1. Communication skills

|  |  |
| --- | --- |
| a. | are not as important as technical skills for career success. |
| b. | are not necessary in today's competitive job market. |
| c. | are ranked by recruiters at the top of qualities they most desire in job seekers. |
| d. | cannot be learned; they are innate. |

ANSWER: C

TYPE: MC

 2. Which of the following statements is *most* accurate?

|  |  |
| --- | --- |
| a. | Because today's workers are more geographically dispersed, the need for well-written messages has declined. |
| b. | Employers rank oral and written communication skills as less valuable than hard skills such as mathematical computation, computer literacy, and troubleshooting. |
| c. | Communication skills are critical to your job placement, performance, career advancement, and organizational success. |
| d. | Business letters and interoffice memoranda remain the top forms of business correspondence. |

ANSWER: C

TYPE: MC

 3. On the job you are more likely to be taken seriously and promoted if you

|  |  |
| --- | --- |
| a. | look and sound professional. |
| b. | frame your degree or certificate and hang it on your office or cubicle wall. |
| c. | appear to be busy even when you're not really doing anything. |
| d. | attend office parties. |

ANSWER: A

TYPE: MC

 4. Which of the following statements is *most* accurate?

|  |  |
| --- | --- |
| a. | Workers today communicate less than in previous years. |
| b. | Technology has not affected how and why we communicate. |
| c. | Businesses today generate a wide range of messages in a variety of media. |
| d. | Writing is a skill set used only by managers and corporate executives. |

ANSWER: C

TYPE: MC

 5. Major trends in today's dynamic world of work include increased emphasis on self-directed work groups and virtual teams, heightened global competition, innovative communication technologies, new work environments, and focus on

|  |  |
| --- | --- |
| a. | creating an entirely online presence. |
| b. | promoting from within. |
| c. | restructuring and downsizing. |
| d. | business ethics. |

ANSWER: D

TYPE: MC

 6. Which of the following statements about today's business environments is *most* accurate?

|  |  |
| --- | --- |
| a. | The number of telecommuting employees is expected to decline in the future. |
| b. | All companies assign offices for employees. |
| c. | Many employees today no longer need an office; they can work anytime and anywhere. |
| d. | Workers today spend more time in offices than workers in the past. |

ANSWER: C

TYPE: MC

 7. Which of the following statements is correct?

|  |  |
| --- | --- |
| a. | Ethics is a priority for many businesses. |
| b. | Because of economic concerns, American companies are relying on local markets. |
| c. | Most companies encourage workers to work independently. |
| d. | Today's businesses are expanding their hierarchies to meet the demands of their workers and their competition. |

ANSWER: A

TYPE: MC

 8. *Communication* is defined as "the transmission of information and meaning from one individual or group to another." The crucial element of this definition is

|  |  |
| --- | --- |
| a. | transmission. |
| b. | information. |
| c. | meaning. |
| d. | individual. |

ANSWER: C

TYPE: MC

 9. Converting ideas into words or gestures to convey meaning is called

|  |  |
| --- | --- |
| a. | feedback. |
| b. | decoding. |
| c. | encoding. |
| d. | nonverbal communication. |

ANSWER: C

TYPE: MC

 10. The communication process begins when the sender

|  |  |
| --- | --- |
| a. | determines the appropriate communication channel. |
| b. | has an idea. |
| c. | encodes an idea into a message. |
| d. | plans for feedback. |

ANSWER: B

TYPE: MC

 11. Translating the message from its symbol form into meaning involves

|  |  |
| --- | --- |
| a. | feedback. |
| b. | decoding. |
| c. | encoding. |
| d. | nonverbal communication. |

ANSWER: B

TYPE: MC

 12. Which of the following statements about feedback is *most* accurate?

|  |  |
| --- | --- |
| a. | Feedback is the verbal response from the receiver. |
| b. | Senders should provide as much information as they can to their receivers to show their intellectual capabilities. |
| c. | Paraphrasing a speaker's message is a waste of time. |
| d. | Feedback can include both nonverbal and verbal responses. |

ANSWER: D

TYPE: MC

 13. The medium over which the message is transmitted is the

|  |  |
| --- | --- |
| a. | context of the message. |
| b. | encoding process. |
| c. | communication channel. |
| d. | decoding process. |

ANSWER: C

TYPE: MC

 14. Communication noise

|  |  |
| --- | --- |
| a. | includes anything that disrupts the transmission of a message. |
| b. | is also called feedback. |
| c. | describes only externally produced sounds. |
| d. | occurs only during the encoding process. |

ANSWER: A

TYPE: MC

 15. Many of us are poor listeners because

|  |  |
| --- | --- |
| a. | the brain can process information at least three times as fast as people talk. |
| b. | we tend to "tune out" speakers whose ideas run counter to our own. |
| c. | we would rather talk than listen. |
| d. | All answer choices are correct. |

ANSWER: D

TYPE: MC

 16. According to research, what percentage of our work time is spent listening?

|  |  |
| --- | --- |
| a. | 50 percent |
| b. | 90 percent |
| c. | 10 percent |
| d. | 25 percent |

ANSWER: A

TYPE: MC

 17. Which of the following statements is *most* accurate?

|  |  |
| --- | --- |
| a. | Very few management problems are related to listening. |
| b. | The average person remembers nearly three quarters of what he or she hears following a10-minute presentation. |
| c. | We misinterpret, misunderstand, or change very little of what we hear. |
| d. | Most people are not very good listeners. |

ANSWER: D

TYPE: MC

 18. Approximately how many words per minute do most North Americans speak?

|  |  |
| --- | --- |
| a. | 375 |
| b. | 500 |
| c. | 250 |
| d. | 125 |

ANSWER: D

TYPE: MC

 19. Peter must inform his employees that his company will need to let go of employees. Which word would be best for Peter to use when conveying this idea to his employees?

|  |  |
| --- | --- |
| a. | Layoff |
| b. | Streamlining |
| c. | Downsizing |
| d. | Rightsizing |

ANSWER: A

TYPE: MC

 20. You can improve your listening skills if you follow tips for active listening, including

|  |  |
| --- | --- |
| a. | keeping an open mind, establishing a receptive mind-set, and listening between the lines. |
| b. | establishing a receptive mind-set, concentrating on appearance and delivery, and sifting information through biases. |
| c. | capitalizing on lag time, concentrating on your next comment, and taking as many notes as possible. |
| d. | asking questions immediately, focusing on the speaker's face, and concentrating on the details presented in the message. |

ANSWER: A

TYPE: MC

 21. Your boss is giving instructions for a new method of keeping expense accounts. However, you find it difficult to concentrate because you think the change is unnecessary. What type of barrier to effective listening are you experiencing?

|  |  |
| --- | --- |
| a. | Language problem barrier |
| b. | Psychological barrier |
| c. | Physical barrier |
| d. | Nonverbal distraction barrier |

ANSWER: B

TYPE: MC

 22. A listener who nods her head and maintains eye contact with a speaker is probably

|  |  |
| --- | --- |
| a. | listening actively to what the speaker is saying. |
| b. | not understanding what the speaker is saying. |
| c. | faking attention while she listens to music on her MP3 player. |
| d. | formulating her response to a point with which she disagrees. |

ANSWER: A

TYPE: MC

 23. Brian is attending a seminar on workplace efficiency and must make a presentation on this topic when he returns to work. Brian can increase his comprehension by keeping an open mind, listening for main points, taking selective notes, and

|  |  |
| --- | --- |
| a. | closing his eyes. |
| b. | speaking up immediately when he has a question or does not agree with the speaker. |
| c. | filling in the lag time by mentally reviewing other tasks he must do that day. |
| d. | judging ideas, not appearances. |

ANSWER: D

TYPE: MC

 24. Amelia has made a conscious effort to become an active listener. Therefore, she shuts down her computer, turns off her cell phone, and asks her assistant to hold all incoming calls when she conducts interviews. What technique is she using to improve listening?

|  |  |
| --- | --- |
| a. | Keeping an open mind |
| b. | Establishing a receptive mind-set |
| c. | Capitalizing on lag time |
| d. | Controlling her surroundings |

ANSWER: D

TYPE: MC

 25. Which of the following statements about nonverbal communication is *most* accurate?

|  |  |
| --- | --- |
| a. | Nonverbal communication comprises approximately 10 percent of a message. |
| b. | When verbal and nonverbal messages contradict, receivers believe that the verbal message is more accurate. |
| c. | Meanings of nonverbal behaviors are often influenced by one's culture. |
| d. | Nonverbal communication applies to only intended messages. |

ANSWER: C

TYPE: MC

 26. Which of the following is a form of nonverbal communication?

|  |  |
| --- | --- |
| a. | Facial expressions, such as frowning or raising the eyebrows |
| b. | Eye contact, such as staring or avoiding looking someone in the eye |
| c. | Time, such as showing up too late or too early |
| d. | All of these choices are forms of nonverbal communication. |

ANSWER: D

TYPE: MC

 27. According to Edward T. Hall, in which spatial zone do most people converse with friends and family members?

|  |  |
| --- | --- |
| a. | Intimate |
| b. | Personal |
| c. | Social |
| d. | Public |

ANSWER: A

TYPE: MC

 28. According to Edward T. Hall, which spatial zone is the largest?

|  |  |
| --- | --- |
| a. | Intimate |
| b. | Personal |
| c. | Social |
| d. | Public |

ANSWER: D

TYPE: MC

 29. Which of the following tips should you follow to improve your nonverbal communication skills?

|  |  |
| --- | --- |
| a. | Focus only on the sender's words when you are engaged in conversation. |
| b. | Proofread all correspondence you send. |
| c. | Avoid individuals from other cultures so that you don't start using nonverbal behaviors displayed in other cultures. |
| d. | Avoid asking the speaker questions when his or her nonverbal and verbal messages contradict. |

ANSWER: B

TYPE: MC

 30. Nonverbal communication includes

|  |  |
| --- | --- |
| a. | all unwritten and unspoken messages, intended or not. |
| b. | only body language and gestures that accompany a spoken message. |
| c. | only eye contact and facial expressions that support the meaning of the words. |
| d. | only cues that reveal agreement with or contradiction of the verbal message. |

ANSWER: A

TYPE: MC

 31. Most people think that the best predictor of a speaker's true feelings is his or her

|  |  |
| --- | --- |
| a. | facial expressions. |
| b. | posture. |
| c. | gestures. |
| d. | eyes. |

ANSWER: D

TYPE: MC

 32. Suzanne wants to make a good impression during a job interview. What should she do?

|  |  |
| --- | --- |
| a. | Avoid eye contact with her interviewer to show respect. |
| b. | Slump down in her chair to show that she's relaxed. |
| c. | Wear professional business attire. |
| d. | Ask the interviewer to lunch. |

ANSWER: C

TYPE: MC

 33. The manager noticed that Stephen slammed his desk drawer right after he said that he was happy to work late. The manager should

|  |  |
| --- | --- |
| a. | tell Stephen that he should behave more professionally. |
| b. | respond to the verbal message only and thank him for working late. |
| c. | politely seek additional information by saying, *I'm not sure that you really want to stay late. Do you have somewhere you need to be?* |
| d. | fire Stephen for insubordination. |

ANSWER: C

TYPE: MC

 34. Every country has a unique culture or common heritage that

|  |  |
| --- | --- |
| a. | teaches its members how to behave and conditions their reactions. |
| b. | results from a common gene pool. |
| c. | is created by a structured educational system. |
| d. | comes from an orderly system of government and laws. |

ANSWER: A

TYPE: MC

 35. Communicators in \_\_\_\_ cultures (such as those in North America, Scandinavia, and Germany) depend little on the context of a situation to convey their meaning. They tend to be logical, analytical, and action oriented.

|  |  |
| --- | --- |
| a. | high-context |
| b. | civilized |
| c. | ancient |
| d. | low-context |

ANSWER: D

TYPE: MC

 36. Which of the following countries represents a high-context culture?

|  |  |
| --- | --- |
| a. | United States |
| b. | Germany |
| c. | Norway |
| d. | Japan |

ANSWER: D

TYPE: MC

 37. Which of the following is a common trait of a business communicator from a low-context culture?

|  |  |
| --- | --- |
| a. | Valuing relationships, harmony, status, and saving face |
| b. | Relying on relationships and group decisions |
| c. | Keeping business and social relationships separate |
| d. | Assuming listeners require little background information |

ANSWER: C

TYPE: MC

 38. North Americans value straightforwardness and are suspicious of evasiveness. These traits identify the cultural dimension of

|  |  |
| --- | --- |
| a. | individualism. |
| b. | formality. |
| c. | communication style. |
| d. | time orientation. |

ANSWER: C

TYPE: MC

 39. Which of the following countries would likely view a business contract as a binding document?

|  |  |
| --- | --- |
| a. | Mexico |
| b. | Greece |
| c. | Japan |
| d. | Germany |

ANSWER: D

TYPE: MC

 40. Learning about beliefs and practices different from our own and appreciating them means displaying

|  |  |
| --- | --- |
| a. | tolerance |
| b. | individualism. |
| c. | stereotyping. |
| d. | gender norming. |

ANSWER: A

TYPE: MC

 41. An American businessperson who thinks that all Swiss are hardworking, efficient, and neat is illustrating an example of

|  |  |
| --- | --- |
| a. | ethnocentrism. |
| b. | tolerance. |
| c. | stereotyping. |
| d. | a cultural norm. |

ANSWER: C

TYPE: MC

 42. Robert frequently comments that he likes working independently because *that's the American wayand the American way is the best way!* Robert's belief in the superiority of his own culture is an example of

|  |  |
| --- | --- |
| a. | stereotyping. |
| b. | individualism. |
| c. | ethnocentrism. |
| d. | communication style. |

ANSWER: C

TYPE: MC

 43. Working with people from other cultures will require tolerance. One of the best ways to become more tolerant is by

|  |  |
| --- | --- |
| a. | practicing empathy. |
| b. | increasing your individualism. |
| c. | encouraging ethnocentrism. |
| d. | knowing your communication style. |

ANSWER: A

TYPE: MC

 44. While conducting business with a customer from Italy, Zoe was careful to speak slowly and clearly, using short sentences and familiar words. However, she noticed that the customer had a glazed expression and did not understand her. Zoe should

|  |  |
| --- | --- |
| a. | repeat what she has said in a louder voice. |
| b. | graciously accept the blame for not making her meaning clear. |
| c. | end the conversation until an interpreter can be found. |
| d. | require the Italian businessperson to restate the message in simple words. |

ANSWER: B

TYPE: MC

 45. When speaking with someone for whom English is a second language, you should talk slowly, enunciate clearly, check frequently for comprehension, observe eye messages, listen without interrupting, and

|  |  |
| --- | --- |
| a. | follow up important messages in writing. |
| b. | avoid smiling, which might make you appear to lack seriousness. |
| c. | use words that will impress the listener. |
| d. | assume that the listener understands if he or she nods and smiles in agreement. |

ANSWER: A

TYPE: MC

 46. When writing for a multicultural audience, you are more likely to be understood if you use short sentences and short paragraphs and if you include

|  |  |
| --- | --- |
| a. | slang, such as *This product really rocks!* |
| b. | idioms, such as *You can improve your bottom line by using this product.* |
| c. | acronyms, such as *ASAP.* |
| d. | action-specific verbs, such as *e-mail me if you have any questions* rather than *contact me if you have any questions.* |

ANSWER: D

TYPE: MC

 47. Max is preparing a contract between his company and one in Mexico. What should he do when citing numbers in the contract?

|  |  |
| --- | --- |
| a. | Use the metric system. |
| b. | Use American currency figures. |
| c. | Write all months as figures rather than as words. |
| d. | Avoid using any figures in the contract. |

ANSWER: A

TYPE: MC

 48. Which of the following is a benefit of a diverse work environment?

|  |  |
| --- | --- |
| a. | Better ability to create the products desired by consumers |
| b. | Fewer discrimination lawsuits, fewer union clashes, and less government regulatory action |
| c. | Improvement of employee relationships and increased productivity |
| d. | All are benefits of a diverse work environment. |

ANSWER: D

TYPE: MC

 49. Megahertz Technology Solutions, Inc., recently suffered a discrimination lawsuit. Advice to improve its workforce diversity is likely to include understanding the value of differences, providing diversity training for employees, building on similarities, and

|  |  |
| --- | --- |
| a. | hiring a more homogenous work group. |
| b. | making fewer assumptions. |
| c. | requiring all employees to use jargon that conveys stereotypes. |
| d. | making sure all employees conform to a standard company culture. |

ANSWER: B

TYPE: MC

 50. Workers who communicate successfully with diverse audiences must make few assumptions, learn about their own and other cultures, and

|  |  |
| --- | --- |
| a. | seek common ground. |
| b. | help others conform. |
| c. | avoid noticing differences. |
| d. | see professional advice. |

ANSWER: A

TYPE: MC

 51. In making hiring decisions, employers often rank communication skills among the most-requested competencies.

ANSWER: TRUE

TYPE: TF

 52. Because of today's communication technology, writing skills are less important than in the past.

ANSWER: FALSE

TYPE: TF

 53. Operating a computer is an example of a "soft" skill.

ANSWER: FALSE

TYPE: TF

 54. As a frontline employee, you can expect to have more managers in the workforce.

ANSWER: FALSE

TYPE: TF

 55. Despite their popularity among teens, social networking sites such as Facebook and Twitter are rarely used in today's business world.

ANSWER: FALSE

TYPE: TF

 56. Theresa will be working with Alex on a virtual team to develop a new marketing plan. Because they won't meet face to face, their work will be less dependent on good communication skills.

ANSWER: FALSE

TYPE: TF

 57. The central objective of communication is the transmission of meaning.

ANSWER: TRUE

TYPE: TF

 58. Anything that disrupts the transmission of a message in the communication process is called *noise*.

ANSWER: TRUE

TYPE: TF

 59. Words have the same basic meanings for everyone; therefore, messages communicated verbally are always understood.

ANSWER: FALSE

TYPE: TF

 60. After explaining a new procedure to her employees, Amy asks, "Is there anything that wasn't clear?" She is asking this question to encourage feedback.

ANSWER: TRUE

TYPE: TF

 61. Successful communication takes place only when a receiver understands the intended meaning of a message.

ANSWER: TRUE

TYPE: TF

 62. Skilled communicators should always use complex words to communicate their ideas and feelings.

ANSWER: FALSE

TYPE: TF

 63. Most people listen with 50 percent or higher efficiency.

ANSWER: FALSE

TYPE: TF

 64. Psychological barriers to listening include hearing disabilities, poor acoustics, and noisy surroundings.

ANSWER: FALSE

TYPE: TF

 65. Physical barriers to listening include only environmentally produced noises.

ANSWER: FALSE

TYPE: TF

 66. If you want to become a better listener, your first step is to stop talking.

ANSWER: TRUE

TYPE: TF

 67. Brooke is listening to a difficult presentation on nanotechnology development. As a good listener, she should take complete notes of everything said.

ANSWER: FALSE

TYPE: TF

 68. One of the best strategies to become a better listener is to question a speaker while he or she is still talking to ensure your comprehension.

ANSWER: FALSE

TYPE: TF

 69. When verbal and nonverbal messages conflict, listeners tend to believe the verbal message.

ANSWER: FALSE

TYPE: TF

 70. Most communication is nonverbal.

ANSWER: TRUE

TYPE: TF

 71. Understanding a message involves listening to only the spoken words.

ANSWER: FALSE

TYPE: TF

 72. Most Americans communicate with business associates at approximately 1½ feet.

ANSWER: FALSE

TYPE: TF

 73. Both your personal appearance and the physical appearance of your business documents transmit immediate and important nonverbal messages.

ANSWER: TRUE

TYPE: TF

 74. Zach's company does business globally. By associating with people from diverse cultures, Zach can widen his knowledge of intercultural messages and can increase his tolerance of differences.

ANSWER: TRUE

TYPE: TF

 75. Greg will be the student speaker for graduation. To ensure that his nonverbal cues support his verbal message, he should ask friends and family to monitor his conscious and unconscious body movements and gestures.

ANSWER: TRUE

TYPE: TF

 76. Joseph will be traveling to South America to increase sales for his company. Because the meanings of nonverbal gestures are similar in all cultures, Joseph can indicate that everything is OK with his South American customers by using his thumb and forefinger to form a circle.

ANSWER: FALSE

TYPE: TF

 77. The more you know about culture in general and your own culture, the better able you will be to adopt an intercultural perspective.

ANSWER: TRUE

TYPE: TF

 78. Laura values individualism and personal responsibility in herself and coworkers. These values are typical of North American culture.

ANSWER: TRUE

TYPE: TF

 79. For Americans words are very important, especially in contracts and negotiations.

ANSWER: TRUE

TYPE: TF

 80. The United States is an example of a low-context culture.

ANSWER: TRUE

TYPE: TF

 81. Bijan and his family place great emphasis on tradition, ceremony, and social rules. Bijan is most likely a member of a low-context culture.

ANSWER: FALSE

TYPE: TF

 82. North Americans consider time a precious commodity and correlate it with productivity, efficiency, and money.

ANSWER: TRUE

TYPE: TF

 83. Cross-cultural communication can be improved by practicing tolerance and ethnocentrism.

ANSWER: FALSE

TYPE: TF

 84. Ethnocentrism can be found in all cultures.

ANSWER: TRUE

TYPE: TF

 85. For international trade it is a good idea to learn and use the metric system.

ANSWER: TRUE

TYPE: TF

 86. Developing a diverse staff that can work together cooperatively is one of the biggest challenges facing business organizations today.

ANSWER: TRUE

TYPE: TF

 87. Ryan has an upcoming business meeting with a person from Germany. Because Ryan has never met this person, he is worried about traveling there to do business for his company. Ryan could reduce his worry by assuming that his German associate is similar to him.

ANSWER: FALSE

TYPE: TF

 88. Businesses that want to capitalize on cultural diversity need to train workers to think and act alike to reduce conflicts.

ANSWER: FALSE

TYPE: TF

 89. When communicating face-to-face with a person from another culture, you can always assume that the other person is understanding your ideas if he or she smiles.

ANSWER: FALSE

TYPE: TF

 90. The diversity of the U.S. workforce is expected to remain relatively stable in the next decade.

ANSWER: FALSE

TYPE: TF

 91. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is defined as "the transmission of information and meaning from one individual or group to another."

ANSWER: Communication

TYPE: FB

 92. In the communication process, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ means converting an idea into words or gestures that will convey meaning.

ANSWER: encoding

TYPE: FB

 93. When you decide the spoken or written means by which you will send a message, you have selected the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of communication.

ANSWER: channel

TYPE: FB

 94. When the receiver translates the message from its symbol form into meaning, it is known as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

ANSWER: decoding

TYPE: FB

 95. The verbal and nonverbal responses of the receiver create \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, a vital part of the entire communication process that helps the sender know that the message was received and understood.

ANSWER: feedback

TYPE: FB

 96. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ cues include eye contact, facial expression, body movements, space, time, territory, and appearance.

ANSWER: Nonverbal

TYPE: FB

 97. According to a model developed by cultural anthropologist Edward T. Hall, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ refers to the stimuli, environment, or ambience surrounding an event and is arranged on a continuum from low to high.

ANSWER: context

TYPE: FB

 98. The belief in the superiority of one's own culture is known as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. This natural attitude is found in all cultures.

ANSWER: ethnocentrism

TYPE: FB

 99. An oversimplified perception of a behavior pattern or characteristic applied to entire groups is a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

ANSWER: stereotype

TYPE: FB

 100. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ means learning about beliefs and practices different from our own and appreciating them. One of the best ways to develop this trait is to practice empathy.

ANSWER: Tolerance

TYPE: FB