Chapter 1
1. When an individual has the information, resources, and attitude that allow him or her to take action and achieve a desired goal, that person is displaying ______.

2. The job of a speaker is to translate ideas and images in his or her mind into symbols that an audience can recognize. This process is known as __________.

3. _______ is the use of words and symbols to achieve a goal.

4. Which of the four styles of communication apprehension is characterized by having the highest heart rate when speaking publicly?

5. Which of the following does the text present as a good suggestion to follow when trying to build your confidence before giving a speech?

6. What is the central factor involved in every step of the speechmaking process?

7. The key focus of the content of a speech is known as the ________.

8. As a student in a speech class, you should know that one of the best predictors of how well you will do on the speech is ________.

9. Once a speaker has determined the main ideas of a speech, it is time to ________.

10. The final step in the speechmaking process is ______.

Chapter 2
1. The beliefs, values, and moral principles that people rely on to determine what is wrong and what is right are known as ______.

2. The first organization that was formed to protect free speech was the __________.

3. The burning of the U.S. flag is protected by the First Amendment because it is considered a(n) ________.
4. ________ speech is that which is responsible, honest, and tolerant.

5. Mohandas Gandhi practiced free speech by using ________ to gain attention to his cause.

6. Kim knows she needs to listen to the viewpoints that oppose her own and learn about different beliefs. By doing this, she will be better able to present her point. By taking these ideas into account, Kim is using ________.

7. When Jeff used the exact wording he found in the reference site for his speech on housing developments, he was guilty of ________.

8. The two main items you should include in an oral citation are ________.

9. The first step in acknowledging sources is to ________.

10. When an audience views a speaker as competent, knowledgeable, dynamic, and trustworthy, they are determining the speaker's ________.

Chapter 3
1. The average attention span while listening to someone talk is about ____ seconds.

2. ________ is defined as preconceived opinions, attitudes, and beliefs about a person, place, thing, or message.

3. While most people talk at a rate of 125 words a minute, people have the ability to listen at up to ____ words a minute.

4. When you are a(n) _____ listener, you are aware of what you are doing when listening to others.

5. Which of the following is a characteristic of someone who wants to listen mindfully?
6. A typical college student spends at least ____ of his or her communication time listening.

7. What is the first step a listener should take when listening with empathy?

8. Which of the following is important to do when listening for information?

9. A(n) _____-oriented listener wants people to get to the point and listens for things he or she should do.

10. A good speaker should be aware of two fundamental goals. A speech should be effective, and it should be ________.

Chapter 4
1. Statistical information about a population's age, gender, and education level are all components of ______.

2. Which type of test question is considered open-ended?

3. Because Carla knew her audience disagreed with her idea that there should be a tax increase, she decided to begin her speech by stressing how both she and the audience agree that education is valuable and that high-quality teachers cost more money. Carla is trying to establish ________.

4. When a group of people share a learned system of knowledge, behavior, attitudes, beliefs, values, and norms, this is a(n) ________.

5. Which of the following countries demonstrates the most collectivistic culture?

6. Jane's presentation on the future of the company's investment plan was to a diverse audience. She decided to focus on the 401K aspect and reach the newer employees specifically. This group is known as a ________.

7. A person's likes or dislikes are reflected in his or her ______.
8. Matt noticed that everyone in his audience seemed to have a classic listener-stupor expression. Which of the following is NOT a characteristic of a listener-stupor look?

9. Which of the following is a good suggestion to follow if you can tell your audience seems bored or inattentive?

10. The most obvious nonverbal response following a speech is __________.

Chapter 5
1. The first task when developing a speech is to ______.

2. All of the tasks in speech preparation should function around the idea of _____________.

3. According to the text, the best public-speaking topics are those that __________.

4. In order to decide what topic she should choose for her speech, Mariel takes five minutes to write down every possible topic she can think of. What process is Mariel using to choose a topic?

5. The ___________ of any speech is to inform, to persuade, or to entertain.

6. Another way to think of the specific purpose of a speech is to consider ____________.

7. The thesis is another name for the __________.

8. The central idea of a speech focuses on the _____ portion of the speech.

9. Javier wants to write the central idea for his speech. To do this, he should prepare a ____________.
10. The central idea of a speech plus a preview of the main ideas are combined to produce a(n) _______ for a speech.

3 points a piece

Chapter 1
Define public speaking.

Chapter 2
List 3 criteria for ethical speaking.

Chapter 3
Name 3 barriers to effective listening.

Chapter 4
Name 3 characteristics of audience demographics.

Chapter 5
What are 3 strategies for selecting a topic