Chapter 13

True-False Questions

1. T F Good speech delivery should call attention to itself.

2. T F Good speech delivery conveys a speaker’s ideas without calling attention to itself.

3. T F Nonverbal communication is based on a person’s use of voice and body, rather than on the use of words.

4. T F One of the advantages of speaking from a manuscript is that it frees a speaker from the need to establish eye contact with the audience.

5. T F Speaking from a manuscript allows for greater spontaneity and directness than does speaking extemporaneously.

6. T F A manuscript speech is written out word for word and read to the audience.

7. T F Speaking from a manuscript requires very little skill.

8. T F When speaking from a manuscript, you should strive for the same directness and sincerity in your voice as in an extemporaneous speech.

9. T F Speaking from memory is most effective when a speaker wants to be very responsive to feedback from the audience.

10. T F When speaking impromptu, you should do your best to look calm and confident no matter how nervous you may be feeling.

11. T F Impromptu speaking gives more precise control over thought and language than does extemporaneous speaking.

12. T F An impromptu speech is delivered with little or no immediate preparation.

13. T F Speaking impromptu and speaking extemporaneously are essentially alike.

14. T F An extemporaneous speech is carefully prepared and practiced in advance.

15. T F An extemporaneous speech is delivered with little or no immediate preparation.

16. T F In an extemporaneous speech, the exact wording is chosen at the moment of delivery.
17. T F “Conversational quality” in a speech means that the speaker talks the same as she or he would in ordinary conversation.

18. T F The “conversational quality” of extemporaneous speaking means that a speech has been well rehearsed yet sounds spontaneous to the audience.

19. T F No two people have exactly the same vocal characteristics.

20. T F A speaker always sounds louder to a listener than to the speaker.

21. T F Pitch is the relative highness or lowness of the speaker’s voice.

22. T F People in the U.S. usually speak at a rate between 120 and 150 words per minute.

23. T F A faster rate of speech is usually called for when a speaker is explaining complex information.

24. T F Vocalized pauses are an effective way to increase a speaker’s credibility.

25. T F Pauses usually work best in a speech when they are planned in advance.

26. T F Most people recognize and understand about the same number of words in reading as occur in spontaneous speech.

27. T F Most people recognize and understand about three times as many words in reading as occur in spontaneous speech.

28. T F If you say the “s” in Illinois or the “p” in pneumonia, you are making a mistake in articulation.

29. T F You can articulate a word sharply and still mispronounce it.

30. T F Ways of talking based on ethnic or regional speech patterns are called dialects.

31. T F Dialects are usually based on regional or ethnic speech patterns.

32. T F Over the years linguists have concluded that no dialect is inherently better or worse than another dialect.

33. T F Regional or ethnic dialects are fine in speeches as long as listeners find them acceptable.

34. T F When a speaker’s body language is inconsistent with her or his words, listeners often believe the body language rather than the words.
35. T F Research shows that personal appearance affects the audience’s perception of the speaker.

36. T F Frequent gestures are a sure sign of an effective speaker.

37. T F Since most people are nervous about public speaking, it is perfectly acceptable to finish a speech by declaring, “Am I glad that’s over!”

38. T F When you reach the end of your speech, you should maintain eye contact with the audience for a moment after you finish talking.

39. T F Rehearsing how you behave at the beginning and end of your speech is one of the easiest things you can do to improve your image with an audience.

40. T F As your textbook explains, learning how to gesture is one of the first things a beginning public speaker should concentrate on.

41. T F You should start to establish eye contact with the audience even before you begin to speak.

42. T F In the United States, public speakers who establish strong eye contact are usually perceived as more credible than speakers who have weak eye contact.

43. T F In the United States, public speakers who establish strong eye contact with listeners are usually perceived as less credible than speakers who have weaker eye contact.

44. T F Poor eye contact during a speech can make you lose the attention of your audience.

45. T F You should try to look at the audience about 50 percent of the time while you are giving a speech.

46. T F According to your textbook, the first step in rehearsing a speech is to practice in front of a mirror.

47. T F According to your textbook, the first step in practicing your speech delivery is to go through your preparation outline aloud to see how it translates into spoken discourse.

48. T F According to your textbook, the final step in practicing your speech delivery is to prepare your speaking outline.

49. T F A single practice session of two or three hours is usually the best way to rehearse your speech.
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63. T F Unless there is a moderator, the speaker is responsible for making sure the question-and-answer session stays on track and finishes within the specified time limits.

64. T F To keep control of the question-and-answer session, a speaker should usually allow no more than one follow-up question from each questioner.
Multiple-Choice Questions  
(Students are to indicate the best answer for each question by circling the correct letter.)

1. Good speech delivery
   a. is accompanied by frequent gestures.
   b. requires that the speaker have a strong voice.
   c. sounds conversational even though it has been rehearsed.
   d. draws the attention of the audience away from the message.
   e. is best achieved by reading from a manuscript.

2. Good speech delivery
   a. has a conversational quality.
   b. does not call attention to itself.
   c. requires a strong voice.
   d. all of the above.
   e. a and b only.

3. Communication based on a speaker’s body and voice, rather than on the use of words, is called
   a. implicit communication.
   b. nonverbal communication.
   c. unintentional communication.
   d. instinctive communication.
   e. physical communication.

4. In which situation would a speaker be most likely to read from a manuscript?
   a. a speech accepting an award at a company banquet
   b. a speech in honor of a retiring employee
   c. a speech on international policy at the United Nations
   d. a speech on the activities of a church social committee
   e. a speech of welcome to new members of the Rotary Club

5. A political candidate is running for office and must give a speech that will lay out the details of her platform. The speech will be widely covered by newspapers and television. What kind of delivery is the candidate most likely to use?
   a. manuscript
   b. impromptu
   c. monotonous
   d. colloquial
   e. memorized
6. When speaking from a manuscript, you should
   a. practice aloud to make sure the speech sounds natural.
   b. be certain the final manuscript is legible at a glance.
   c. work on establishing eye contact with the audience.
   d. **all of the above.**
   e. a and b only.

7. In which situation would a speaker be most likely to recite a speech from memory?
   a. **when making a toast at a wedding**
   b. when responding to questions during a class lecture
   c. when reporting earnings to the yearly stockholders’ meeting
   d. when presenting a lengthy proposal to the city council
   e. when rallying a group to work for lower tuition

8. According to your textbook, the _________ speaker delivers a speech with little or no immediate preparation.
   a. colloquial
   b. extemporaneous
   c. conversational
   d. **impromptu**
   e. declamatory

9. Which of the following does your textbook recommend when you need to speak impromptu?
   a. Maintain eye contact with the audience.
   b. Use signposts to help listeners keep track of your ideas.
   c. Tell the audience how nervous you are.
   d. **all of the above**
   e. **a and b only**

10. Diego needs to make an impromptu response to another speaker at a staff meeting. Your textbook recommends that he should do all of the following **except**
    a. state the point he is answering.
    b. state the point he wishes to make.
    c. maintain eye contact with the audience.
    d. tell the audience how nervous he is about impromptu speaking.
    e. use signposts to help the audience keep track of his ideas.

11. The ____________ speaker uses only brief notes or a speaking outline to jog the memory.
    a. after-dinner
    b. commemorative
c. informative

d. extemporaneous

e. persuasive

12. A speech that is fully prepared in advance but that is delivered from a brief set of notes or a speaking outline is called a(n) _________ speech.
   a. extemporaneous
   b. declamatory
   c. impromptu
   d. manuscript
   e. vocalized

13. Speaking extemporaneously
   a. gives more control over language than does speaking from memory.
   b. is adaptable to more situations than is speaking from manuscript.
   c. offers more spontaneity and directness than does speaking impromptu.
   d. all of the above.
   e. b and c only.

14. Which of the following does your textbook mention as an advantage of extemporaneous delivery?
   a. It requires only a minimal amount of gesturing by the speaker.
   b. It reduces the likelihood of a speaker making vocalized pauses.
   c. It improves a speaker’s ability to articulate difficult words correctly.
   d. It requires little or no preparation before the speech is delivered.
   e. It allows greater spontaneity than does speaking from a manuscript.

15. Which of the following does your textbook mention as an advantage of extemporaneous delivery?
   a. It encourages a conversational quality in a speaker’s delivery.
   b. It requires little or no preparation before the speech is given.
   c. It allows greater spontaneity than does speaking from a manuscript.
   d. all of the above
   e. a and c only

16. According to your textbook, the skilled extemporaneous speaker
   a. has a conversational tone.
   b. prepares and practices the speech carefully.
   c. uses brief notes while delivering the speech.
   d. all of the above.
   e. b and c only.
17. According to your textbook, a speech that sounds spontaneous to the audience no matter how many times it has been rehearsed has a strong __________ quality.
   a. impromptu
   b. memorized
   c. conversational
   d. kinesic
   e. formal

18. “Conversational quality” in speech delivery means that the speech
   a. sounds spontaneous even though it has been rehearsed.
   b. is being presented from memory.
   c. has been rehearsed only once.
   d. all of the above.
   e. b and c only.

19. Enzo is giving a speech in his art history course. He has carefully prepared his presentation and plans to deliver it from a brief set of note cards. What kind of delivery is Enzo using?
   a. informal
   b. memorized
   c. extemporaneous
   d. impromptu
   e. formal

20. Sofia has prepared her speech in great detail. She is practicing to deliver it from a brief set of notes, and every time she goes through the speech, she uses slightly different wording. What kind of delivery is Sofia planning to use?
   a. informal
   b. memorized
   c. extemporaneous
   d. impromptu
   e. manuscript

21. The relative highness or lowness of sounds produced by the human voice is called
   a. rate.
   b. pitch.
   c. tone.
   d. quality.
   e. volume.

22. It is the __________ of your voice that reveals whether you are asking a question or making a statement, whether you are being sincere or sarcastic.
23. According to your textbook, inflection refers to the
   a. dialect of a speaker.
   b. speed at which a person speaks.
   c. changes in the pitch of a speaker's voice.
   d. clarity of a speaker's articulation.
   e. loudness or softness of a speaker's voice.

24. Changes in the pitch or tone of a speaker's voice are called
   a. phonemes.
   b. polytones.
   c. enunciations.
   d. inflections.
   e. accents.

25. The best rate of speech depends on the
   a. vocal attributes of the speaker.
   b. mood the speaker is trying to create.
   c. composition of the audience.
   d. all of the above.
   e. a and b only.

26. Which of the following would probably call for a faster speaking rate than normal?
   a. expressing sadness or contempt
   b. describing the winning touchdown in last week's game
   c. summarizing information already familiar to an audience
   d. all of the above
   e. b and c only

27. If you hoped to convey to your audience the excitement of steering a kayak through a river rapids, you should probably
   a. speak at a faster rate.
   b. use more vocalized pauses.
   c. break eye contact with your audience.
   d. gesture less frequently.
   e. avoid using dialect.
28. Malcolm said “um” or “uh” every time he got to a new PowerPoint slide in his informative speech. His instructor told Malcolm to reduce the number of __________ in his next speech.
   a. fillers
   b. vocal inflections
   c. intonations
   d. vocalized pauses
   e. inflections

29. A public speaker who frequently says “uh,” “er,” or “um” is failing to make effective use of
   a. vocal variety.
   b. pauses.
   c. pitch.
   d. rate.
   e. inflection.

30. According to your textbook, “uh,” “er,” “um,” and similar expressions in a public speech are referred to as
   a. vocal fillers.
   b. signposts.
   c. intonations.
   d. vocalized pauses.
   e. inflections.

31. Changes in a speaker’s rate, pitch, and volume are referred to as
   a. vocal direction.
   b. vocal credibility.
   c. vocal pronunciation.
   d. vocal contact.
   e. vocal variety.

32. Forming particular speech sounds crisply and distinctly is called
   a. verbalization.
   b. articulation.
   c. vocalized pausing.
   d. pronunciation.
   e. intonation.

33. According to your textbook, saying “dunno” instead of “don’t know” is an error in
   a. accent.
   b. articulation.
   c. vocalization.
34. According to your textbook, saying “didja” instead of “did you” is an error in
   a. vocalization.
   b. intonation.
   c. emphasis.
   d. accent.
   e. articulation.

35. According to your textbook, saying “pas-ghetti” instead of “spaghetti” is an error in
   a. articulation.
   b. description.
   c. intonation.
   d. pronunciation.
   e. inflection.

36. According to your textbook, saying “Feb-u-ary” instead of “Feb-ru-ary” is an error in
   a. articulation.
   b. pronunciation.
   c. description.
   d. intonation.
   e. inflection.

37. Carl’s mother is from England and calls oregano a “herb,” but his father is from the U.S.
   and calls it an “erb.” According to your textbook, this difference in how the word sounds
   is a matter of
   a. inflection.
   b. enunciation.
   c. personal choice.
   d. intonation.
   e. dialect.

38. According to your textbook, when people in one region of the country say “warter,”
   while people in another region of the country say “water,” the difference is a matter of
   a. inflection.
   b. verbalization.
   c. dialect.
   d. enunciation.
   e. intonation.
39. According to your textbook, when people in one region of the country say “worsh,” while people in another region of the country say “wash,” the difference is a matter of
   a. inflection.
   b. verbalization.
   c. enunciation.
   d. intonation.
   e. dialect.

40. What does your textbook say about speech dialects?
   a. Most languages have dialects.
   b. Dialects are usually based on regional or ethnic speech patterns.
   c. No dialect is inherently better or worse than another dialect.
   d. all of the above
   e. a and b only

41. Nonverbal communication includes a speaker’s
   a. gestures.
   b. eye contact.
   c. rate of speech.
   d. all of the above.
   e. a and b only.

42. Nonverbal communication is based on a speaker’s
   a. language.
   b. vocal delivery.
   c. bodily actions.
   d. all of the above.
   e. b and c only.

43. What does your textbook advise regarding the use of gestures in a speech?
   a. Gestures should be suited to the audience and occasion.
   b. Speakers should have a vast number of graceful gestures.
   c. Gestures should appear natural and spontaneous.
   d. all of the above
   e. a and c only

44. The study of bodily motion and gestures is part of a subject called
   a. cybernetics.
   b. kinetics.
   c. cryogenics.
   d. kinesics.
   e. cryonics.
45. __________ is the study of body motions as a form of communication.
   a. Kinesics
   b. Gesturals
   c. Physiography
   d. Anatomics
   e. Mimetics

46. Sandra is giving a presentation in her physics class and is worried about what she should do with her hands. Which of the following recommendations would she find in your textbook?
   a. Gesture toward the audience with an open palm during the introduction.
   b. Hold your hands tightly in front of you to prevent distracting gestures.
   c. Focus on communicating, and your gestures will usually take care of themselves.
   d. all of the above
   e. a and c only

47. Ivory will be giving a presentation for her company to a group of prospective customers at an international trade show, and she is deciding what to wear. According to your textbook, which of the following statements about the role of personal appearance in speechmaking should she keep in mind when making her decision?
   a. A speaker’s personal appearance should be in keeping with the occasion of the speech.
   b. Research has shown that bright-colored clothing has a more favorable impact on listeners.
   c. In most cases, listeners’ attitudes are not influenced by the way a speaker is dressed.
   d. all of the above
   e. a and b only

48. In which of the following situations will the personal appearance of the speaker have an impact on the audience?
   a. a politician presenting a campaign speech
   b. a business executive giving a financial report
   c. a professor giving a lecture
   d. all of the above
   e. a and b only

49. What does your textbook say about eye contact for public speakers who address audiences in the United States?
   a. To appear credible and trustworthy, a speaker should gaze intently at one section of the audience.
   b. In classroom speeches, it is most important to maintain steady eye contact with the instructor.
c. Speakers should look at the audience about 80 to 90 percent of the time they are talking.
d. Speakers who establish strong eye contact with the audience lose credibility as a result.
e. Even with a large audience, engaging the eyes of each person is preferable to scanning the audience in general.

50. During her speech on malpractice insurance, the head of the local branch of the American Medical Association consistently avoided making eye contact with her audience. According to research on the role of nonverbal communication in public speaking, the audience was likely to perceive her as
a. insincere.
b. trustworthy.
c. inexperienced.
d. credible.
e. inconsistent.

51. What advice does your textbook give for practicing speech delivery?
   a. Concentrate on gaining control of the ideas instead of learning the speech word for word.
   b. Practice your speech in front of a mirror to check for eye contact and distracting mannerisms.
   c. Put delivery cues on your speaking outline to remind you where to pause, slow down, and the like.
   d. all of the above
   e. a and c only

52. What advice does your textbook give for practicing speech delivery?
   a. Record the speech to check how it sounds.
   b. Prepare a speaking outline at the end of your rehearsal process.
   c. Try to limit yourself to a single practice session.
   d. all of the above
   e. a and c only

53. What advice does your textbook give for practicing speech delivery?
   a. Give your speech to friends and family members.
   b. Practice delivering your speech with your visual aids.
   c. Concentrate on learning your speech word for word.
   d. all of the above
   e. a and b only

54. What does your textbook recommend as the first step of practicing delivery?
   a. Record your speech and listen to it so you can refine your delivery.
   b. Prepare your speaking outline so it is brief and easy to read at a glance.
c. **Go through your preparation outline aloud to see if what is written works orally.**

d. **Rehearse your speech in front of a mirror to check your body language.**

55. **What does your textbook recommend regarding the last step of practicing delivery for a speech?**

   a. Listen to a tape of the speech and make last-minute changes in it.
   b. Practice the speech in front of a mirror to check your body language.
   c. Prepare your speaking outline so it is brief and easy to read at a glance.
   d. **Rehearse under conditions as close as possible to the actual speech situation.**
   e. Time yourself as you practice the speech out loud and as you use visual aids.

56. **When approaching the lectern and beginning your speech, you should**

   a. **start immediately so your audience does not become impatient.**
   b. create a bond with the audience by acknowledging your nervousness.
   c. **establish eye contact with the audience before you start to speak.**
   d. all of the above.
   e. a and b only.

57. **When you get to the lectern at the start of a speech, you should**

   a. **take time to arrange your notes how you want them.**
   b. create a bond with the audience by acknowledging your nervousness.
   c. stand quietly and wait to make sure everyone is paying attention.
   d. all of the above.
   e. a and c only.

58. **As your textbook explains, when preparing for a question-and-answer session, you should**

   a. anticipate possible questions.
   b. write out your answers in full.
   c. practice the delivery of your answers.
   d. **all of the above.**
   e. a and c only.

59. **When conducting a question-and-answer session, you should**

   a. allow each questioner to ask as many follow-up questions as they wish.
   b. try to bluff your way through when faced with a question you can’t answer.
   c. **direct your answers primarily to the audience as a whole.**
   d. all of the above.
   e. a and b only.

60. **When conducting a question-and-answer session, you should**

   a. respond to hostile questions in a hostile manner.
   b. **view the session as one more opportunity to communicate your ideas.**
c. allow each questioner to ask as many follow-up questions as they wish.
d. all of the above.
e. b and c only.

61. Which of the following are mentioned by your textbook as guidelines for managing a question-and-answer session?
a. Direct answers to the entire audience.
b. Be honest and straightforward.
c. Stay on track.
d. all of the above
e. a and b only

62. The Dean of Students is introducing a new campus policy on alcohol use. After the presentation, he will respond to questions from students, local residents, and reporters. To prepare for this question-and-answer session, the Dean should
a. ask his staff to anticipate potential questions.
b. write out answers to potential questions.
c. practice the delivery of his answers.
d. all of the above.
e. a and b only.

Short-Answer Questions

1. Communication based on a person’s voice and body, rather than on the use of words, is called ______________ communication.
   nonverbal

2. List the four methods of delivery discussed in your textbook.
   a.
   b.
   c.
   d.
   manuscript
   memorized
   impromptu
   extemporaneous
3. A speech delivered with little or no immediate preparation is called a(n) ________________ speech.
   impromptu

4. According to your textbook, what four steps should take in your remarks if you are called upon to make an impromptu response to a previous speaker:
   a.
   b.
   c.
   d.

   State the point you are answering.
   State the point you wish to make.
   Support your point with appropriate statistics, examples, or testimony.
   Summarize your point.

5. A speech that is fully prepared in advance but delivered from a brief set of notes or a speaking outline is called a(n) ________________ speech.
   extemporaneous

6. The relative highness or lowness of speech sounds is called ________________.
   pitch

7. Mark Twain said, “The right word might be effective, but no word was ever as effective as a rightly timed ________________.”
   pause

8. A ________________ occurs when a speaker fills the silence between words with sounds such as “um,” “er,” and “uh.”
   vocalized pause

9. Changes in a speaker's pitch, rate, and volume are referred to as ________________.
   vocal variety

10. Sloppy ________________ is the failure to form particular speech sounds crisply and distinctly.
    articulation
11. _______________ is the ability to say a word as indicated in a dictionary, while _______________ is the ability to form individual speech sounds distinctly.
   Pronunciation; articulation

12. _______________ refers to the speed at which a person speaks.
   Rate

13. How we use eye contact, body movement, gestures, and other physical motions to communicate is the subject of an area of study known as _______________.
   Kinesics

14. Because they send such revealing nonverbal messages, we think of the _______________ as “the windows of the soul.”
   Eyes

15. Ways of speaking based on regional or ethnic speech patterns are known as _______________.
   Dialects

Essay Questions

1. Explain the following statement: “Good delivery does not call attention to itself.”

2. In a well-developed essay, compare and contrast the four basic methods of speech delivery.

3. What are the advantages and disadvantages of speaking extemporaneously compared with speaking from a manuscript?

4. Explain three steps you should take to deliver a speech effectively from a manuscript.

5. What does your textbook suggest you should do when you are called upon to present an impromptu speech?

6. Define five of the following eight aspects of vocal delivery and explain their importance to effective public speaking:
   a. volume
   b. pitch
   c. rate
   d. pauses
e. vocal variety
f. articulation
g. pronunciation
h. dialect

7. Explain the importance to effective public speaking of each of the following aspects of physical delivery:
   a. personal appearance
   b. movement
   c. gestures
   d. eye contact

8. What should you do physically to make a favorable impression on listeners just before you begin a speech and just after you finish speaking?

9. Identify and explain the five steps provided in your textbook for practicing speech delivery.

10. Explain the steps you should take to prepare for a question-and-answer session.