Communicating in Small Groups 13th edition Beebe Test Bank

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Chapter 1:
Introducing Group Principles and Practices

True or False Questions

1. Communication is usually a linear process.

Answer: False
Topic: 1.1.1: Communication
Learning Objective: 1.1.1: Describe the process of communication
Skill: Understand the Concepts
Difficulty: Easy

2. If a group member sits in stony silence, that person is exerting no influence on the group's climate.

Answer: False
Topic: 1.1.5: Exerting Influence
Learning Objective: 1.1.5: Identify the characteristic of exerting influence on others as an essential element of small group communication
Skill: Analyze It
Difficulty: Moderate

3. A team is a coordinated group of individuals organized to work together to achieve a specific, common goal.

Answer: True
Topic: 1.2.1: Four Attributes of Effective Teams
Learning Objective: 1.2.1: Identify four attributes of effective teams
Skill: Understand the Concepts
Difficulty: Easy

4. An effective team member fears conflict and avoids accountability.

Answer: False
Topic: 1.2.2: Characteristics of an Effective Team
Learning Objective: 1.2.2: Describe characteristics of an effective team at work
Skill: Analyze It
Difficulty: Moderate

5. To enhance communication competence, a person must be motivated, have appropriate knowledge, and have the skill to act appropriately.

Answer: True
Topic: 1.2.2: Characteristics of an Effective Team
Learning Objective: 1.2.2 Describe characteristics of an effective team at work
Skill: Apply What You Know
Difficulty: Moderate

6. Often, it is better to work in a group than to work alone because we learn more about ourselves from the experience.

Answer: True
Topic: 1.3.1: Advantages of Working in Groups and Teams

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Learning Objective: 1.3.1: Describe five advantages of group and team work
Skill: Apply What You Know
Difficulty: Moderate

7. When you work in a group, you are more likely to be satisfied with a decision you help to make.

Answer: True
Topic: 1.3.1: Advantages of Working in Groups and Teams
Learning Objective: 1.3.1: Describe five advantages of group and team work
Skill: Apply What You Know
Difficulty: Moderate

8. Generally, study groups do not accomplish as much toward the learning task as those who study alone.

Answer: False
Topic: 1.4.2: Secondary Groups
Learning Objective: 1.4.2: Describe six types of secondary groups
Skill: Analyze It
Difficulty: Moderate

9. A therapy group is a group of 5 to 15 employees who meet regularly to examine work processes with the goal of improving productivity.

Answer: False
Topic: 1.4.2: Secondary Groups
Learning Objective: 1.4.2: Describe six types of secondary groups
Skill: Understand the Concepts
Difficulty: Easy

10. Virtual small group communication takes the form of communication among group members who are not together in the same physical location.

Answer: True
Topic: 1.5: Communicating in Virtual Groups
Learning Objective: 1.5: Use methods to make virtual group meetings effective
Skill: Understand the Concepts
Difficulty: Easy

Multiple-Choice Questions

1. Generally, group work can be more productive than individual efforts because groups

   A. have less information and knowledge available than an individual.
   B. stimulate creative problem solving.
   C. have the potential for agreement with an idea in order to avoid conflict.
   D. take more time to assemble their members and more time to reach a decision.

Answer: B
Topic: 1.3.1: Advantages of Working in Groups and Teams
Learning Objective: 1.3.1: Describe five advantages of group and team work
Skill: Analyze It
Difficulty: Moderate
Consider This: Groups can confer some advantages that can’t be achieved when working alone.

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2. Which example best meets the criteria for being labeled a “small group”?

   A. Four college professors from the communication department listening to an address by the college president

   B. Four people waiting for a bus

   C. Four persons waiting in a line in a fast-food restaurant

   D. Four office managers from various branches of a large corporation holding a conference telephone call to decide a question about a company policy

Answer: D
Topic: 1.1.2: A Small Group of People
Learning Objective: 1.1.2: Describe the characteristics of a small group
Skill: Understand the Concepts
Difficulty: Easy
Consider This: For communication theorists, a *small group* requires definitional properties focusing on the qualities of interaction and goals of the members.

3. A group whose main purpose is to give people a way to fulfill their need to associate with others may be described as a

   A. study group.

   B. primary group.

   C. therapy group.

   D. committee.

Answer: B
Topic: 1.4.1: Primary Groups
Learning Objective: 1.4.1: Describe two types of primary groups
Skill: Understand the Concepts
Difficulty: Easy
Consider This: Some human needs, such as associating with others, are fundamental or basic.

4. “I think group work is just terrific,” gushed Marisol after a particularly harmonious and productive group meeting. “Yes,” replied Reiko, “but you also have to realize that group work has its disadvantages, including

   A. less information and knowledge available than an individual would have.”

   B. less chance of comprehending and remembering information.”

   C. the potential for agreement with an idea just to avoid conflict.”

   D. less chance of understanding your interpersonal behavior and communication style.”

Answer: C
Topic: 1.3.2: Disadvantages of Working in Groups and Teams
Learning Objective: 1.3.2: Explain how to overcome the four disadvantages of working in small groups and teams
Skill: Apply What You Know
Difficulty: Moderate
Consider This: Social psychology researchers have identified the phenomenon of *groupthink*, which can be disastrous to group efforts when certain conditions are present.

5. Which virtual group theory argues that people are capable of communicating relational and emotional messages via the internet, but that the process takes longer compared to face-to-face communication?

   A. Cue-filtered-out theory

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B. Social information-processing theory

C. Primary groups theory

D. Media richness theory

Answer: B
Topic: 1.5.2: Virtual Group Theories
Learning Objective: 1.5.2: Describe three virtual communication theories
Skill: Understand the Concepts
Difficulty: Easy
Consider This: This theory also suggests that if a person expects to communicate with an electronic communication partner again, they are likely to pay more attention to relationship cues.

6. Which observation about groups and teams is correct?

A. ”Team” and “group” are synonymous terms.

B. A group can be a team, but a team generally cannot function as a group.

C. The leader of a collection of people determines whether it is a group or a team.

D. All teams are small groups, but not all groups operate as teams.

Answer: D
Topic: 1.2.1: Four Attributes of Effective Teams
Learning Objective: 1.2.1: Identify four attributes of effective teams
Skill: Understand the Concepts
Difficulty: Easy
Consider This: The terms are not interchangeable, although groups and teams have some things in common.

7. A medium or method of communication is said to be “media rich” if it has all of these characteristics EXCEPT

A. a focus on a mass of people.

B. potential for feedback.

C. the variety of language that communicators use.

D. several verbal and nonverbal cues that can be processed by senders and receivers.

Answer: A
Topic: 1.5.2: Virtual Group Theories
Learning Objective: 1.5.2: Describe three virtual communication theories
Skill: Understand the Concepts
Difficulty: Easy
Consider This: Theorists in this tradition describe a continuum from “media rich” to “media lean.”

8. The beliefs, values, and moral principles by which we determine what is right and what is wrong are more generally known as _____.

A. interpersonal goals

B. collaborative goals

C. cues-filtered-in

D. ethics

Answer: D
Topic: 1.3.4: Ethically Communicating in Small Groups

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Learning Objective: 1.3.4: Identify attributes of ethical small group communication
Skill: Understand the Concepts
Difficulty: Easy
Consider This: These values and principles contribute to the manner in which communication takes place.

9. Collaboration is not necessary when

   A. conflict is manageable.

   B. needed information is readily available.

   C. a team has unlimited time.

   D. team members bicker for control of the group.

Answer: B
Topic: 1.3.3: When Not to Collaborate
Learning Objective: 1.3.3: Determine when group work is unnecessary
Skill: Apply What You Know
Difficulty: Moderate
Consider This: Collaboration might also be unnecessary when an expert readily has an answer to a team's problem.

Essay Questions

1. Discuss the similarities and differences between a small group and a team.

Topic: 1.2: Communicating in Teams
Learning Objective: 1.2: Evaluate teams for effective practices
Skill: Evaluate
Difficulty: Difficult

2. What are the four attributes of an effective team?

Topic: 1.2.1: Four Attributes of Effective Teams
Learning Objective: 1.2.1: Identify four attributes of effective teams
Skill: Understand the Concepts
Difficulty: Easy

3. By understanding both the advantages and disadvantages of working in groups, a person is more likely to develop realistic expectations of group work. List and provide examples that describe five advantages and four disadvantages of working with groups.

Topic: 1.3.1: Advantages of Working in Groups and Teams
1.3.2: Disadvantages of Working in Groups and Teams
Learning Objective: 1.3.1: Describe five advantages of group and team work
Learning Objective: 1.3.2: Explain how to overcome the four disadvantages of working in small groups and teams
Skill: Apply What You Know
Difficulty: Moderate

4. Define and discuss virtual small group communication. Give three examples and state whether these would be considered media rich or media lean, and why.

Topic: 1.5.2: Virtual Group Theories
Learning Objective: 1.5.2: Describe three virtual communication theories
Skill: Evaluate

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Difficulty: Difficult

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