept of _________.
   a) social intelligence 
   b) emotional appreciation 
   c) haptics 
   d) nonverbal messages 

   Answer: a
   Learning Objective: 
   Topic: Introduction 
   Difficulty Level: Moderate 
   Skill Level: Understand the Concepts 

2. Which of the following is a suggestion for effectively expressing your emotions?
   a) concentrate on past feelings 
   b) attribute your feelings to others 
   c) mindlessly accept emotions without asking about their causes 
   d) concentrate on present feelings 

   Answer: d
   Learning Objective: 7.3 Summarize the suggestions for expressing emotions and for responding to the emotions of others.
   Topic: Emotional Competence 
   Difficulty Level: Moderate 
   Skill Level: Understand the Concepts 

3. Which of the following are among the eight basic or primary emotions?
   a) hope and excitement 
   b) tired and occupied 
   c) mute and talkative 
   d) joy and fear 

   Answer: 
   Learning Objective: 
   Topic: 
   Difficulty Level: 
   Skill Level: 


Learning Objective: 7.3 Summarize the suggestions for expressing emotions and for responding to the emotions of others.

**Topic:** Emotional Competence  
**Difficulty Level:** Moderate  
**Skill Level:** Remember the Facts

4. Which primary emotion is most closely related to joy?  
a) anticipation  
b) surprise  
c) anger  
d) fear  

Answer: a  
Learning Objective: 7.1 Define *emotion* and explain the principles of emotions and emotional messages.  
**Topic:** Principles of Emotions and Emotional Expression  
**Difficulty Level:** Moderate  
**Skill Level:** Understand the Concepts

5. What is it called when at least two of the primary emotions combine with one another?  
a) combined emotion  
b) influenced emotion  
c) steady emotion  
d) blended emotion  

Answer: d  
Learning Objective: 7.1 Define *emotion* and explain the principles of emotions and emotional messages.  
**Topic:** Principles of Emotions and Emotional Expression  
**Difficulty Level:** Moderate  
**Skill Level:** Remember the Facts

6. Selena has been working hard all semester to earn an A in her communications class. She is feeling optimistic that she will earn an A. What blended primary emotions is Selena experiencing?  
a) trust and fear  
b) fear and surprise  
c) anger and anticipation  
d) anticipation and joy  

Answer: d  
Learning Objective: 7.1 Define *emotion* and explain the principles of emotions and emotional messages.
7. Which of the following is an example of a bodily reaction?
a) the pride of parents when their child graduates from college
b) students listening to a lecture quietly
c) calculating the odds of getting a 10 when rolling dice
d) blushing when you are embarrassed

Answer: d

Learning Objective: 7.1 Define emotion and explain the principles of emotions and emotional messages.

8. What is emotional expression governed by?
a) feeling
b) attitude
c) display rules
d) culture

Answer: c

Learning Objective: 7.1 Define emotion and explain the principles of emotions and emotional messages.

9. Which of the following theories states that differences in brains and chemistry contribute to the differences in emotional expressions?
a) cognitive labeling theory
b) evolutionary theory
c) biological theory
d) socialization theory

Answer: c

Learning Objective: 7.1 Define emotion and explain the principles of emotions and emotional messages.
10. Which of the following theories states that emotional expression is basic to survival, and those who survive pass their genes on to the next generation?
   a) biological theory
   b) socialization theory
   c) evolutionary theory
   d) cognitive labeling theory

   Answer: c
   Learning Objective: 7.1 Define emotion and explain the principles of emotions and emotional messages.
   Topic: Principles of Emotions and Emotional Expression
   Difficulty Level: Moderate
   Skill Level: Understand the Concepts

11. If a mother smiles, an infant tends to __________.
   a) smile
   b) frown
   c) cry
   d) make no expression

   Answer: a
   Learning Objective: 7.1 Define emotion and explain the principles of emotions and emotional messages.
   Topic: Principles of Emotions and Emotional Expression
   Difficulty Level: Moderate
   Skill Level: Understand the Concepts

12. A similar emotional response passed from one person to another is an example of __________.
   a) resembling reaction
   b) emotional contagion
   c) emotion
   d) strategic emotionality

   Answer: b
   Learning Objective: 7.1 Define emotion and explain the principles of emotions and emotional messages.
   Topic: Principles of Emotions and Emotional Expression
   Difficulty Level: Moderate
   Skill Level: Apply What You Know
13. On Facebook, Eric posts political statements that his friend Krista dislikes. Krista deletes Eric from her list of friends. Krista’s action is an example of __________.
   a) cultural customs
   b) computer mediated anger
   c) emotions having consequences
   d) emotional contagion

Answer: c

Learning Objective: 7.1 Define emotion and explain the principles of emotions and emotional messages.
Topic: Principles of Emotions and Emotional Expression
Difficulty Level: Moderate
Skill Level: Apply What You Know

14. A meaningful relationship should contain __________.
   a) strategic emotionality
   b) no expression of emotions
   c) motivational appeals
   d) expressions of feelings

Answer: d

Learning Objective: 7.2 Describe the three obstacles to communicating emotions, and indicate how you might address these in your own emotional communication.
Topic: Obstacles to Communicating Emotions
Difficulty Level: Moderate
Skill Level: Understand the Concepts

15. __________ suggests that men should not cry because of the display rule that expressing emotion is a sign of weakness.
   a) Emotional contagion
   b) Western syndrome
   c) Emotional competence
   d) The cowboy syndrome

Answer: d

Learning Objective: 7.2 Describe the three obstacles to communicating emotions, and indicate how you might address these in your own emotional communication.
Topic: Obstacles to Communicating Emotions
Difficulty Level: Moderate
Skill Level: Understand the Concepts

16. Three major obstacles standing in the way of effective emotional communication are __________.
Learning Objective: 7.2 Describe the three obstacles to communicating emotions, and indicate how you might address these in your own emotional communication.

**Topic:** Obstacles to Communicating Emotions  
**Difficulty Level:** Moderate  
**Skill Level:** Remember the Facts

17. Being afraid to express love for someone because you might be rejected is an example of __________.
   a) emotional competence  
   b) fear  
   c) anticipation  
   d) sadness

   Answer: b

**Learning Objective:** 7.2 Describe the three obstacles to communicating emotions, and indicate how you might address these in your own emotional communication.  
**Topic:** Obstacles to Communicating Emotions  
**Difficulty Level:** Moderate  
**Skill Level:** Understand the Concepts

18. Inadequate interpersonal skills are indicative of people who __________.
   a) know how to express their feelings and are able to express them in variety of ways  
   b) do not know how to express their feelings or can only express them in certain ways  
   c) can express anger in an appropriate manner  
   d) express love

   Answer: b

**Learning Objective:** 7.2 Describe the three obstacles to communicating emotions, and indicate how you might address these in your own emotional communication.  
**Topic:** Obstacles to Communicating Emotions  
**Difficulty Level:** Moderate  
**Skill Level:** Understand the Concepts

19. Your supervisor at work is skillful at expressing and responding to the emotions of others. She would be considered to have __________.
   a) good listening skills  
   b) effective motivational appeals

   Answer: a
c) emotional contagion
d) emotional competence

Answer: d

Learning Objective: 7.3 Summarize the suggestions for expressing emotions and for responding to the emotions of others.
Topic: Emotional Competence
Difficulty Level: Moderate
Skill Level: Apply What You Know

20. Which of the following is a guideline for helping you to understand and respond to the emotions of others more effectively?
a) Concentrate only on verbal communication.
b) Understand that responding to another’s feelings is the same as solving the other person’s problems.
c) Ignore nonverbal cues.
d) Use active listening techniques such as paraphrasing the speaker.

Answer: d

Learning Objective: 7.3 Summarize the suggestions for expressing emotions and for responding to the emotions of others.
Topic: Emotional Competence
Difficulty Level: Moderate
Skill Level: Apply What You Know

21. Someone who says, “I want to stay with you so much, but I am afraid of losing my identity” is expressing ________ feelings.
a) primary
b) mixed
c) defined
d) refined

Answer: b

Learning Objective: 7.3 Summarize the suggestions for expressing emotions and for responding to the emotions of others.
Topic: Emotional Competence
Difficulty Level: Moderate
Skill Level: Apply What You Know

22. Which of the following is a good way to communicate with someone who is grief-stricken?
a) Try to deter the person from his or her grief.
b) Focus on the bright side.
c) Avoid discussing the loss.
d) Confirm the other person’s emotions.

Answer: d

Learning Objective: 7.3 Summarize the suggestions for expressing emotions and for responding to the emotions of others.
Topic: Emotional Competence
Difficulty Level: Moderate
Skill Level: Understand the Concepts

23. Each person has a different level of tolerance for emotional communication. Therefore, you should __________.
   a) always keep emotional conversations short and to the point
   b) respect emotional boundaries
   c) try to catch people when they are in a good mood
   d) focus on their verbal messages and ignore any nonverbal cues

Answer: b

Learning Objective: 7.3 Summarize the suggestions for expressing emotions and for responding to the emotions of others.
Topic: Emotional Competence
Difficulty Level: Moderate
Skill Level: Understand the Concepts

24. Expressing your feelings is only half of the process of emotional communication; the other half is __________ to others’ feelings.
   a) understanding and responding
   b) analyzing and reciprocating
   c) evaluating and not responding
   d) listening and not responding

Answer: a

Learning Objective: 7.3 Summarize the suggestions for expressing emotions and for responding to the emotions of others.
Topic: Emotional Competence
Difficulty Level: Moderate
Skill Level: Remember the Facts

25. Confidence, belief, hope, assurance, faith, reliance, and certainty are all synonyms for __________.
   a) trust
   b) joy
   c) surprise
   d) anticipation
Learning Objective: 7.3 Summarize the suggestions for expressing emotions and for responding to the emotions of others.
Topic: Emotional Competence
Difficulty Level: Easy
Skill Level: Remember the Facts

True/False Questions

26. Remorse is a blend of disgust and sadness.

Answer: True
Learning Objective: 7.1 Define emotion and explain the principles of emotions and emotional messages.
Topic: Principles of Emotions and Emotional Expression
Difficulty Level: Moderate
Skill Level: Remember the Facts

27. Love, awe, and aggressiveness are all blends of primary emotions.

Answer: True
Learning Objective: 7.1 Define emotion and explain the principles of emotions and emotional messages.
Topic: Principles of Emotions and Emotional Expression
Difficulty Level: Moderate
Skill Level: Remember the Facts

28. The James–Lange theory of emotional arousal is: an event occurs, you respond physiologically, and you experience an emotion.

Answer: True
Learning Objective: 7.1 Define emotion and explain the principles of emotions and emotional messages.
Topic: Principles of Emotions and Emotional Expression
Difficulty Level: Moderate
Skill Level: Remember the Facts

29. Emotional feeling and emotional communication are the same thing.

Answer: False
Learning Objective: 7.1 Define emotion and explain the principles of emotions and emotional messages.
Topic: Principles of Emotions and Emotional Expression
Difficulty Level: Moderate
Skill Level: Remember the Facts

30. There is an agreement among theorists that you can choose the emotions you feel.

Answer: False
Learning Objective: 7.1 Define emotion and explain the principles of emotions and emotional messages.
Topic: Principles of Emotions and Emotional Expression
Difficulty Level: Moderate
Skill Level: Understand the Concepts

31. While women and men have similar feelings, they express their emotions differently.

Answer: True
Learning Objective: 7.1 Define emotion and explain the principles of emotions and emotional messages.
Topic: Principles of Emotions and Emotional Expression
Difficulty Level: Moderate
Skill Level: Understand the Concepts