Chapter 3

True-False Questions

1. T F  Hearing and listening are essentially the same.
2. T F  People need effective listening skills in almost all occupations.
3. T F  Research indicates that even when we listen carefully, we understand and retain only about half of what we hear.
4. T F  People spend more time listening than in any other communicative activity.
5. T F  You can improve your own speeches by listening carefully to the speeches of other people.
6. T F  As your textbook explains, focusing on a speaker’s delivery and personal appearance is an excellent way to strengthen your listening skills.
7. T F  One of the major obstacles to listening effectively is that the brain can process many more words than can be spoken in a minute.
8. T F  According to your textbook, a skilled therapist listening to a patient is an example of appreciative listening.
9. T F  Appreciative listening is closely tied to critical thinking.
10. T F  Listening is a passive process, while critical thinking is an active process.
11. T F  Listening to provide emotional support for someone is called empathic listening.
12. T F  According to your textbook, listening to understand a classroom lecture is an example of appreciative listening.
13. T F  According to your textbook, listening to understand a classroom lecture is an example of comprehensive listening.
14. T F  When you listen to someone give a sales presentation, and you need to decide whether you will buy the item, you are engaged in comprehensive listening.
15. T F  Listening to evaluate a message for purposes of accepting or rejecting it is known as critical listening.
16. T F  Critical listening involves listening to evaluate a message for purposes of accepting it or rejecting it.
17. T F  Concentrating on details is an excellent way to become a better listener.
18. T F It is impossible to listen too hard.

19. T F Critical listening involves engaging in a mental argument with everything a speaker says.

20. T F When you listen to the campaign speech of a political candidate for the purpose of accepting or rejecting the speaker’s message, you are engaged in critical listening.

21. T F When you listen to the campaign speech of a political candidate for the purpose of accepting or rejecting the speaker’s message, you are engaged in empathic listening.

22. T F One of the major barriers to effective communication is that the brain can process words much faster than a speaker can talk.

23. T F The aim of active listening is to set aside one’s own frame of reference and, as far as possible, to listen from within the speaker’s frame of reference.

24. T F Active listening means focusing on the speaker’s appearance and delivery rather than on her or his message.

25. T F Active listeners give their undivided attention to the speaker in a genuine effort to understand her or his point of view.

26. T F Usually it is easy to block out physical and mental distractions when listening to a speaker.

27. T F When you listen to a speech, it is usually a good idea to try to remember everything the speaker says.

28. T F Jumping to conclusions can be a barrier to effective listening even when a speaker and a listener know each other very well.

29. T F According to your textbook, reviewing mentally what a speaker has said is a good way to avoid becoming distracted in a speech.

30. T F Suspending judgment means that you need to accept uncritically whatever a speaker says.

31. T F If you disagree with a speaker, you have nothing to gain by listening carefully.

32. T F According to your textbook, when focusing your listening, you should concentrate on a speaker’s main points, evidence, and technique.

33. T F Note taking is usually a barrier to effective listening.
34. T F Taking notes on a speaker’s key points and supporting material will help improve your listening ability and retention.

Multiple-Choice Questions (Students are to indicate the best answer for each question by circling the correct letter.)

1. People spend more time ___________ than in any other communication activity.
   a. speaking
   b. writing
   c. reading
   d. listening
   e. discussing

2. Even when we are listening carefully, we usually grasp only about ___________ percent of what we hear.
   a. 20
   b. 30
   c. 40
   d. 50
   e. 60

3. When business managers are asked to list the communication skills most crucial to their job, they usually rank ___________ number one.
   a. conversation
   b. critical thinking
   c. listening
   d. public speaking
   e. writing

4. According to your textbook, effective listening can help you do which of the following?
   a. gather information and communicate it accurately to others
   b. learn effective techniques that you can use in your own speeches
   c. get promoted in your job
   d. all of the above
   e. a and c only

5. According to your textbook, effective listening skills are important for
   a. speakers.
   b. audiences.
   c. students.
   d. all of the above.
   e. b and c only.
6. Sarah is listening to her roommate to provide emotional support in a time of distress. According to your textbook, Sarah is engaged in __________ listening.
   a. critical
   b. appreciative
   c. empathic
   d. personal
   e. comprehensive

7. Fletcher is listening for pleasure as a friend discusses her trip to Australia. According to your textbook, Fletcher is engaged in __________ listening.
   a. appreciative
   b. receptive
   c. personal
   d. comprehensive
   e. empathic

8. Lance is enjoying Chris Rock’s stand-up comedy routine at the Civic Center. According to your textbook, Lance is engaged in __________ listening.
   a. critical
   b. appreciative
   c. comprehensive
   d. empathic
   e. intimate

9. Max is smiling and nodding his head as he listens to a toast at a friend’s wedding. According to your textbook, Max is engaged in __________ listening.
   a. critical
   b. appreciative
   c. comprehensive
   d. empathic
   e. personal

10. Gerald is listening to comfort a friend whose apartment has just been burglarized. According to your textbook, Gerald is engaged in __________ listening.
    a. intimate
    b. empathic
    c. comprehensive
    d. appreciative
    e. sympathetic

11. Nuzhat is listening to provide emotional support to her friend Sousan, who is talking about the health of her aging parents. According to your textbook, Nuzhat is engaged in __________ listening.
a. critical  
b. appreciative  
c. empathic  
d. intimate  
e. comprehensive

12. Julia is listening to her meteorology professor explain how to interpret images from Doppler radar. Because Julia’s goal is to understand the information being presented, she is engaged in __________ listening.
   a. attentive  
b. comprehensive  
c. appreciative  
d. empathic  
e. critical

13. Brad is listening to a speaker explain how a new computer program works so Brad can use it in his business. According to your textbook, Brad is engaged in __________ listening.
   a. passive  
b. appreciative  
c. active  
d. comprehensive  
e. empathic

14. Leon is listening to his chemistry instructor review the steps for this week’s lab assignment. Because Leon has to understand and follow these directions carefully, your textbook would say he is engaged in __________ listening.
   a. assertive  
b. empathic  
c. comprehensive  
d. appreciative  
e. engaged

15. A new class registration system has been established on campus. Tonight, a representative from the Registrar’s office will speak about how to use the new system. You will be listening to the speaker in hopes of understanding the steps involved in registering for classes next semester. As explained in your textbook, you will be engaged in __________ listening.
   a. intimate  
b. critical  
c. empathic  
d. comprehensive  
e. appreciative
16. According to your textbook, when you listen to evaluate a speaker's message for purposes of accepting it or rejecting it, what kind of listening is involved?
   a. critical
   b. reflective
   c. evaluative
   d. empathic
   e. comprehensive

17. Natasha and Ramone are listening to a realtor who is encouraging them to buy a house they looked at earlier in the day. As they listen, they are trying to decide whether or not to purchase the house. According to your textbook, Natasha and Ramone are engaged in _________ listening.
   a. critical
   b. appreciative
   c. comprehensive
   d. empathic
   e. intimate

18. Tara’s campus organization has invited several travel agents to speak to the group about their best deals on trips for spring break. As Tara listens, she is deciding which travel package is the best one for her. During the presentations, she is engaged in which form of listening?
   a. critical
   b. appreciative
   c. comprehensive
   d. empathic
   e. intimate

19. Brian’s fraternity is deciding whether to become alcohol free. On the evening of the vote, speakers present arguments on both sides of the issue. Because Brian has to decide whether to accept or reject the proposed policy, he is engaged in ____________ listening.
   a. emphatic
   b. appreciative
   c. comprehensive
   d. critical
   e. intimate

20. Kristen is listening to a political candidate’s speech for purposes of deciding whether to accept or reject the speaker's message. According to your textbook, Kristen is engaged in ____________ listening.
   a. comprehensive
   b. judgmental
   c. critical
   d. empathic
Devon is president of the Minority Student Organization. He is listening to the Dean of Students present her plan for a new multicultural center so he can decide whether or not to support the plan. According to your textbook, Devon is engaged in _________ listening.

a. reflective
b. personal
c. empathic
d. critical
e. receptive

Giving excessive attention to the details of a speech is an example of

a. listening too hard.
b. giving in to distractions.
c. listening for technique.
d. jumping to conclusions.
e. focusing on delivery.

Although most people speak at a rate of 120 to 150 words a minute, the brain can process words at a rate of

a. 100 to 200 words a minute.
b. 200 to 400 words a minute.
c. 400 to 800 words a minute.
d. 600 to 900 words a minute.
e. 1000 to 1200 words a minute.

Which of the following is included among the four major causes of poor listening discussed in your textbook?

a. trying to remember everything the speaker says
b. jumping to conclusions about the speaker’s ideas
c. taking written notes while the speech is in progress
d. all of the above
e. a and b only

As Jenell listened to her classmate’s speech explaining the differences between collision insurance and comprehensive insurance, it reminded her that she needed to pay her insurance bill before the end of the day. Then, rather than listening to the speaker, she started thinking about all the other things she had to do that day. According to your textbook, the primary cause of Jenell’s poor listening is

a. not concentrating.
b. focusing on the speaker’s topic.
c. being distracted by external interference.
26. Margaret is passionately committed to animal rights. At an evening lecture required for her biology class, she learned that the title of the speaker’s talk was “The Importance of Animal Experimentation to Medical Advances.” Offended and sure that the speaker had nothing ethical or interesting to say, Margaret paid no attention at all during the lecture. According to your textbook, the primary cause of Margaret’s poor listening was
   a. poor concentration.
   b. focusing on the speaker’s topic.
   c. being distracted by external interference.
   d. **jumping to conclusions**.
   e. spare “brain time.”

27. Ted is listening to the introduction of Janine’s speech when he thinks to himself, “Man, this is really going to be boring.” What aspect of poor listening identified in your textbook is Ted exhibiting in this example?
   a. listening too hard
   b. **jumping to conclusions**
   c. rejecting the speaker’s frame of reference
   d. giving in to distractions
   e. not listening comprehensively

28. Matt’s political science professor announces that next week there will be a guest lecture by peace activist Rachel Phelps entitled “The History of War, the Prospects for Peace.” Matt decides to skip class that day, saying to himself, “What can a peace activist possibly tell me about war?” What aspect of poor listening identified in your textbook is Matt exhibiting in this example?
   a. failing to concentrate
   b. **jumping to conclusions**
   c. rejecting the speaker’s frame of reference
   d. giving in to distractions
   e. suspending judgment

29. Which of the following is one of the four major causes of poor listening discussed in your textbook?
   a. focusing on a speaker’s appearance or delivery
   b. taking key-word notes during a speech
   c. suspending judgment about a speaker’s ideas
   d. concentrating on a speaker’s evidence and reasoning
   e. listening empathically rather than critically

30. A representative from the FBI visited Marshall’s criminology class to talk about new communications technology. When Marshall saw that the speaker was a middle-aged
woman, he couldn’t concentrate on anything she said. He had been expecting the speaker to be young, and he kept thinking to himself, “What could someone her age know about the latest technology?” According to your textbook, what aspect of poor listening was Marshall exhibiting?

a. listening for technique
b. focusing on personal appearance
c. concentrating on details
d. all of the above
e. a and b only

31. Jessica watched a debate among four local candidates for mayor. After the debate, she couldn’t remember much of what the candidates said or stood for, but one good-looking candidate with a polished delivery really made an impression on her. Which of the following was most likely to have impeded Jessica’s listening?

a. not taking careful enough notes
b. concentrating too hard on everything the candidates said
c. failing to suspend judgment
d. being distracted by external interference
e. focusing on personal appearance and delivery

32. What does your textbook say is the first step to improving your listening skills?

a. Resist distractions during a speech.
b. Focus on the speaker’s message.
c. Take listening seriously.
d. Suspend judgment until the end of the speech.
e. Learn to empathize with the speaker.

33. Which of the following is recommended by your textbook as a way to improve your listening?

a. Try to remember everything the speaker says.
b. Pay close attention to feedback from other listeners.
c. Concentrate solely on the speaker’s gestures and eye contact.
d. Suspend judgment until you hear all the speaker has to say.
e. Do not take written notes as the speech is in progress.

34. According to your textbook, skilled listeners do not try to absorb a speaker’s every word. Rather, they focus on three major aspects of a speech. Those aspects include

a. main points.
b. evidence.
c. technique.
d. all of the above.
e. a and b only.
35. According to your textbook, people with inefficient note-taking skills usually suffer from which problem(s)?
   a. They don’t know what to listen for.
   b. They don’t know how to record what they listen for.
   c. They don’t know the difference between paraphrases and quotations.
   d. all of the above
   e. a and b only

36. According to your textbook, one way to focus your listening is to
   a. concentrate on what the speaker is wearing.
   b. try to remember every word the speaker utters.
   c. engage in mental arguments with the speaker.
   d. pay attention to feedback from other listeners.
   e. listen for the speaker’s main points.

37. When listening for a speaker’s evidence, you should keep an ear out for its
   a. sufficiency.
   b. accuracy.
   c. objectivity.
   d. relevance.
   e. all of the above.

38. Alena is listening to a speaker’s evidence during a speech on genetically modified foods. According to your textbook, Alena should be asking:
   a. Is the evidence from objective sources?
   b. Is the evidence consistent with the speaker’s delivery?
   c. Is the evidence relevant to the speaker’s claims?
   d. all of the above.
   e. a and c only.

39. Mark is listening to a speaker’s evidence during a persuasive speech on nuclear power. According to your textbook, Mark should be asking:
   a. Is the evidence sufficient to support the speaker’s claims?
   b. Is the evidence taken from objective sources?
   c. Is the evidence relevant to the speaker’s claims?
   d. all of the above.
   e. a and c only

40. Your textbook recommends __________ as the most effective method of note taking for listening to a speech.
   a. writing down a speaker’s most interesting ideas
   b. making a full-sentence outline
   c. using the Harvard listening system
d. trying to write down everything a speaker says

e. creating a key-word outline

41. Andrew went to hear a speech by a community leader he very much admired. He took a notebook and pen and, during the speech, wrote down everything he could from the speech. When he got home later, he reviewed his notes and could barely make sense out of them. What went wrong?
   a. Andrew should have simply listened to the speech rather than taking notes.
   b. Andrew should have taken notes by making a full-sentence outline of the speech.
   c. Andrew should have paid more attention to the speaker’s delivery rather than focusing on the words of the speech.
   d. Andrew should have resisted distractions and concentrated more effectively on the speech.
   e. Andrew should have made a key-word outline of the speech instead of trying to write down everything.

42. Natasha is taking notes on a speech about Chinese New Year. If she were to follow the recommendation of your textbook, she would
   a. create a key-word outline.
   b. use the Harvard listening system.
   c. write down everything the speaker says.
   d. all of the above.
   e. a and b only.
Short-Answer Questions

1. _______________ refers to the vibration of sound waves on the ear drums and the sending of messages to the central auditory system of the brain; _______________ refers to paying close attention to and making sense of those sounds.
   
   Hearing; listening

2. People spend more time _______________ than in any other communication activity.
   
   listening

3. According to your textbook, when you listen primarily for pleasure or enjoyment, you are engaged in _______________ listening.
   
   appreciative

4. According to your textbook, when you listen for enjoyment to friend’s stories about her trip to Russia, you are engaged in _______________ listening.
   
   appreciative

5. According to your textbook, when you listen to provide emotional support for the speaker, you are engaged in _______________ listening.
   
   empathic

6. When Elizabeth listened to provide support for her friend whose mother was seriously ill, she was engaged in _______________ listening.
   
   empathic

7. According to your textbook, when you listen primarily to understand the message of a speaker for example, taking notes in a classroom lecture, you are engaged in _______________ listening.
   
   comprehensive

8. According to your textbook, when you listen to an informative speech in order to understand the speaker's ideas, you are engaged in _______________ listening.
   
   comprehensive

9. While the governor spoke about the need to tax soft drinks, Max listened carefully and evaluated the governor's evidence. Max was engaged in _______________ listening.
   
   critical

10. According to your textbook, listening to evaluate a message for purposes of accepting it or rejecting it is known as _______________ listening.
    
    critical
11. According to your textbook, when you evaluate the evidence in a persuasive speech, you are engaged in _______________ listening.
   critical

12. List the four causes of poor listening discussed in your textbook.
   a. 
   b. 
   c. 
   d. not concentrating
      listening too hard
      jumping to conclusions
      focusing on delivery and personal appearance

13. Your textbook gives seven suggestions for becoming a better listener. List five of them.
   a. 
   b. 
   c. 
   d. 
   e. 

   Possible answers include:
   Take listening seriously.  Don’t be diverted by appearance or delivery.
   Be an active listener.  Suspend judgment.
   Resist distractions.  Focus your listening.
   Develop note-taking skills.

14. When focusing your listening, you should listen for _______________, _______________, and _______________.
   main points
   evidence
   technique

15. List three of the questions a careful listener should ask about a speaker’s evidence.
   a. 
   b. 
Possible answers include:

- Is the evidence accurate?
- Is the evidence from objective sources?
- Is the evidence relevant to the speaker’s claims?
- Is the evidence sufficient to support the speaker’s points?

**Essay Questions**

1. What is the difference between hearing and listening?

2. Why are your own listening skills important to you as a public speaker?

3. Identify and briefly explain each of the four types of listening discussed in your textbook.

4. What is meant by “spare brain time”? Explain how it affects the listening process.

5. Identify and explain the four causes of poor listening discussed in your text.

6. What is meant by “listening too hard”? How does it affect the listening process?

7. Imagine that you are listening to a speech about hurricanes. Explain how a key-word outline method of note taking might enhance your listening and recall of the speech.

8. Identify and explain five of the methods discussed in your textbook for becoming a better listener.