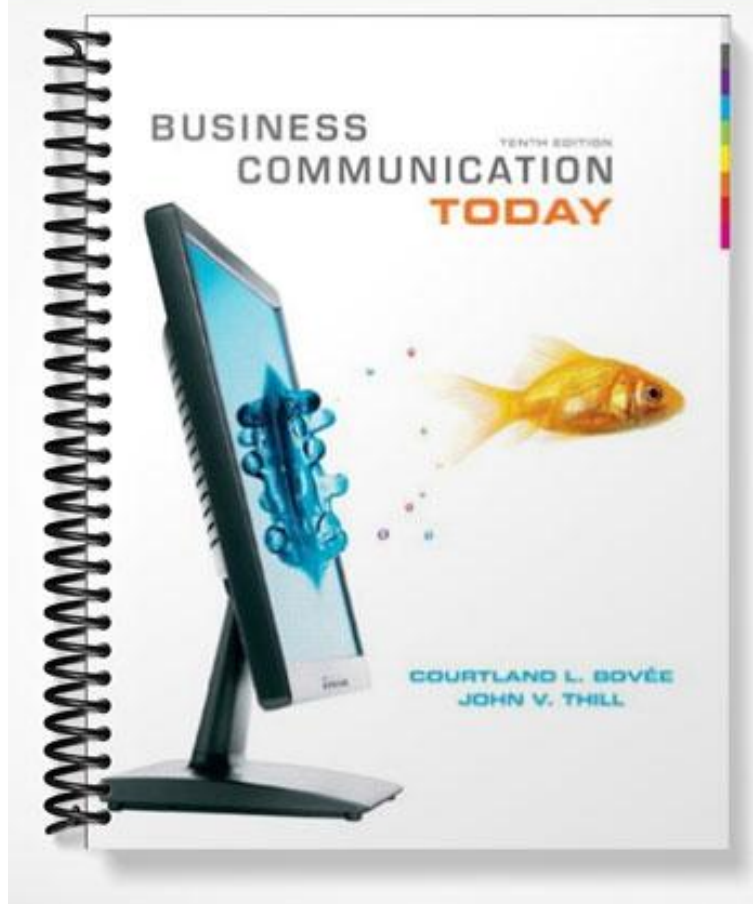


TEST BANK



Business Communication Today, 10e (Bovee/Thill)

Chapter 2 Communicating in Teams and Mastering Listening and Nonverbal Communication Skills

1) In participative management

- A) employees are involved in the company's decision making.
- B) all top-level managers participate in profit sharing.
- C) teams are discouraged in favor of individual achievement.
- D) an authoritarian management model is used.

Answer: A

Diff: 2 Page Ref: 35

Skill: Concept

Objective: 1

AACSB: Communication

2) Which of the following is *not* a way teams help organizations to succeed?

- A) Increase information and knowledge
- B) Increase groupthink among members
- C) Increase performance levels
- D) Increase diversity of views

Answer: B

Diff: 1 Page Ref: 35

Skill: Concept

Objective: 1

AACSB: Communication

3) Groupthink refers to

- A) the willingness of individual group members to withhold contrary or unpopular opinions, even when those objections are legitimate, and to favor majority opinion.
- B) the four-step decision-making process in groups.
- C) software programs that help groups make decisions.
- D) the basic rules that underlie a group's behavior.

Answer: A

Diff: 1 Page Ref: 36

Skill: Concept

Objective: 1

AACSB: Communication

4) A hidden agenda refers to

- A) a meeting agenda that is not revealed to others outside the meeting group.
- B) individuals' private motives that affect a group's interaction.
- C) an agenda that members must look for before they can attend a meeting.
- D) an approach to group dynamics that helps facilitate group functioning.

Answer: B

Diff: 2 Page Ref: 36

Skill: Concept

Objective: 1

AACSB: Communication

- 5) You and several co-workers serve on a task force charged with updating the company personnel policy manual. To proceed effectively, you should concentrate on
- A) pointing out as many typos, misspellings, and grammatical errors as possible.
 - B) achieving team objectives rather than individual preferences and priorities.
 - C) making other team members feel good.
 - D) doing all of the above.

Answer: B

Diff: 2 Page Ref: 36-37

Skill: Application

Objective: 2

AACSB: Communication

- 6) When composing collaborative messages, it is a good idea to
- A) avoid writing as a group.
 - B) begin by letting all members "do their own thing" and then seeing what they all produce.
 - C) let all members use their own preferred software.
 - D) make the team as large as possible so that every possible area of expertise will be covered.

Answer: A

Diff: 3 Page Ref: 37

Skill: Concept

Objective: 2

AACSB: Communication

- 7) _____ are informal standards of conduct that team members share.
- A) Group maintenance roles
 - B) Rules of parliamentary procedure
 - C) Group norms
 - D) Robert's Rules

Answer: C

Diff: 2 Page Ref: 38

Skill: Concept

Objective: 1

AACSB: Communication

- 8) Group members who are motivated mainly to fulfill personal needs play a
- A) team-maintenance role.
 - B) task-facilitating role.
 - C) self-oriented role.
 - D) coordinating role.

Answer: C

Diff: 1 Page Ref: 39

Skill: Concept

Objective: 1

AACSB: Communication

9) One member of a task force on which you serve is particularly good at helping other members get along and work through their differences. This individual plays a

- A) team-maintenance role.
- B) task-facilitating role.
- C) self-oriented role.
- D) coordinating role.

Answer: A

Diff: 2 Page Ref: 39

Skill: Application

Objective: 1

AACSB: Communication

10) The first phase that a team typically goes through is

- A) conflict.
- B) reinforcement.
- C) orientation.
- D) brainstorming.

Answer: C

Diff: 1 Page Ref: 39

Skill: Concept

Objective: 1

AACSB: Communication

11) Only one sales representative can go to the conference in Hawaii, but both Susan and Sean want to go. After much discussion and arguing, they draw straws and Susan gets the trip. This is an example of

- A) a win-lose situation.
- B) the five-step decision-making process.
- C) the best way to deal with a conflict.
- D) all of the above.

Answer: A

Diff: 2 Page Ref: 41

Skill: Application

Objective: 1

AACSB: Communication

12) When it comes to overcoming resistance in groups, it is a good idea to

- A) avoid all conflict in the first place.
- B) hold off dealing with minor problems until the conflict becomes major.
- C) deal directly with resistance.
- D) encourage participants to repress their emotions about the situation.

Answer: C

Diff: 3 Page Ref: 41

Skill: Concept

Objective: 1

AACSB: Communication

- 13) Social networking technologies are designed to
- A) discourage employees from socializing at work.
 - B) help dissatisfied employees find better jobs.
 - C) enable and enhance teamwork among employees.
 - D) do none of the above.

Answer: D

Diff: 1 Page Ref: 42

Skill: Concept

Objective: 6

AACSB: Communication

- 14) A common mistake in holding meetings is
- A) sticking too closely to the agenda.
 - B) not inviting enough participants.
 - C) circulating the agenda too far in advance.
 - D) not having an agenda.

Answer: D

Diff: 2 Page Ref: 43

Skill: Concept

Objective: 1

AACSB: Communication

- 15) The key to a productive meeting is careful planning that addresses
- A) its purpose.
 - B) its participants.
 - C) its location and agenda.
 - D) all of the above.

Answer: D

Diff: 2 Page Ref: 43

Skill: Concept

Objective: 1

AACSB: Communication

- 16) A meeting agenda
- A) is a formality that most groups skip these days.
 - B) should be circulated before the meeting, providing participants with enough time to prepare.
 - C) should be general rather than specific.
 - D) is only a guideline, and deviations are common and expected.

Answer: B

Diff: 2 Page Ref: 44

Skill: Concept

Objective: 1

AACSB: Communication

17) Use of parliamentary procedure

A) tends to slow meetings down.

B) contributes to dissent among participants.

C) helps meetings run more smoothly.

D) is only useful for highly formalized, important meetings with more than a dozen participants.

Answer: C

Diff: 3 Page Ref: 44

Skill: Concept

Objective: 1

AACSB: Communication

18) At the last staff meeting, someone suggested that using parliamentary procedure would help make the meetings more efficient. To learn more about parliamentary procedure, which of the following should you consult?

A) SEC Standards of Ethics

B) Robert's Rules of Order

C) Generally Accepted Accounting Principles

D) Fundamental Meeting Management

Answer: B

Diff: 1 Page Ref: 44

Skill: Application

Objective: 1

AACSB: Communication

19) When conducting a meeting

A) if some people are too quiet, leave them alone; they probably have nothing to contribute.

B) if some people dominate the conversation, let them do so, since they are probably the most knowledgeable attendees.

C) try to simply act as an observer, and let the meeting "run itself."

D) do none of the above.

Answer: D

Diff: 2 Page Ref: 44

Skill: Concept

Objective: 1

AACSB: Communication

20) Meeting minutes should typically include

A) a list of those present for the meeting.

B) the times the meeting started and ended.

C) descriptions of all major decisions reached at the meeting.

D) all of the above.

Answer: D

Diff: 2 Page Ref: 45

Skill: Concept

Objective: 1

AACSB: Communication

21) "Virtual offices" that give everyone on a team access to the same set of resources and information are called

- A) instant messaging software.
- B) videoconferencing systems.
- C) shared workspaces.
- D) none of the above.

Answer: C

Diff: 2 Page Ref: 46

Skill: Concept

Objective: 3

AACSB: Communication, Technology

22) If you are listening mainly to understand the speaker's message, you are engaging in

- A) content listening.
- B) critical listening.
- C) empathic listening.
- D) active listening.

Answer: A

Diff: 2 Page Ref: 48

Skill: Concept

Objective: 4

AACSB: Communication

23) If you are engaging in critical listening, your goal is to

- A) understand and retain information.
- B) understand the speaker's feelings, needs, and wants.
- C) evaluate the logic and validity of the message.
- D) appreciate the speaker's point of view.

Answer: C

Diff: 2 Page Ref: 48

Skill: Concept

Objective: 4

AACSB: Communication

24) A reliable employee you supervise has come to speak with you about a leave of absence related to personal issues. To understand her feelings and needs, you should engage in

- A) content listening.
- B) empathic or active listening.
- C) critical listening.
- D) sustained listening.

Answer: B

Diff: 3 Page Ref: 49

Skill: Application

Objective: 4

AACSB: Communication

25) Within 48 hours, people tend to forget approximately _____ percent of what was said in a 10-minute conversation.

- A) 1
- B) 10
- C) 50
- D) 90

Answer: C

Diff: 2 Page Ref: 49

Skill: Concept

Objective: 4

AACSB: Communication

26) The first step in the basic listening process is

- A) physically receiving the message.
- B) interpreting the message.
- C) evaluating the message.
- D) encoding the message.

Answer: A

Diff: 2 Page Ref: 49

Skill: Concept

Objective: 4

AACSB: Communication

27) Selective listening refers to

- A) a highly focused form of listening.
- B) letting one's mind wander until something relevant is said.
- C) a form of defensive listening.
- D) listening only long enough to get a word in edgewise.

Answer: B

Diff: 2 Page Ref: 50

Skill: Concept

Objective: 4

AACSB: Communication

28) In part, poor listening occurs because listeners

- A) can think faster than speakers can speak.
- B) concentrate on each word the speaker says, rather than the overall point.
- C) are unable to think originally.
- D) do all of the above.

Answer: A

Diff: 2 Page Ref: 50

Skill: Concept

Objective: 4

AACSB: Communication

29) Touch

- A) is the least important form of nonverbal communication.
- B) is the great equalizer, putting people of different status on the same footing.
- C) should be completely avoided in all business situations.
- D) is governed by relatively strict customs that establish who can touch whom and when.

Answer: D

Diff: 2 Page Ref: 52

Skill: Concept

Objective: 5

AACSB: Communication

30) Which of the following is *not* an important consideration related to etiquette in the workplace?

- A) The clothing you wear to work
- B) Your grooming habits
- C) Your telephone skills
- D) Your height and weight

Answer: D

Diff: 2 Page Ref: 53-54

Skill: Application

Objective: 6

AACSB: Communication

31) When receiving business-related phone calls,

- A) you should use frequent verbal responses (such as, "I see") to show that you are listening.
- B) it is best to remain completely silent while the caller is speaking.
- C) it is perfectly acceptable to put the caller on hold without explanation.
- D) do none of the above.

Answer: A

Diff: 3 Page Ref: 55

Skill: Concept

Objective: 6

AACSB: Communication

32) When introducing yourself to someone in a business context, you should always include a brief description of

- A) one of your personal interests or hobbies.
- B) your role in the company.
- C) your company's history.
- D) all of the above.

Answer: B

Diff: 2 Page Ref: 56

Skill: Application

Objective: 6

AACSB: Communication

33) A new co-worker from Russia asks you about North American greeting customs. You explain that in most business contexts,

- A) women are expected to shake hands differently than men.
- B) it is not necessary to stand up before shaking hands if you are already seated.
- C) shaking hands is now widely regarded as an outdated custom.
- D) a firm handshake is expected when two people meet.

Answer: D

Diff: 2 Page Ref: 56

Skill: Application

Objective: 5

AACSB: Communication

34) Using a mobile phone during meetings is

- A) routine in today's high-tech workplace.
- B) frowned upon by many executives.
- C) an effective way to show your professionalism.
- D) all of the above.

Answer: B

Diff: 2 Page Ref: 56

Skill: Application

Objective: 6

AACSB: Communication

35) When it comes to online etiquette,

- A) spelling, punctuation, and capitalization are not important.
- B) it is vital to follow basic expectations of spelling, punctuation, and capitalization.
- C) avoiding "flames" is really all that matters.
- D) you can rest assured that there's almost nothing you can do that will offend your audience.

Answer: B

Diff: 3 Page Ref: 57

Skill: Application

Objective: 6

AACSB: Communication, Technology

36) A team consists of two or more people who share a mission and the responsibility for working to achieve their goals.

Answer: TRUE

Diff: 1 Page Ref: 35

Skill: Concept

Objective: 1

AACSB: Communication

37) Informal teams are part of the formal structure of an organization and work to solve problems or work on specific activities.

Answer: FALSE

Diff: 2 Page Ref: 35

Skill: Concept

Objective: 1

AACSB: Communication

38) Solving a temporary problem involving office renovations would call for the formation of a task force rather than a committee.

Answer: TRUE

Diff: 2 Page Ref: 35

Skill: Application

Objective: 1

AACSB: Communication

39) Teams usually achieve lower performance levels than what would have been accomplished by the members working independently.

Answer: FALSE

Diff: 2 Page Ref: 35

Skill: Concept

Objective: 1

AACSB: Communication

40) One characteristic of effective teams is that one leader tends to take charge and make all the major decisions.

Answer: FALSE

Diff: 2 Page Ref: 36

Skill: Concept

Objective: 1

AACSB: Communication

41) In the phenomenon of groupthink, the team may arrive at poor-quality decisions and even act unethically.

Answer: TRUE

Diff: 2 Page Ref: 36

Skill: Concept

Objective: 1

AACSB: Communication

42) Free riders are group members who don't contribute their fair share to the team's activities.

Answer: TRUE

Diff: 1 Page Ref: 36

Skill: Concept

Objective: 1

AACSB: Communication

43) With collaborative writing, the usual outcome is a document that is inferior to one that would have been produced by a single individual.

Answer: FALSE

Diff: 2 Page Ref: 36

Skill: Concept

Objective: 2

AACSB: Communication

44) A wiki is a website that allows anyone with access to add new material and edit existing material in collaborative documents.

Answer: TRUE

Diff: 2 Page Ref: 37

Skill: Application

Objective: 3

AACSB: Communication, Technology

45) Group members who play task-facilitating roles are motivated to fulfill personal needs, so they tend to be less productive than other members.

Answer: FALSE

Diff: 2 Page Ref: 39

Skill: Concept

Objective: 1

AACSB: Communication

46) Group members who play team-maintenance roles help everyone to work better together.

Answer: TRUE

Diff: 2 Page Ref: 39

Skill: Concept

Objective: 1

AACSB: Communication

47) When making a decision, groups usually go through five phases: orientation, conflict, brainstorm, emergence, and reinforcement.

Answer: TRUE

Diff: 2 Page Ref: 39-40

Skill: Concept

Objective: 1

AACSB: Communication

48) Conflict between persons or groups in an organization is always destructive and must be avoided at all costs.

Answer: FALSE

Diff: 2 Page Ref: 41

Skill: Concept

Objective: 1

AACSB: Communication

49) To resolve conflicts successfully, it is helpful to get opponents to fight together against an "outside force" (such as increased competition) instead of against each other.

Answer: TRUE

Diff: 2 Page Ref: 41

Skill: Application

Objective: 1

AACSB: Communication

50) Convincing others of your viewpoint depends in part on showing that you understand their point of view.

Answer: TRUE

Diff: 2 Page Ref: 41

Skill: Concept

Objective: 1

AACSB: Communication

51) Dealing directly with resistance is never good for team maintenance.

Answer: FALSE

Diff: 2 Page Ref: 41

Skill: Concept

Objective: 1

AACSB: Communication

52) To resolve conflict successfully, it helps to get feelings out in the open before dealing with the main issues.

Answer: TRUE

Diff: 2 Page Ref: 41

Skill: Concept

Objective: 1

AACSB: Communication

53) Although it used to be an important factor, personal appearance now has little to do with success in the workplace.

Answer: FALSE

Diff: 2 Page Ref: 54

Skill: Concept

Objective: 5

AACSB: Communication

54) When answering a business phone call, it is not necessary to smile since the caller cannot see your facial expressions.

Answer: FALSE

Diff: 2 Page Ref: 55

Skill: Application

Objective: 6

AACSB: Communication

55) These days, no one is bothered when employees use mobile phones in meetings.

Answer: FALSE

Diff: 2 Page Ref: 56

Skill: Concept

Objective: 6

AACSB: Communication

56) When conducting business over a meal, you should wait to bring out business papers until after the entrée plates have been removed.

Answer: TRUE

Diff: 2 Page Ref: 56

Skill: Application

Objective: 6

AACSB: Communication

57) Unproductive meetings are rare in today's business environment.

Answer: FALSE

Diff: 1 Page Ref: 43

Skill: Concept

Objective: 1

AACSB: Communication

58) If you are trying to solve a problem or make a decision, the more people in your group the better.

Answer: FALSE

Diff: 2 Page Ref: 43

Skill: Concept

Objective: 1

AACSB: Communication

59) The main role of the meeting leader is to be passive and let others speak without interference.

Answer: FALSE

Diff: 2 Page Ref: 44

Skill: Concept

Objective: 1

AACSB: Communication

60) Action-oriented listeners tend to focus on the personal characteristics of the speaker.

Answer: FALSE

Diff: 2 Page Ref: 48

Skill: Concept

Objective: 4

AACSB: Communication

61) The goal of content listening is to evaluate the logic, validity, and implications of a message.

Answer: FALSE

Diff: 2 Page Ref: 48

Skill: Concept

Objective: 4

AACSB: Communication

62) Good listeners specialize in one of the three types of listening and apply it to nearly all situations.

Answer: FALSE

Diff: 2 Page Ref: 48

Skill: Concept

Objective: 4

AACSB: Communication

63) The primary goal of empathic listening is to solve the speaker's problem.

Answer: FALSE

Diff: 2 Page Ref: 49

Skill: Concept

Objective: 4

AACSB: Communication

64) Most people need to improve their listening skills.

Answer: TRUE

Diff: 1 Page Ref: 49

Skill: Concept

Objective: 4

AACSB: Communication

65) Selective listening is an important skill for professionals, since it helps them filter out information that is not relevant to their jobs.

Answer: FALSE

Diff: 2 Page Ref: 50

Skill: Concept

Objective: 4

AACSB: Communication

66) Most audiences are unable to process information as quickly as a speaker talks, so they get behind in comprehending what the speaker is saying.

Answer: FALSE

Diff: 2 Page Ref: 50

Skill: Concept

Objective: 4

AACSB: Communication

67) Nonverbal communication includes facial expressions and hand gestures, but not the clothes people wear, the way they sit, or the way they walk.

Answer: FALSE

Diff: 1 Page Ref: 51

Skill: Concept

Objective: 5

AACSB: Communication

68) Unlike with verbal language, the meanings of nonverbal signals are consistent across cultures.

Answer: FALSE

Diff: 2 Page Ref: 52

Skill: Concept

Objective: 5

AACSB: Communication

69) When it comes to personal appearance in the workplace, it's best to adopt the style of the people you want to impress.

Answer: TRUE

Diff: 1 Page Ref: 52

Skill: Concept

Objective: 5

AACSB: Communication

70) The use of time and space can send powerful nonverbal signals.

Answer: TRUE

Diff: 2 Page Ref: 52

Skill: Concept

Objective: 5

AACSB: Communication

71) A _____ is a unit of two or more people who work together to achieve a goal.

Answer: team

Diff: 1 Page Ref: 35

Skill: Concept

Objective: 1

AACSB: Communication

72) _____ management is a way of involving employees in the company's decision making.

Answer: Participative

Diff: 2 Page Ref: 35

Skill: Concept

Objective: 1

AACSB: Communication

73) Group loyalty can lead members into _____, a willingness to set aside personal opinions and go along with everyone else, even if everyone else is wrong.

Answer: groupthink

Diff: 1 Page Ref: 36

Skill: Concept

Objective: 1

AACSB: Communication

74) Some group members have _____ _____ made up of private motives that affect the group's interaction.

Answer: hidden agendas

Diff: 2 Page Ref: 36

Skill: Concept

Objective: 1

AACSB: Communication

75) _____ _____ are "virtual offices" that give everyone on a team access to the same set of resources.

Answer: Shared workspaces

Diff: 2 Page Ref: 37

Skill: Concept

Objective: 3

AACSB: Communication, Technology

76) Group _____ are the interactions and processes that take place in a meeting.

Answer: dynamics

Diff: 2 Page Ref: 38

Skill: Concept

Objective: 1

AACSB: Communication

77) Group _____ are informal standards of conduct that members share and that guide member behavior.

Answer: norms

Diff: 2 Page Ref: 38

Skill: Concept

Objective: 1

AACSB: Communication

78) In the _____ phase of team evolution, team members reach a decision and find a solution that is acceptable enough for all members to support (even if they have reservations).

Answer: emergence

Diff: 3 Page Ref: 40

Skill: Concept

Objective: 1

AACSB: Communication

79) Teams need to learn how to handle _____ -clashes over differences in ideas, opinions, goals, or procedures.

Answer: conflict(s)

Diff: 2 Page Ref: 41

Skill: Concept

Objective: 1

AACSB: Communication

80) When planning a meeting, the group leader prepares a(an) _____ of items to discuss, topics to present, or decisions to make.

Answer: agenda

Diff: 1 Page Ref: 43

Skill: Concept

Objective: 1

AACSB: Communication

81) _____ procedure is a time-tested method for planning and running effective meetings.

Answer: Parliamentary

Diff: 1 Page Ref: 44

Skill: Concept

Objective: 1

AACSB: Communication

82) When introducing yourself in a business context, it is a good idea to provide a brief description of your _____ in the company.

Answer: role

Diff: 2 Page Ref: 56

Skill: Concept

Objective: 1

AACSB: Communication

83) The goal of _____ listening is to evaluate the message at several levels.

Answer: critical

Diff: 2 Page Ref: 48

Skill: Concept

Objective: 4

AACSB: Communication

84) Online _____ refers to such practices as using virus protection, avoiding personal attacks, and avoiding multitasking while using IM.

Answer: etiquette

Diff: 3 Page Ref: 56

Skill: Concept

Objective: 6

AACSB: Communication, Technology

85) When it comes to nonverbal communication, your _____ are especially effective for indicating attention and interest, regulating interaction, and establishing dominance.

Answer: eyes

Diff: 2 Page Ref: 51

Skill: Concept

Objective: 5

AACSB: Communication

86) Describe the primary difference between a committee and a task force.

Answer: Whereas a committee is normally a long-standing team (and can even become part of the organizational structure), a task force is a temporary team formed to deal with a temporary problem or issue.

Diff: 2 Page Ref: 35

Skill: Concept

Objective: 1

AACSB: Communication

87) Briefly explain why the ability to work effectively in teams is so important in business.

Answer: Companies look for employees who work well in teams for a number of reasons, but primarily because successful teams improve productivity, creativity, employee involvement, and even job security. Teams also involve employees in company decision making through participative management.

Diff: 3 Page Ref: 35

Skill: Concept

Objective: 1

AACSB: Communication

88) What are four potential disadvantages of working in teams?

Answer: While teams yield numerous benefits, it is important to recognize the possible drawbacks of working in teams. Groupthink occurs when team members value team harmony more than effective decision making. Some team members may have hidden agendas that can impede the team's progress, while free riders do not contribute to the team's work. Finally, the cost of coordinating group activities can be unreasonably high.

Diff: 2 Page Ref: 36

Skill: Concept

Objective: 1

AACSB: Communication

89) As the leader of a new task force, you notice that one of your team members remains silent during meetings. What should you do?

Answer: The team won't function to its potential if even one member doesn't contribute, and this individual may be tuning out without really knowing why. It would be important to encourage him or her to participate by asking questions such as, "You seem cool to this idea. Have I made some faulty assumptions?" or "You've done a lot of work in this area. What do you think?"

Diff: 3 Page Ref: 41

Skill: Application

Objective: 1

AACSB: Communication

90) If you are new to a company, what is the best way to decide what type of dress is appropriate in that organization?

Answer: The best way to learn what type of dress is right for those who work in a particular organization is to pay attention to the style of dress of other employees and adjust your style to match. If you're not sure, dress moderately and simply.

Diff: 2 Page Ref: 54

Skill: Concept

Objective: 5

AACSB: Communication

91) During a meeting with co-workers, your mobile phone rings. Should answer it? Why or why not?

Answer: Generally speaking, it would be best to avoid answering a mobile phone in situations such as this, since doing so can cause disruption and signal disrespect toward your colleagues. Such disruptions have become such a problem that some senior executives have banned the use of mobile phones during meetings.

Diff: 2 Page Ref: 56

Skill: Application

Objective: 6

AACSB: Communication, Technology

92) While having lunch with a client, what should you do with the business papers you brought to discuss? Why?

Answer: Since the business part of most meals does not begin until after entrée plates have been removed, you should place the papers under your chair or under the table until then.

Diff: 2 Page Ref: 56

Skill: Application

Objective: 6

AACSB: Communication

93) List at least three benefits of effective listening in business.

Answer: Effective listening strengthens organizational relationships, enhances product delivery, alerts the organization to opportunities for innovation, and allows the organization to manage growing diversity both in the workforce and in the customers it serves.

Diff: 3 Page Ref: 48

Skill: Concept

Objective: 4

AACSB: Communication

94) List at least three strategies to keep your mind from wandering while listening to a speaker.

Answer: Although people can think faster than they (and others) can speak, there are several techniques that can help. They include controlling barriers to physical reception, focusing on the speaker, analyzing the message, and keeping an open mind.

Diff: 2 Page Ref: 50

Skill: Concept

Objective: 4

AACSB: Communication

95) List at least three general categories of nonverbal communication.

Answer: The general categories of nonverbal communication include (1) facial expression, (2) gesture and posture, (3) vocal characteristics, (4) personal appearance, (5) touch, and (6) use of time and space.

Diff: 2 Page Ref: 51-52

Skill: Concept

Objective: 5

AACSB: Communication

96) Describe at least three common types of teams companies often create.

Answer: Teams can be formal or informal, depending on whether they are part of the organization's structure. Problem-solving teams or task forces are temporary teams created to solve temporary problems. A committee, on the other hand, is usually more permanent and can become a permanent part of the organization. Finally, virtual teams bring together employees in different geographic areas to interact, share information, and accomplish goals.

Diff: 2 Page Ref: 35

Skill: Concept

Objective: 1

AACSB: Communication

97) Discuss four strategies to use when planning an effective meeting.

Answer: The first task is to decide whether the meeting will serve mostly informational or decision-making purposes, or whether it will be geared toward both. Next, meeting participants should be chosen carefully, limiting selections to those whose presence is absolutely essential. Then the location must be selected and reserved. Finally, the meeting planner should develop a suitable agenda and distribute it among the participants several days before the meeting.

Diff: 3 Page Ref: 43

Skill: Concept

Objective: 1

AACSB: Communication

98) Briefly describe at least three meeting technologies that make it easy for virtual teams to interact.

Answer: One of the newest virtual tools is online brainstorming, in which companies conduct "idea campaigns" to generate ideas from people across the organization. Another example is groupware, an umbrella term for systems that let people communicate, share files, present materials, and work on documents simultaneously. Shared workspaces are "virtual offices" that give everyone on a team access to a variety of materials. Videoconferencing combines audio communication with live video, enabling team members see each other, demonstrate products, and transmit other visual information. Web-based meeting systems allow teams to collaborate in real time simply by logging on from any desktop or laptop PC, a PDA, or even a web-enabled mobile phone from almost anywhere in the world.

Diff: 3 Page Ref: 46-47

Skill: Concept

Objective: 3

AACSB: Communication, Technology

99) Differentiate among the three primary types of listening.

Answer: Content listening focuses on understanding and retaining what the speaker is saying. Critical listening, in contrast, is often more useful when the speaker is presenting an argument. In this type of listening, the listener's goal is to evaluate the message on various levels. Finally, empathic listening is most useful when a speaker is primarily interested in sharing feelings. In this case, the listener's goal is to appreciate the speaker's point of view (whether or not the listener agrees with it).

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Skill: Concept

Objective: 4

AACSB: Communication

100) List and briefly explain the three roles nonverbal communication plays in communication.

Answer: The first role of nonverbal communication is complementing verbal language. Nonverbal signals can strengthen, weaken, or even replace verbal messages. The second role is revealing truth. It is much more difficult to deceive others with nonverbal signals than with verbal ones. Finally, nonverbal communication conveys information efficiently, since nonverbal signals can convey both nuance and rich amounts of information in an instant.

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Skill: Concept

Objective: 5

AACSB: Communication