Managerial Communication 9th edition Veltsos Test Bank

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Managerial Communication (9th)

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Total Questions: 70

Multiple Choice (40)

Q1. *[Multiple Choice] · Cognitive Domain: Comprehension*

Which element of scientific management theory is commonly used today in the fast-food industry?

a) Employees do not need to comply with a precise job description.
b) Tasks can be completed at any convenient time.
c) There is strict adherence to rules. ✓ correct
d) Training takes a long time.

Q2. *[Multiple Choice] · Cognitive Domain: Comprehension*

Which of the following would be a component of Fayol's management theory?

a) feedback
b) adherence to rules
c) organizational hierarchy ✓ correct
d) cultural diversity

Q3. *[Multiple Choice] · Cognitive Domain: Comprehension*

According to Dale Carnegie, gaining compliance from other people requires _____.

a) trust and compromise
b) vision, attractiveness, humility, and sincerity
c) interpersonal skills as personified by forensic debate
d) interpersonal dynamics of attraction and influence ✓ correct

Q4. *[Multiple Choice] · Cognitive Domain: Comprehension*

According to the human relations approach, employee commitment to an organization is gained by _____.

a) economic motivators, authority, and moderate workload
b) interpersonal communication skills and moderate workload
c) moderate workload
d) economic motivators and interpersonal communication skills ✓ correct

Q5. *[Multiple Choice] · Cognitive Domain: Comprehension*

The Hawthorne studies examined which of the following?

a) The effect of room arrangement in the work area on productivity.
b) Employee attitudes and feelings toward the workplace. ✓ correct
c) Social organizations outside of the workplace.
d) The amount of communication between managers.

Q6. *[Multiple Choice] · Cognitive Domain: Comprehension*

Contemporary managerial communication stresses the importance of which of the following?

a) listening ✓ correct
b) keeping written records
c) giving orders
d) maintaining discipline

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Q7. *[Multiple Choice] · Cognitive Domain: Knowledge*

Organizations are _____.

a) stable
b) static entities
c) continuously evolving ✓ correct
d) a dated concept

Q8. *[Multiple Choice] · Cognitive Domain: Comprehension*

The contingency approach to management communication requires managers to _____.

a) see the interdependence of various aspects of jobs, organizations, and communication ✓ correct
b) use the same communication approach at all times for consistency
c) use creative analysis only in times of emergency
d) not let the situation determine the method of communication

Q9. *[Multiple Choice] · Cognitive Domain: Knowledge*

Major factors affecting communication contingencies are _____.

a) product quality, diversity, subordination, and competition
b) ethics, diversity, product quality, and competition ✓ correct
c) time, diversity, ethics, and competition
d) competition, creative analysis, product quality, and ethics

Q10. *[Multiple Choice] · Cognitive Domain: Comprehension*

Sexual harassment does not typically involve _____.

a) language
b) looking
c) touching
d) nice gestures ✓ correct

Q11. *[Multiple Choice] · Cognitive Domain: Comprehension*

Cultural diversity _____.

a) is really a myth
b) is found only in large cities
c) can make for difficulties in communication ✓ correct
d) requires managers to communicate scientifically

Q12. *[Multiple Choice] · Cognitive Domain: Comprehension*

Age diversity management _____.

a) applies only to the U.S. culture
b) protects the rights of older people
c) includes considerations of the way employees work ✓ correct
d) is especially important for menial jobs

Q13. *[Multiple Choice] · Cognitive Domain: Comprehension*

A characteristic necessary for competitive advantage is the ability to _____.

a) give orders to employees
b) operate without attracting investment
c) add value to resources ✓ correct
d) develop international contacts

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Q14. *[Multiple Choice] · Cognitive Domain: Knowledge*

Competition means _____.

a) two or more parties are dependent on one another to acquire the business of a third party
b) a service or product must possess less value at the same price
c) defective parts must be minimal ✓ correct
d) many product repairs are tolerated

Q15. *[Multiple Choice] · Cognitive Domain: Comprehension*

Ethics is _____.

a) a 20th-century phenomenon
b) the result of political scandal
c) a cost of doing business
d) a philosophy of management ✓ correct

Q16. *[Multiple Choice] · Cognitive Domain: Comprehension*

Strategies for improving communication ethics include _____.

a) informal ethics training
b) a formal code of ethics ✓ correct
c) a private ethics committee
d) a corporate ethics mentor program

Q17. *[Multiple Choice] · Cognitive Domain: Knowledge*

The earliest known example of managerial communication may be the recordkeeping procedure developed by Sumerian priests around _____.

a) 1000 CE
b) 1 CE
c) 5000 BCE ✓ correct
d) 8000 BCE

Q18. *[Multiple Choice] · Cognitive Domain: Knowledge*

The systematic evolution of managers as communicators began with _____.

a) the turn of the 20th century ✓ correct
b) World War I
c) World War II
d) the Vietnam War

Q19. *[Multiple Choice] · Cognitive Domain: Comprehension*

Two-way communication between managers and subordinates was first emphasized during the _____ era.

a) scientific management
b) human relations ✓ correct
c) empowerment
d) contingency

Q20. *[Multiple Choice] · Cognitive Domain: Comprehension*

Which approach to management communication is characterized by the interdependence of jobs, organizations, and people?

a) scientific management
b) human relations
c) contingency ✓ correct
d) behavioral approach

Q21. *[Multiple Choice] · Cognitive Domain: Knowledge*

Which of the following business leaders and philosophers are associated with scientific management?

a) Lee Iacocca ✓ correct
b) Elton Mayo
c) Ray Kroc
d) Dale Carnegie

Q22. *[Multiple Choice] · Cognitive Domain: Comprehension*

Dale Carnegie's philosophy stressed that managers should use which of the following strategies to attain employee commitment?

a) economic incentives
b) the authority of the manager's position
c) interpersonal communication ✓ correct
d) threat

Q23. *[Multiple Choice] · Cognitive Domain: Comprehension*

The Hawthorne studies indicated that the best way to increase worker productivity is to _____.

a) show personal interest in the workers ✓ correct
b) change the lighting
c) change the work conditions
d) increase workers' compensation

Q24. *[Multiple Choice] · Cognitive Domain: Comprehension*

Which approach to management communication is characterized by Peter Drucker's belief that workers should be considered assets rather than liabilities?

a) administrative
b) behavioral ✓ correct
c) contingency
d) scientific management

Q25. *[Multiple Choice] · Cognitive Domain: Comprehension*

Which of the following caused the empowerment approach to become popular?

a) lack of intense global competition
b) rapidly developing technology ✓ correct
c) the need for less product development
d) the belief that workers are assets

Q26. *[Multiple Choice] · Cognitive Domain: Comprehension*

What are the common types of workplace diversity?

a) gender, culture and ethnicity, age, sexual orientation, people with disabilities, and education ✓ correct
b) religion, nationality, people with disabilities, education, age, and gender
c) race, ethnicity, religion, education, age, and sexual orientation
d) urbanization, acculturation, orientation, ethnicity, sexual orientation, and education

Q27. *[Multiple Choice] · Cognitive Domain: Knowledge*

Why is managerial communication more complicated today than in the past?

a) increased diversity in the workforce ✓ correct
b) large project teams
c) products change little from year to year
d) renewed emphasis on profit margins

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Q28. *[Multiple Choice] · Cognitive Domain: Knowledge*

In which decade did the United States begin embracing diversity?

a) 1940s
b) 1960s ✓ correct
c) 1980s
d) 2000s

Q29. *[Multiple Choice] · Cognitive Domain: Knowledge*

Diversity in the workplace has been linked to which of the following characteristics?

a) increased liability
b) weaker hierarchies
c) increased profitability ✓ correct
d) decreased creativity

Q30. *[Multiple Choice] · Cognitive Domain: Knowledge*

Knowing the demographic characteristics of their markets can help businesses do which of the following?

a) expand their territories
b) purchase advertising space
c) hire for impact
d) localize products and services ✓ correct

Q31. *[Multiple Choice] · Cognitive Domain: Knowledge*

What percentage of today's managerial and professional occupations is comprised by women?

a) 0.36
b) 0.42
c) 0.56999999999999995 ✓ correct
d) 0.61

Q32. *[Multiple Choice] · Cognitive Domain: Application*

The term _____ is an example of heteronormative language that might marginalize LGBTQ employees.

a) opposite sex ✓ correct
b) sexual orientation
c) gender
d) partner

Q33. *[Multiple Choice] · Cognitive Domain: Comprehension*

Employment rates for people with disabilities are much lower than the rest of the population because _____.

a) managers may not know how to accommodate their needs in the workplace
b) employers often fear liability for accidents and injury
c) businesses may believe accommodations are too expensive
d) people with disabilities prefer to be self-employed ✓ correct

Q34. *[Multiple Choice] · Cognitive Domain: Application*

Which of the following statements is an example of ableist language?

a) They are wheelchair-bound. ✓ correct
b) Don't be impolite.
c) They ignored employee complaints.
d) They are such a dynamo.

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Q35. *[Multiple Choice] · Cognitive Domain: Comprehension*

What challenge may be created by generational difference in the workplace?

a) Younger managers may feel like older workers question their authority. ✓ correct
b) Older workers tend to avoid drama.
c) Younger workers are willing to try out new technologies.
d) Older workers can offer perspective based on lived experience.

Q36. *[Multiple Choice] · Cognitive Domain: Comprehension*

Which of the following behaviors characterizes a manager using the contingency approach to communication?

a) Enforce strict compliance with rules and procedures.
b) Use committees to make most decisions.
c) Consult with staff but make the final decision individually in most situations.
d) Analyze the factors to determine if an autocratic or participative style is needed. ✓ correct

Q37. *[Multiple Choice] · Cognitive Domain: Application*

Which of the following are examples of ethical communication practices?

a) Offering differential pay for similar work.
b) Temporarily withholding information that would worry customers or shareholders. ✓ correct
c) Being transparent about potential conflicts of interest.
d) Using social media to monitor employees activities outside of work.

Q38. *[Multiple Choice] · Cognitive Domain: Comprehension*

Effective communication includes _____.

a) listening ✓ correct
b) reading verbal cues
c) interpreting easy concepts and complex messages
d) avoiding conflict

Q39. *[Multiple Choice] · Cognitive Domain: Comprehension*

_____ is an outcome of effective communication.

a) The manager's perspective dominates the conversation
b) Stakeholders understand situations yet respond inaccurately
c) Differences cannot be resolved
d) Trust can be built ✓ correct

Q40. *[Multiple Choice] · Cognitive Domain: Comprehension*

Effective managerial communication is _____.

a) creative and strategic ✓ correct
b) entertaining and empathetic
c) autocratic and directive
d) consistent for every situation

True/False (25)

Q41. *[True/False] · Cognitive Domain: Comprehension*

The workplace is less diverse and more complex than it was a few decades ago.

a) True
b) False ✓ correct

Correct answer: False

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Q42. *[True/False] · Cognitive Domain: Comprehension*

Technology eliminates the need for multicultural awareness.

a) True

b) False ✓ correct

Correct answer: False

Q43. *[True/False] · Cognitive Domain: Knowledge*

Scientific management identifies the most efficient and effective manner for performing a task.

a) True ✓ correct

b) False

Correct answer: True

Q44. *[True/False] · Cognitive Domain: Knowledge*

Gangplank theory was the first formal recognition of horizontal communication.

a) True ✓ correct

b) False

Correct answer: True

Q45. *[True/False] · Cognitive Domain: Knowledge*

Dale Carnegie was one of the first writers to link communication skills with managerial effectiveness.

a) True ✓ correct

b) False

Correct answer: True

Q46. *[True/False] · Cognitive Domain: Comprehension*

The Hawthorne studies were originally designed to show the attitudes of employees toward telephone communication.

a) True

b) False ✓ correct

Correct answer: False

Q47. *[True/False] · Cognitive Domain: Comprehension*

The human relations approach during the Carnegie era was manipulative.

a) True

b) False ✓ correct

Correct answer: False

Q48. *[True/False] · Cognitive Domain: Knowledge*

Empowerment is delegating power to employees in the organization.

a) True ✓ correct

b) False

Correct answer: True

Q49. *[True/False] · Cognitive Domain: Knowledge*

A goal of empowerment is to allow employees more freedom within their jobs.

a) True ✓ correct

b) False

Correct answer: True

Q50. *[True/False] · Cognitive Domain: Comprehension*

Contemporary CEOs are returning to an autocratic model of leadership.

a) True

b) False ✓ correct

Correct answer: False

Q51. *[True/False] · Cognitive Domain: Comprehension*

The contingency approach was a management philosophy in the 20th century.

a) True

b) False ✓ correct

Correct answer: False

Q52. *[True/False] · Cognitive Domain: Knowledge*

Diversity issues are found in the areas of gender, culture, age, and education.

a) True ✓ correct

b) False

Correct answer: True

Q53. *[True/False] · Cognitive Domain: Knowledge*

Sexual harassment definitions are continually evolving.

a) True ✓ correct

b) False

Correct answer: True

Q54. *[True/False] · Cognitive Domain: Comprehension*

Education diversity has decreased managers' ability to seek help from employees.

a) True

b) False ✓ correct

Correct answer: False

Q55. *[True/False] · Cognitive Domain: Knowledge*

Ethics in business is constantly evolving to match emerging norms and values and varies from country to country.

a) True ✓ correct

b) False

Correct answer: True

Q56. *[True/False] · Cognitive Domain: Comprehension*

Ethics has no application in business communication.

a) True

b) False ✓ correct

Correct answer: False

Q57. *[True/False] · Cognitive Domain: Knowledge*

The workplace requires more sophisticated managerial communication skills because it is much more diverse and complex than it was just a few decades ago.

a) True ✓ correct

b) False

Correct answer: True

Q58. *[True/False] · Cognitive Domain: Comprehension*

Effective communication is not a leading indicator of financial performance.

a) True

b) False ✓ correct

Correct answer: False

Q59. *[True/False] · Cognitive Domain: Comprehension*

Weak managers are more likely to use new social media technologies to facilitate collaboration on work projects than effective managers are.

a) True

b) False ✓ correct

Correct answer: False

Q60. *[True/False] · Cognitive Domain: Knowledge*

Business transactions were recorded in the Middle East as early as 5000 BCE.

a) True ✓ correct

b) False

Correct answer: True

Q61. *[True/False] · Cognitive Domain: Comprehension*

Managers are, at best, a necessary evil, and at worst, a layer of bureaucracy.

a) True

b) False ✓ correct

Correct answer: False

Q62. *[True/False] · Cognitive Domain: Comprehension*

A good manager create a successful team environment by hiring a diverse group of people.

a) True

b) False ✓ correct

Correct answer: False

Q63. *[True/False] · Cognitive Domain: Knowledge*

A good manager supports career development and discusses performance.

a) True ✓ correct

b) False

Correct answer: True

Q64. *[True/False] · Cognitive Domain: Knowledge*

Communication is one of four power skills for manager.

a) True ✓ correct

b) False

Correct answer: True

Q65. *[True/False] · Cognitive Domain: Comprehension*

Talent developers agree that managers spend the majority of their time on power skills.

a) True

b) False ✓ correct

Correct answer: False

Essay (5)

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Q66. *[Essay] · Cognitive Domain: Analysis*

What are some of the differences between men and women in workplace communication style?

> ***Suggested answer:*** *Sample response: Men may be more assertive than women. Women show more social support and sympathy to colleagues. Men and women provide different types of feedback. Leadership styles of men and women differ. Women and men convey a different nonverbal message with the same gesture. Men use space differently with other men than with women. Men and women use different persuasive strategies. Women in management are typically more risk averse than men, take a longer term perspective, and are more relationship-oriented.*

Q67. *[Essay] · Cognitive Domain: Application*

What are some typical strategy examples for empowering employees?

> ***Suggested answer:*** *Sample response: Strategies such as autonomous work groups, self-leadership, work-out groups, and quality circles should increase employee empowerment. Involving labor leaders in management decisions increases empowerment. Sharing information and sharing the company's vision increase employee empowerment.*

Q68. *[Essay] · Cognitive Domain: Application*

Based on the ideas in this chapter, what topics should be included in a managerial communication training program?

> ***Suggested answer:*** *Sample response: Interpersonal skills, collaboration, cultural sensitivity, and diversity are some of the most important topics for managerial communication training. Core skills training should include listening, interpreting organizational objectives, nonverbal behavior, building trust, and group problem-solving methods. Speaking and writing competencies are also generally considered to be threshold competencies for supervisors and managers.*

Q69. *[Essay] · Cognitive Domain: Application*

What impact does an age-diverse workforce have on the level of difficulty in communication between employees? Between employees and their managers?

> ***Suggested answer:*** *Sample response: Different generations have separate values and priorities that may have greater impact on workplace communication than cultural differences. Some of the generational differences affecting workplace behavior are the perceived importance of job security, retirement benefits, and work/life balance. Managerial communication can be affected by generational differences in reactions to authority. Managers might appeal to globalization and social media to bridge gaps and improve workplace harmony.*

Q70. *[Essay] · Cognitive Domain: Application*

What are some of the external factors that require managers to communicate effectively and efficiently?

> ***Suggested answer:*** *Sample response: The contemporary workplace is complex and rapidly changing. Businesses experience greater competition and demands for higher quality and service. Product development cycles are shorter and profit margins are often smaller, requiring companies to carefully watch their costs. Customers and employees are increasingly aware of the impact of production and operations on the environment and human rights. Managers must be able to communicate with a variety of audiences and respond to their unique circumstances quickly, ethically, and responsibly.*