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**Business
Communication
Today** TWELFTH EDITION



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Business Communication Today, 12e (Bovee/Thill)

Chapter 2 Mastering Team Skills and Interpersonal Communication

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

Explanation: A) Participative management's aim is to improve decision making and efficiency by including employees in the decision-making process.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

2) All of the following except _____ are elements of the group development process.

- A) anticipation
- B) emergence
- C) brainstorming
- D) reinforcement

Answer: A

Explanation: A) According to the textbook, teams evolve through the following five stages: orientation, conflict, brainstorming, emergence, and reinforcement.

Diff: 2

Skill: Synthesis

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

3) A _____ usually has a long life span and typically deals with regularly recurring tasks.

- A) task force
- B) work group
- C) committee
- D) problem-solving team

Answer: C

Explanation: C) Committees are formal teams that usually have a long life span and can become a permanent part of the organizational structure.

Diff: 2

Skill: Application

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

4) Which one of the following is not a dysfunctional team role?

- A) Controlling
- B) Diverting
- C) Initiating
- D) Withdrawing

Answer: C

Explanation: C) Controlling, withdrawing, attention seeking, and diverting are dysfunctional, self-oriented roles that mainly fulfill individual rather than team needs.

Diff: 2

Skill: Application

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

5) 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

Explanation: B) Groupthink is the harmful tendency within groups that pressures members to conform with the majority or a few influential leaders. Increasing groupthink would decrease the likelihood of success for a team.

Diff: 1

Skill: Critical Thinking

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

6) 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 and guide the group to make its decisions that operates primarily in large groups but can also be seen in small groups.

Answer: A

Explanation: A) When groupthink occurs, all group members tend to agree with the consensus. Groupthink arises when group members see little to gain and a lot to risk in expressing opinions that are not congruent with the prevailing views of the group.

Diff: 1

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

7) A hidden agenda refers to

- A) a meeting agenda that is not revealed to others outside the meeting group.
- B) individuals harboring motives that are concealed from the rest of the group.
- 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

Explanation: B) A hidden agenda is an unexpressed plan that is harbored by one member of the group but unknown to the rest of the group. An example of a hidden agenda would be a team member who conceals his plans to depose the group leader and take over leadership of the group.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Discuss the challenges and importance of business communications

8) You and several coworkers serve on a task force charged with updating the company's personnel-policy manual. To proceed effectively, you should concentrate on

- A) pointing out as many typos, misspellings, and grammatical errors as possible.
- B) ensuring that all members have a clear and shared sense of purpose.
- C) making other team members feel good.
- D) doing all of the above.

Answer: B

Explanation: B) Successful groups have a common sense of purpose and an open and honest way of making decisions. When people fail to understand the purpose of the group, the group can have a hard time achieving its objectives.

Diff: 2

Skill: Synthesis

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

9) Writing for websites often involves the use of _____, which organize and control content and support teamwork.

- A) wikis
- B) shared workspaces
- C) word processing software
- D) content management systems

Answer: D

Explanation: D) Content management systems organize and control website content and include features that help team members work together on webpages and other documents.

Diff: 2

Skill: Application

Objective: 2

AACSB: Communication Abilities, Use of IT

Learning Outcome: Plan and prepare business messages

10) _____ 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

Explanation: C) Norms are the unwritten rules of group conduct that identify how group members should behave. An example of a group norm is a "rule" that members never interrupt one another in a group meeting.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

11) 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

Explanation: C) Self-oriented group members who aren't motivated by group goals tend to be unproductive and can often drag a group into being dysfunctional.

Diff: 1

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

12) 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-oriented role.
- C) self-oriented role.
- D) coordinating role.

Answer: A

Explanation: A) Group members who fulfill a team maintenance role make sure that everyone in the group is focused on group tasks. These members spend time and energy to avoid conflicts and to make sure that group members don't feel resentful or bitter about group activities.

Diff: 2

Skill: Application

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

13) During the _____ of the group-development process, the members of a problem-solving team would begin to discuss their positions and become more assertive in establishing their roles.

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

Answer: A

Explanation: A) In the conflict phase of the group-development process, different opinions and perspectives begin to emerge. During orientation, team members get to know one another. Roles are established during orientation and group members begin developing group norms and goals.

Diff: 1

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

14) 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

Explanation: A) A win-lose situation is a zero-sum way of resolving a conflict: one party benefits from the outcome and the other party is harmed. If possible, win-lose conflict resolution should be avoided because it can breed resentment and other problems.

Diff: 2

Skill: Critical Thinking

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

15) When you encounter someone who is resistant to change

- A) confront the person aggressively.
- B) overcome resistance with logic.
- C) empathize with the person's concerns.
- D) tell that person to quit whining and get back to work.

Answer: C

Explanation: C) When people in a group resist change, express understanding and bring their issue out into the open where it can be dealt with directly. Encourage the person to express his or her objections to the change, and resolve the issue firmly and fairly.

Diff: 3

Skill: Critical Thinking

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

- 16) When composing collaborative messages, the best strategy is to
- A) avoid composing 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

Explanation: A) Writing is something that cannot be done by many people at once. Get the group involved in the planning of the message, then assign one or a few people to draft the text on their own. Have the group examine the draft that has been created, then assign one person to make revisions and provide a finished document.

Diff: 3

Skill: Critical Thinking

Objective: 2

AACSB: Communication Abilities

Learning Outcome: Plan and prepare business messages

17) "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

Explanation: C) A shared workspace allows everyone working on the team to access the same source materials, including databases, schedules, source materials, team-created documents, and other items. In some shared workspaces team members create or edit documents collaboratively, with all team members able to view the document on their screen as changes are made.

Diff: 2

Skill: Concept

Objective: 2

AACSB: Communication Abilities, Use of IT

- 18) Social networking technologies can help a company create *communities of practice* that
- A) allow employees to develop new workplace skills.
 - B) give disgruntled employees a forum for venting their frustrations.
 - C) discourage socializing so that individual employees can get their work done.
 - D) link employees to others with similar professional interests throughout the organization.

Answer: D

Explanation: D) Some companies use social networking technologies to create virtual communities of practice that link employees with similar professional interests throughout a company; they sometimes link employees with customers and suppliers, as well. Sites such as LinkedIn and Xing link people together in a particular business community. For example, professional orchestra musicians may keep in touch with one another and the trends and opportunities in their vocation through LinkedIn, monitoring such things as job opportunities, concert schedules, and gossip on their virtual community.

Diff: 2

Skill: Concept

Objective: 2

AACSB: Communication Abilities, Use of IT

Learning Outcome: Describe best practices in team and interpersonal communication

- 19) The primary difference between constructive feedback and destructive feedback is
- A) constructive feedback is focused on the people involved.
 - B) destructive feedback is focused on the process and outcomes of communication.
 - C) constructive feedback can hurt people's feelings.
 - D) destructive feedback delivers criticism with no guidance for improvement.

Answer: D

Explanation: D) Destructive feedback is purely negative; it has no constructive or positive component. Typically, destructive feedback consists of a person evaluating the performance or product of another person in a purely negative way, without any information about what went wrong or how to fix the item.

Diff: 2

Skill: Concept

Objective: 2

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

20) Much of your workplace communication will occur during in-person or online meetings. If you're leading a meeting, you can help to make sure it's productive by

- A) preparing carefully.
- B) conducting the meeting efficiently.
- C) using meeting technologies wisely.
- D) all of the above.

Answer: D

Explanation: D) Meetings can be a waste of time if they aren't planned and managed well. You can help ensure productive meetings by preparing carefully, conducting meetings efficiently, and using meeting technologies wisely. Before the meeting begins, participants should be carefully selected, the purpose of the meeting should be identified, and the location and agenda for the meeting should be set. In some situations, when attempting to identify the purpose for a meeting or setting its agenda, you may decide that the purpose or agenda are unclear or inappropriate. In that case, the meeting should be canceled to avoid wasting people's time.

Diff: 2

Skill: Concept

Objective: 3

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

21) For a formal meeting, appoint one person to record a _____ to summarize the important highlights of the meeting.

- A) detailed meeting agenda
- B) set of meeting minutes
- C) pro-forma meeting matrix
- D) list of personal impressions

Answer: B

Explanation: B) For a formal meeting, it's good practice to appoint one person to record the minutes, a summary of the important information and decisions from the meeting.

Diff: 2

Skill: Concept

Objective: 3

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

22) The best time to distribute an agenda for a meeting is

- A) before the meeting.
- B) at the start of the meeting.
- C) during the meeting.
- D) after the meeting.

Answer: A

Explanation: A) The success of a meeting depends on the preparation of the participants. Therefore, distribute the agenda before the meeting begins, being sure to allow participants sufficient time to prepare for the meeting. Participants must be allowed to review meeting agenda before the meeting begins. That way, they can have the option of doing some preparing of their own for the meeting, which may include researching, compiling data, or preparing documents.

Diff: 2

Skill: Concept

Objective: 3

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

23) 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 meetings with more than a dozen participants.

Answer: C

Explanation: C) Parliamentary procedure is a tried-and-true method of running a meeting. Using parliamentary procedure often eliminates conflicts and minimizes resentment and misunderstandings. The advantage of parliamentary procedure is that it is a set of rules that everyone understand to be fair so there are no debates about how to resolve issues.

Diff: 3

Skill: Concept

Objective: 3

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

24) 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

Explanation: B) *Robert's Rules of Order* is the standard reference for implementing parliamentary procedure. The online version of the protocol allows users to use a search function to find the particular issue that they are in need of.

Diff: 1

Skill: Application

Objective: 3

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

25) If you're the designated leader of a meeting,

- A) don't interfere if the discussion departs from the goals of the meeting.
- B) allow introverted participants to disengage from the meeting.
- C) try to simply act as an observer, and let the meeting "run itself."
- D) do none of the above.

Answer: D

Explanation: D) Effective meeting leaders keep the discussion on track, follow agreed-upon rules, encourage participation, participate actively, and close effectively. In meetings, it is natural for some people to be more involved than others, and some people to dominate the discourse. However, when extremes of these trends occur, the person running the meeting must take action. A participant may be fairly quiet during the meeting, for example, but it is not acceptable for that person to be completely disengaged. Similarly, a dominant participant who lets no one else get a word in edgewise must be controlled or the meeting will produce no meaningful results.

Diff: 2

Skill: Critical Thinking

Objective: 3

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

26) Which of the following meeting technologies would be most effective for negotiations, collaborative problem solving, and other complex discussions?

- A) Instant messaging
- B) Teleconference
- C) Telepresence
- D) None of the above

Answer: C

Explanation: C) Complex interactions can be helped by employing all forms of communication, including voice, tone, facial gesture, and body language. Telepresence is the only medium that includes all of these features (other than an actual live meeting).

Diff: 2

Skill: Critical Thinking

Objective: 4

AACSB: Communication Abilities, Use of IT

Learning Outcome: Discuss the challenges and importance of business communications

27) Conducting successful virtual meetings requires _____ before the meeting and _____ during the meeting.

- A) less planning, less diligence
- B) more planning, more diligence
- C) less planning, more diligence
- D) more planning, less diligence

Answer: B

Explanation: B) Conducting successful virtual meetings requires extra planning before the meeting and more diligence during the meeting.

Diff: 2

Skill: Critical Thinking

Objective: 4

AACSB: Communication Abilities, Use of IT

Learning Outcome: Describe best practices in team and interpersonal communication

28) 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

Explanation: A) With content listening, the listener's primary focus is simply in comprehending what the speaker is saying. Content listening should be the default listening mode for most situations. Once the listener has a strong grasp of the speaker's basic message, he or she can move on to higher forms of listening, such as critical listening or empathic listening.

Diff: 2

Skill: Concept

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

29) An effective listener tries to practice _____ in an effort to hear and understand what the other party is saying.

- A) emphatic listening
- B) critical listening
- C) active listening
- D) content listening

Answer: C

Explanation: C) Effective listeners practice active listening by making a conscious effort to turn off their own filters and biases to truly hear and understand what another party is saying.

Diff: 2

Skill: Synthesis

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

30) Some people use _____ to tune out anything that doesn't conform to their beliefs or their self images.

- A) empathetic listening
- B) constricted listening
- C) egocentric listening
- D) defensive listening

Answer: D

Explanation: D) Some people use defensive listening to protect their egos by tuning out anything that doesn't confirm their beliefs or their view of themselves.

Diff: 2

Skill: Concept/Application

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

31) 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

Explanation: C) In critical listening, the listener is trying to make a critical judgment about the position that the speaker is presenting. Does the speaker's position make sense? Are the points that the speaker brings up valid and appropriate? Overall, does the case that the speaker presents stand up to scrutiny? These are the kinds of questions that a critical listener employs.

Diff: 2

Skill: Concept

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

32) 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 listening.
- C) critical listening.
- D) sustained listening.

Answer: B

Explanation: B) When the issue involves emotions and feelings, empathic listening should be employed. Rather than immediately telling the speaker what to do, it is important simply to let the speaker have his or her say and to listen intently to show that you understand and that you sympathize. Once the speaker feels that the issue has been truly "heard," you can move on to more practical issues, like how to schedule the leave of absence.

Diff: 3

Skill: Application

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

33) 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

Explanation: C) Since people tend to forget half of what they hear, it is important to focus on clarity when you are speaking. It is also important to recognize that you are likely to forget a substantial portion of what you hear, so the important points that a speaker makes should be reviewed and made clear.

Diff: 2

Skill: Concept

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Discuss the challenges and importance of business communications

34) 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

Explanation: A) Interference with the physical reception of a message includes noise, distraction, poor hearing, or failing to focus or pay attention.

Diff: 2

Skill: Concept

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Plan and prepare business messages

35) Selective listening refers to

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

Answer: B

Explanation: B) Selective listening occurs when the listener tends to tune in and tune out rather than listen consistently. In almost every case, the listener is at fault in engaging in selective listening for failing to focus. However, in some instances, the speaker can also share some of the responsibility for the confusion by speaking in a rambling or incoherent manner that makes it difficult for the listener to follow.

Diff: 2

Skill: Concept

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Discuss the challenges and importance of business communications

36) Which of the following statements about nonverbal communication is false?

- A) Facial expressions are a primary means of conveying emotions.
- B) A person's voice carries both intended and unintended nonverbal cues.
- C) Nonverbal signals can be used to assert both authority and intimacy.
- D) Mastering nonverbal signals will allow you to "read someone like a book."

Answer: D

Explanation: D) Nonverbal signals are powerful, but they aren't infallible, particularly if you don't know a person's normal behavior patterns.

Diff: 2

Skill: Concept

Objective: 6

AACSB: Communication Abilities

Learning Outcome: Discuss the challenges and importance of business communications

- 37) According to the theory of nonverbal communication, 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 cultural customs that establish who can touch whom and when.

Answer: D

Explanation: D) Each culture has its own informal rules for touch. In dealing with people from other cultures, it is best to be flexible and adaptable when it comes to touch. This requires, for example, not being alarmed by an unexpected hug from a person from another culture, or feeling miffed when your audience fails to return your handshake vigorously.

Diff: 2

Skill: Concept

Objective: 6

AACSB: Communication Abilities

Learning Outcome: Describe the opportunities and challenges of communicating in a diverse world

- 38) Nonverbal signals can _____ a verbal message.
A) strengthen
B) weaken
C) replace
D) all of the above

Answer: D

Explanation: D) Nonverbal signals play a vital role in communication because they can strengthen a verbal message, weaken a verbal message, or replace words entirely.

Diff: 2

Skill: Concept

Objective: 6

AACSB: Communication Abilities, Multicultural and Diversity Understanding

Learning Outcome: Describe best practices in team and interpersonal communication

- 39) Successful teamwork, productive meetings, effective listening, and nonverbal communication all depend on _____ among all participants.
A) face-to-face contact
B) mutual respect and consideration
C) common cultural reference points
D) the use of the latest communication technology

Answer: B

Explanation: B) Mutual respect and consideration is the common thread that runs through successful teamwork, productive meetings, effective listening, and nonverbal communication.

Diff: 2

Skill: Concept

Objective: 7

AACSB: Reflective Thinking skills

Learning Outcome: Describe the opportunities and challenges of communicating in a diverse world

40) 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

Explanation: D) Personal appearance is a key part of business etiquette, but only the component of personal appearance that is under your immediate control. Therefore, grooming and wardrobe matter in business etiquette, because they are under your immediate control. Your height and weight, on the other hand, are not under your immediate control so they are not considered a part of business etiquette.

Diff: 2

Skill: Critical Thinking

Objective: 7

AACSB: Communication Abilities

Learning Outcome: Describe the opportunities and challenges of communicating in a diverse world

41) 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 impolite to say things such as, "I understand" while the other person is speaking.
- C) it is perfectly acceptable to put the caller on hold without explanation.
- D) do none of the above.

Answer: A

Explanation: A) To inform the speaker that you are following what is being said, short responses of (for example) "I see" or brief clarifying questions are not only acceptable in business phone calls, but highly recommended.

Diff: 3

Skill: Concept

Objective: 7

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

42) 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

Explanation: D) Note that the firm handshake is not universal, but instead particular to North America. In Japan, for example, handshakes are completely avoided and replaced by bows.

Diff: 2

Skill: Application

Objective: 7

AACSB: Communication Abilities, Multicultural and Diversity Understanding

Learning Outcome: Describe the opportunities and challenges of communicating in a diverse world

43) 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

Explanation: B) In most cases, your name is less important than your function in the organization. People need extra clues to place you into a context. Knowing that you are "Mary Smith" is much less helpful than knowing you are "Mary Smith, the IT specialist who developed the current database that the company uses."

Diff: 2

Skill: Application

Objective: 7

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

44) Using mobile phones during meetings is

- A) routine in today's high-tech workplace.
- B) now restricted or prohibited in many organizations.
- C) an effective way to show your professionalism.
- D) all of the above.

Answer: B

Explanation: B) Phone calls in meetings are disruptive. It is now considered poor etiquette to accept even a "super important" phone call without apologizing for taking the call.

Diff: 2

Skill: Application

Objective: 7

AACSB: Communication Abilities, Use of IT

Learning Outcome: Describe best practices in team and interpersonal communication

45) Whenever you're representing your company online, all of the following except _____ will help you maintain a high standard of business etiquette.

- A) differentiating facts from opinions and supporting facts with evidence.
- B) assuming that people are available to discuss work-related issues around the clock.
- C) following basic expectations of spelling, punctuation, and capitalization.
- D) watching your language and keeping your emotions under control.

Answer: B

Explanation: B) Respect personal and professional boundaries of time and virtual space when using online communication tools. Electronic communication is now available on a 24-hour basis. However, that does not mean that people's personal boundaries should not be respected. The best policy is to send one-way communications such as emails to people during off hours. Give them the option to respond. You should expect a timely response only during actual business hours.

Diff: 3

Skill: Synthesis

Objective: 7

AACSB: Communication Abilities, Use of IT

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: TRUE

Explanation: A team can consist of as few as two people. What makes the association a team is that the people collaboratively work together to achieve some common goal.

Diff: 1

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

47) Cross-functional teams perform several roles, but contain employees from the same department or division.

Answer: FALSE

Explanation: The reverse is true. A cross-functional team assembles employees from different departments with different skills for the expressed purpose of solving a single problem or addressing a single issue.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: FALSE

Explanation: Teams that are dominated by a single individual tend to be less successful than teams that reach decisions by a more democratic means. Overly-dominant team members tend to erode trust within the team, and trust between team members is usually the most important element for overall team success.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: TRUE

Explanation: Groupthink can lead a team into making disastrous decisions. The essence of groupthink usually lies in two dynamics: one person or a few people dominating the agenda, and others in the group who are either afraid to speak up or are drowned out when they do speak up. The result is a false consensus in which the group seems to have debated all of the important issues and arrived at an optimum outcome, when in reality the group saw only a small part of the entire picture and came to somewhat arbitrary, rather than informed, conclusions.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

50) Despite the advantages of teamwork, the costs can be high.

Answer: TRUE

Explanation: Devoting oneself to a team takes considerable effort on the part of team members with respect to time, preparation, and overall effort and energy. That is why teams should be taken seriously by both team leaders and team members alike, to make sure that no one's time gets wasted.

Diff: 1

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: TRUE

Explanation: Every team needs at least one person to perform maintenance roles to make sure that team members are happy in their roles and team organization and planning runs as smoothly as possible.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

52) 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

Explanation: Task-facilitating roles focus on clarifying issues and focusing the team on goals rather than fulfilling personal needs.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: FALSE

Explanation: Conflict can be constructive or destructive. If conflict serves to bring critical team issues and concerns to light, it is considered constructive. If for any reason conflict diverts the team from its objectives, it is termed destructive.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: TRUE

Explanation: If bottled up, resentment can prevent conflicts from being resolved in a satisfactory way. Therefore, the first step in dealing with conflict is to allow parties to express their feelings openly, with insistence that respect be maintained at all times.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

55) 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

Explanation: When conflicting parties see common ground in combatting a common problem or foe, they are often able to view one another in a more positive light and gain mutual trust. Once mutual trust is established, the conflict is often either resolved or reduced to a level that is much easier to address.

Diff: 2

Skill: Application

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

56) 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

Explanation: Collaborative writing often results in a product that is superior to that of an individual. The advantage to collaborative writing is that the collective insights and judgment of many different people can be pooled to create the final document.

Diff: 2

Skill: Concept

Objective: 2

AACSB: Communication Abilities

Learning Outcome: Plan and prepare business messages

57) Cloud computing offers little that can affect how teams conduct virtual meetings.

Answer: FALSE

Explanation: Cloud computing allows files to be stored in common sites with remote access so that, for example, everyone participating in a virtual meeting can have easy access to all relevant sources and materials.

Diff: 2

Skill: Concept

Objective: 2

AACSB: Communication Abilities, Use of IT

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: FALSE

Explanation: Unfortunately, many meetings in today's business world are poorly planned, poorly prepared for, or in some cases unnecessary to begin with. The result is frustration and an erosion of trust on the part of many in the business community. After too many unproductive meetings, individuals begin to balk when informed that a meeting is being scheduled.

Diff: 1

Skill: Concept

Objective: 3

AACSB: Communication Abilities

Learning Outcome: Discuss the challenges and importance of business communications

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

Answer: FALSE

Explanation: When it comes to meetings, the policy should be that only those who are truly involved in the issue and can truly benefit from being at the meeting should attend. Extra participants for the sake of quantity is a mistake.

Diff: 2

Skill: Concept

Objective: 3

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: FALSE

Explanation: Being passive is a mistake for a meeting leader. The leader should focus on keeping the agenda of the meeting on track and making sure that all parties and all views get a fair hearing.

Diff: 2

Skill: Concept

Objective: 3

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

61) Now that technology is so vital in the workplace, few executives view listening as an important skill.

Answer: FALSE

Explanation: In fact, 80 percent of top executives name listening as the most important skill an employee can have.

Diff: 2

Skill: Concept

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: FALSE

Explanation: The primary goal for empathic listening is to let the speaker know that his or her concerns are being heard and appreciated.

Diff: 2

Skill: Concept

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

63) Most people need to improve their listening skills.

Answer: TRUE

Explanation: Studies show that people listen with a 25-percent efficiency rate, meaning that they are missing 75 percent of what is being said.

Diff: 1

Skill: Concept

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: FALSE

Explanation: Selective listening is not something that good listeners engage in. Selective listening is the act of tuning people out and catching only small parts of what they are saying.

Diff: 2

Skill: Concept

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

65) 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

Explanation: In fact, most listeners process information at a much greater speed than speakers speak. Typically, comprehension rates are two or three times greater than speaking rates. So rather than getting behind what the speaker is saying, listeners are instead often too far ahead of what the speaker is saying to fully understand what is being said.

Diff: 2

Skill: Concept

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Discuss the challenges and importance of business communications

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

Answer: FALSE

Explanation: In many instances, nonverbal signals are very different between different cultures. Personal space, for example, is seen differently in different cultures. Some cultures regularly practice what North Americans might condemn as an "invasion of personal space," by standing too closely or touching too frequently.

Diff: 2

Skill: Concept

Objective: 6

AACSB: Communication Abilities, Multicultural and Diversity Understanding

Learning Outcome: Describe the opportunities and challenges of communicating in a diverse world

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

Answer: TRUE

Explanation: A typical "power play" that people employ is to disrespect the time of others by making them wait. The person causing the wait feels "superior" to the waiters because he or she has controlled their time. The people who wait feel resentment toward the person who delayed them.

Diff: 2

Skill: Concept

Objective: 6

AACSB: Communication Abilities

Learning Outcome: Describe the opportunities and challenges of communicating in a diverse world

68) When it comes to personal appearance in the workplace, it's best to match your style to the expectations of your organization.

Answer: TRUE

Explanation: The values of the organization are recognized by observing a wide variety of people and matching their style. Keep in mind that a high executive within a company might dress in a very different manner than a supervisor or a line worker.

Diff: 1

Skill: Concept

Objective: 6

AACSB: Communication Abilities

Learning Outcome: Describe the opportunities and challenges of communicating in a diverse world

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

Answer: FALSE

Explanation: The business community has reacted to the disruption that mobile phone calls create in meetings. Many organizations now ban the use of phones during meetings.

Diff: 2

Skill: Concept

Objective: 7

AACSB: Communication Abilities, Use of IT

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: TRUE

Explanation: Convention holds that business may be discussed only casually during the major part of the meal. The real "nitty-gritty" of the business, including data and documents, should be reserved for after the entrée has been served and the diners are relaxed and ready to focus.

Diff: 2

Skill: Application

Objective: 7

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

71) _____ refers to working together to meet complex challenges.

Answer: Collaboration

Explanation: Collaboration occurs only if the parties working together actually enhance the function of one another.

Diff: 1

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: Participative

Explanation: Participative management involves seeking the input of workers in decision making that in the past was exclusively the domain of executives. A mobile phone company, for example, might solicit the input of its engineers to see what they think of the features that the phone has. The insights of the engineers might cause management to change its plans or its design for the product.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal 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

Explanation: Groupthink occurs when group members for some reason (intimidation, risk aversion, or over-dominant group leadership, for example) are unwilling to provide meaningful input into the group. Typically this results in the group making decisions that do not take the views of all group members into account. Frequently, this failure to see all sides of the issue yields poor decisions and poor outcomes.

Diff: 1

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: hidden agendas

Explanation: A hidden agenda is an unexpressed goal that a group member has that underlies much of his or her behavior. For example, a member of a group exploring new video game ideas might have a hidden agenda to avoid all games that include violence. This goal may be admirable, but it will cause trouble for the group if the member fails to state the position about violence openly.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: dynamics

Explanation: Group dynamics refer to all of the relationships that exist within the group. For example, one group may have three subgroups that always align with one another. Another group may be very individualistic and not have any alignments.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: norms

Explanation: Group norms are the unwritten rules of conduct that members must follow in order for a successful group interaction. Different groups may have different norms but all groups should establish limits to behavior. For example, one group might be quite contentious and tolerate a great deal of discord and high emotions, while a second group may put a stop to the slightest display of "hot" emotion.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

77) 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

Explanation: The emergence stage is the stage in which the group comes together and finds a solution to the problem it is attempting to solve that all find acceptable. Note that the solution may not be ideal in the minds of all group members, but it at least meets the minimum requirements of their approval.

Diff: 3

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: conflict(s)

Explanation: Conflict is a natural part of group interaction. When handled well, conflict can be a constructive element for the group. When handled poorly, conflict can prevent a group from achieving its goal.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: agenda

Explanation: The agenda outlines what will actually take place during the meeting, and in what order topics will be taken up. A well-written agenda adds structure to a meeting that greatly increases the chance of achieving group goals.

Diff: 1

Skill: Concept

Objective: 3

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: Parliamentary

Explanation: The advantage to using parliamentary procedure is that it is fair and it provides a clear-cut authority to resolve any issue.

Diff: 1

Skill: Concept

Objective: 3

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

81) _____ technologies enable realistic virtual meetings in which participants thousands of miles apart seem to be in the same room.

Answer: Telepresence

Explanation: Telepresence allows meeting participants to view one another as well as documents, images, and data that is relevant to the proceeding.

Diff: 2

Skill: Concept

Objective: 4

AACSB: Communication Abilities, Use of IT

Learning Outcome: Describe best practices in team and interpersonal communication

82) The goal of _____ listening is to evaluate the logic, conclusions, and other aspects of the message.

Answer: critical

Explanation: Critical listening should be reserved for situations in which the listener needs to make a judgment about what the speaker is saying or presenting. For example, when a speaker is presenting a company's strategic plan, listeners should be evaluating the plan to see if it is logical, supported by facts, and able to be carried out in a real-world setting.

Diff: 2

Skill: Concept

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: eyes

Explanation: People look to a person's eyes for signs of interest and enthusiasm. Listeners find it difficult to look another person squarely in the eye when the listener has no respect for the speaker or interest in what he or she is saying. Therefore, the speaker interprets "good" eye contact as a sign of respect and genuine interest.

Diff: 2

Skill: Concept

Objective: 6

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

84) A firm _____ can help make a positive first impression in business contexts, while a "dead fish" version does just the opposite.

Answer: handshake

Explanation: Note that handshakes are considered to be much more important among North American business people than people from other cultures. So one should take the nationality of a hand-shaker into account before passing ultimate judgment of a "dead fish" grip.

Diff: 1

Skill: Concept

Objective: 7

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: etiquette

Explanation: Etiquette online is similar to everyday etiquette: consideration for the other person is key. So, for example, using virus protection is good etiquette because it allows others to avoid the trouble that computer viruses can bring.

Diff: 3

Skill: Concept

Objective: 7

AACSB: Communication Abilities, Use of IT

Learning Outcome: Describe best practices in team and interpersonal 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

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal 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

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

88) What are three 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. Finally, the cost of coordinating group activities can be unreasonably high.

Diff: 2

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal 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've done a lot of work in this area. What do you think?"

Diff: 3

Skill: Critical Thinking

Objective: 3

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

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

Answer: Effective listening strengthens organizational relationships, alerts an 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

Skill: Concept

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Discuss the challenges and importance of business communications

91) 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 lowering barriers to physical reception, focusing on the speaker, analyzing what you hear, and keeping an open mind.

Diff: 2

Skill: Concept

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Discuss the challenges and importance of business communications

92) 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

Skill: Concept

Objective: 6

AACSB: Communication Abilities

Learning Outcome: Describe the opportunities and challenges of communicating in a diverse world

93) 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

Skill: Concept

Objective: 6

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

94) During a meeting with coworkers, your mobile phone rings. Should you 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

Skill: Synthesis

Objective: 7

AACSB: Communication Abilities, Use of IT

Learning Outcome: Describe best practices in team and interpersonal communication

95) 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

Skill: Application

Objective: 7

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal 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

Skill: Concept

Objective: 1

AACSB: Communication Abilities

Learning Outcome: Describe best practices in team and interpersonal communication

97) Once you have decided that a meeting is necessary, what four strategies can help you plan it effectively?

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 venue and time 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

Skill: Concept

Objective: 3

AACSB: Communication Abilities

Learning Outcome: Discuss the challenges and importance of business communications

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 to 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 computer or smartphone from almost anywhere in the world.

Diff: 3

Skill: Synthesis

Objective: 4

AACSB: Communication Abilities, Use of IT

Learning Outcome: Describe best practices in team and interpersonal communication

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).

Diff: 3

Skill: Critical Thinking

Objective: 5

AACSB: Communication Abilities

Learning Outcome: Discuss the challenges and importance of business communications

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.

Diff: 3

Skill: Concept

Objective: 6

AACSB: Communication Abilities

Learning Outcome: Describe the opportunities and challenges of communicating in a diverse world