

Chapter 02 Intercultural Communication

As you approach the assessment of your students' learning bear in mind the earlier discussion of Bloom's Taxonomy and the depth and complexity of student learning. Multiple Choice and True/False questions will tend to address the lower levels of remembering and understanding. A good essay question can also assess application, analysis, and evaluation, but to assist them in deeper learning, to discover whether they are able to apply that learning in real world situations, and to assess aspects of affective and behavioral learning, other kinds of assignments are necessary. Having them engage in ethnography, civic engagement opportunities, in-depth values analysis essays of their own and another's cultural perspective, journaling about their feelings and reactions, and having them develop learning activities for their peers are excellent additional ways to assist and assess their learning. Such assignments can be done individually or in groups.

Multiple Choice Questions

1. The learned patterns of perception, values and behaviors shared by a group of people are known as ____.
A. stereotyping
B. perception
C. culture
D. heterogeneity

2. The ways in which a culture judges good or bad, or right or wrong is often determined by ____.
A. stereotypes
B. values
C. perceptions
D. beliefs

3. Collectively, the values and perceptions of a cultural group represent its ____.

- A. worldview
- B. history
- C. communication patterns
- D. beliefs

4. White Americans think that there is greater equality between races than do African American. This difference between cultural groups illustrates which of the following?

- A. Culture is shared.
- B. Culture is expressed as behavior.
- C. Culture is dynamic.
- D. Culture involves power.

5. The idea that not all members of a particular group will behave or think in the same way illustrates ____.

- A. culture is shared
- B. culture is expressed as behavior
- C. culture is heterogeneous
- D. culture involves power

6. Many Native American students are soft spoken and hesitate to participate in classroom discussions. Amy, however, is a Native American who actively participates in class and often ask questions of her instructors. Amy's behavior illustrates that ____.

- A. culture is shared
- B. culture is expressed as behavior
- C. culture is dynamic
- D. culture is heterogeneous

7. The symbolic process by which meaning is shared and negotiated is called ____.

- A. culture
- B. power
- C. communication
- D. language

8. The fact that Berta uses her lips instead of her finger to point at an object across the room illustrates that communication is _____.

- A. dynamic
- B. unintentional
- C. receiver oriented
- D.** symbolic

9. An "easy" class or quiz can mean different things to different people. This illustrates that communication is

- A.** sharing and negotiating meaning.
- B. unintentional.
- C. receiver oriented.
- D. symbolic.

10. The idea that we are constantly sending and receiving messages which may change midstream illustrates that communication is ____.

- A. sharing and negotiating meaning
- B. unintentional
- C.** dynamic
- D. symbolic

11. Jeff accidentally insulted the parents of his roommate Mohammed by putting his feet up on the desk when they were visiting their dorm room. Jeff's behavior (and subsequent apology) illustrates that communication can be _____.

- A. dynamic
- B.** unintentional
- C. receiver oriented
- D. symbolic

12. Daniel offended a classmate by trying to help her with her books. She told him he was sexist and that he should quit patronizing her. In trying to be helpful, Daniel has illustrated that communication is ____.

- A. sharing and negotiating meaning
- B. unintentional
- C. receiver oriented**
- D. dynamic

13. Societies which are more likely to punish criminals than rehabilitate them probably see human nature as ____.

- A. innate
- B. basically good
- C. a combination of good and evil
- D. essentially evil**

14. Which relationship between humans and nature is illustrated by societies which place less emphasis on birth control, and tend not to interfere with rivers by building dams.

- A. Domination of nature over humans.**
- B. Humans living in harmony with nature.
- C. Humans dominate nature.
- D. Low access to technology.

15. Kyle doesn't understand why people in some countries don't make greater use of agricultural technology and why, if they have large populations, more people don't practice birth control. Kyle probably lives in a society with a ____ orientation

- A. domination of nature over humans
- B. humans living in harmony with nature
- C. humans dominate nature**
- D. technological

16. Many Guatemalans place great emphasis on extended families and are more likely to consult with family members when making important decisions. This culture probably has a/an _____ relationship between humans.

- A. individualist
- B. collectivist**
- C. feminine
- D. masculine

17. A culture which values being productive and keeping busy tends to have a _____ orientation to human activity.

- A. doing**
- B. puritan
- C. growing
- D. being

18. Carmen would rather spend time interacting and relaxing with friends than working. In fact, she recently turned down a promotion because it would mean she would see her family and friends less. Carmen probably grew up in a culture with a _____ value orientation toward human activity.

- A. doing
- B. puritan
- C. growing
- D. being**

19. Shauna, age 27, has started to put money into an IRA. She doesn't plan to use this money until she retires. Shauna probably lives in a culture with a _____ orientation toward time.

- A. future**
- B. past
- C. present
- D. financial

20. The extent to which less powerful members of a society expect and accept power is known as ____.

- A. masculinity-femininity
- B. uncertainty avoidance
- C. power distance**
- D. long-term orientation to life

21. Many people in Central America have a preference for gender specific roles (e.g. men should be primary bread winners and women are responsible for the family). They probably have a _____ value orientation

- A. power distance
- B. uncertainty avoidance
- C. masculine**
- D. feminine

22. The degree to which people feel threatened by ambiguous situations and try to ensure certainty by establishing more structure is referred to as _____, a value orientation.

- A. power distance
- B. uncertainty avoidance**
- C. masculine
- D. feminine

23. Cultures whose members participate in religions like Hinduism and Buddhism which emphasize virtue, tenacity and perseverance have a _____ orientation toward life.

- A. long term**
- B. feminine
- C. short term
- D. masculine

24. Jeremy is always polite and courteous to his instructors at school but tends to be a bit rowdy with his friends at a party. The differences in Jeremy's communication illustrate the importance of _____ in determining behavior and communication.

A. power distance

B. context

C. ritual

D. ethnocentrism

25. The belief that one's own cultural group is superior to all other cultural groups is known as _____.

A. prejudice

B. stereotyping

C. discrimination

D. ethnocentrism

26. Our sense of familiarity and comfort within our own cultures is _____.

A. prejudice

B. embodied ethnocentrism

C. part of the feeling aspect of culture

D. b & c

27. Widely held beliefs or generalizations about a group of people are known as ____.

- A. prejudice
- B.** stereotypes
- C. discrimination
- D. ethnocentrism

28. James believes that gay people are “abnormal and overly concerned with sex”, so he has never developed any friendships with people he knew were gay. James' attitude toward gays illustrates ____, a barrier to intercultural communication.

- A. prejudice
- B. stereotypes
- C. discrimination
- D.** a & b

29. People who go out of their way to engage in unimportant but positive intergroup behaviors (saying "I'm not prejudice") in order to convince themselves and others that they are not prejudiced, illustrate the subtle form of prejudice known as _____.

- A. stereotyping
- B.** tokenism
- C. arm's length prejudice
- D. ethnocentrism

True / False Questions

30. People in collectivist societies tend to value more direct communication and active conflict resolution styles in order to maintain the group.

FALSE

31. Groups with most power determine what the acceptable communication system of an entire society will be.

TRUE

32. People of different age, gender, physical ability or sexual orientation have relatively equal access to power in the United States.

FALSE

33. People tend to communicate the same way regardless of the setting or the people with whom they are speaking.

FALSE

34. We learn to be cultural members slowly and subconsciously through the process of socialization.

TRUE

35. People who value quality of life, service to others, and support for the unfortunate tend to have a masculine value orientation.

TRUE

36. A culture whose members believe that less hierarchy is better and that power should be used only for legitimate purposes tends to have a low power distance orientation.

TRUE

37. Great Britain, Hong Kong and the United States all have low levels of uncertainty avoidance.

FALSE

38. Forces that attempt to change or retain existing social structures contribute to the political context.

TRUE

39. Stereotypes are a normal product of our everyday thought processes.

TRUE

40. Most people in the United States believe that man is essentially evil because we are interested not in rehabilitation, but in punishment of criminal offenders.

FALSE

41. The most common form of activity in the United States seems to involve a "doing" orientation.

TRUE

Essay Questions

42. Identify, discuss and provide examples of the three possible relationships between humans and nature according to Kluckhohn and Strodtbeck.

Answers will vary

43. Compare and contrast the individualist and the collectivist orientations toward relationships between humans.

Answers will vary

44. Identify and discuss two ways in which communication reinforces culture.

Answers will vary

45. Discuss the role of power in the intercultural communication process.

Answers will vary

46. Identify and discuss four potential barriers to intercultural communication.

Answers will vary

47. Describe the relationship between stereotypes, prejudice and discrimination. How are they different? How do they contribute to one another?

Answers will vary

48. Why is color-blindness seen as a problem rather than a solution with regard to understanding prejudice?

Answers will vary