Business Communication 9th edition Guffey Test Bank

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TRUE/FALSE

1 : Oral and written communication skills, listening proficiency, nonverbal behavior, and etiquette expertise are all examples of soft skills.
A : true
B : false

Correct Answer : A

2 : Generally, teams are able to make better decisions than individuals.
A : true
B : false

Correct Answer : A

3 : Virtual teams may be global or local.
A : true
B : false

Correct Answer : A

4 : Jessicas team is experiencing considerable conflict and tension as they get used to working with one another. They are most likely in the forming phase of team development.
A : true
B : false

Correct Answer : B

5 : Conflict is a normal part of every workplace and every team. Confrontation during conflict can be effective as long as it is task oriented.
A : true
B : false

Correct Answer : A

6 : A method of group decision making where group members bargain and negotiate to reach a middle ground is known as consensus.
A : true
B : false

Correct Answer : B

7 : Diversity is an important component of successful teams.
A : true
B : false

Correct Answer : A

8 : When following the six-step pattern for dealing with conflict, the first thing you should do is to look for common ground.
A : true
B : false

Correct Answer : B

9 : A good agenda includes any premeeting preparation expected of participants.
A : true
B : false

Correct Answer : A

10 : As meeting leader, Benjamin should always begin on time, even if some participants have not yet arrived.
A : true
B : false

Correct Answer : A

11 : Todays communication technologies allow employees to exchange ideas, brainstorm, build consensus, and develop personal relationships virtually.
A : true
B : false

Correct Answer : A

12 : The use of examples and simple language are important in virtual meetings to optimize understanding in the absence of facial expressions.
A : true
B : false

Correct Answer : A

13 : Soft skills such as listening, writing, and speaking are most likely to determine hiring and career success.
A : true
B : false

Correct Answer : A

14 : Most of us listen at about 75 percent efficiency.
A : true
B : false

Correct Answer : B

15 : Alexis is listening to her colleague and must judge and evaluate what he is saying. She is listening to decide whether her colleagues message is fact, fiction, or opinion. Sharon is engaging in discriminative listening.
A : true
B : false

Correct Answer : B

16 : Listening in a college classroom is more challenging than listening on the job.
A : true

B : false

Correct Answer : B

17 : Taking notes during a presentation or lecture can cause you to miss something or seem rude, so it should be avoided.
A : true
B : false

Correct Answer : B

18 : Eye contact, facial expressions, body movements, space, time, distance, and appearance are all examples of nonverbal communication.
A : true
B : false

Correct Answer : A

19 : Eye contact has the same in meaning in all cultures.
A : true
B : false

Correct Answer : B

20 : Because e-mail is an informal communication tool, its not necessary to check your messages for correct spelling, grammar, and punctuation.
A : true
B : false

Correct Answer : B

21 : Minimizing speakerphone use and avoiding the use of heavy perfumes or colognes are examples of respecting coworkers space.
A : true
B : false

Correct Answer : A

22 : The final stage of team development is norming.
A : true
B : false

Correct Answer : B

23 : Teams should strive for groupthink so that they can make decisions more quickly.
A : true
B : false

Correct Answer : B

24 : An effective meeting agenda should not include a proposed allotment of time for each topic because it can limit the discussion and therefore productivity.
A : true

B : false

Correct Answer : B

25 : A meeting is not an effective choice of communication tool if your sole purpose is to share information.
A : true
B : false

Correct Answer : A

26 : Awareness of gender differences can help you become a more sensitive and knowledgeable listener.
A : true
B : false

Correct Answer : A

27 : Maria, a banking executive, gives a job candidate a detailed interview and a walking tour of the facility. By sharing her time in this way, she is sending a positive nonverbal message.
A : true
B : false

Correct Answer : A

28 : Nonverbal communication signals do not apply to written messages.
A : true
B : false

Correct Answer : B

29 : Regularly using your cell phone during meetings can build your credibility because it shows that you are good at multitasking.
A : true
B : false

Correct Answer : B

30 : When determining what to wear to an interview, it is acceptable to call ahead and ask the interviewer or receptionist what is appropriate for that organization.
A : true
B : false

Correct Answer : A

MULTIPLE CHOICE

31 : Which of the following is an example of a soft skill?
A : Being able to work well as part of a team
B : Knowing how to prepare financial statements
C : Having experience using various software packages

D : All of these choices

Correct Answer : A

32 : Etiquette expertise, effective nonverbal messages, and oral communication skills are all examples of _____.
A : soft skills
B : hard skills
C : workplace challenges
D : skill gaps

Correct Answer : A

33 : Businesses form teams because teams make better decisions, respond faster, and
A : demonstrate increased productivity.
B : are proficient in using technology.
C : are able to avoid conflict.
D : are used extensively in every culture.

Correct Answer : A

34 : What is the most accurate statement about workplace teams?
A : Team members are less resistant to change if they are part of the decision making.
B : Decisions reached by teams usually get less buy-in than decisions reached individually.
C : Effective teams often take longer to solve problems.
D : Team members experience greater individual risk.

Correct Answer : A

35 : Malcolm is part of a team developing a new smartphone app to track traffic patterns. Because team members are located throughout the country, they dont meet in person. Instead, they use communication technology to collaborate on the project. Because members use technology to stay connected, Malcolm is part of a
A : departmental team.
B : cross-functional team.
C : virtual team.
D : self-directed team.

Correct Answer : C

36 : A task force charged with reducing overhead costs meets to define their roles and responsibilities and develop ways to reach the groups goals. Tension is fairly high among group members. The team is in the ____ phase of team development.
A : forming
B : storming
C : norming
D : performing

Correct Answer : B

37 : A working group was formed to rewrite the companys mission statement. The members have been meeting for quite some time. They are extremely loyal to one another and have figured out how to solve any conflicts that might arise. Information is flowing freely, they are

happy with their results, and they will soon meet the deadline set by management. What phase of team development are they experiencing?
A : Forming
B : Storming
C : Norming
D : Performing

Correct Answer : D

38 : The most effective groups and teams have members who are willing to
A : establish rules and abide by those rules.
B : do everything necessary to avoid conflict.
C : keep their opinions to themselves.
D : let the group leader make the decisions.

Correct Answer : A

39 : Morgan has just been appointed to a task force and wants to be a positive member. Which of the following is the best advice you can give her?
A : Ignore members who are being silent to show respect for them.
B : Tell a lot of jokes throughout the meeting to ease tensions.
C : Share her ideas with other team members, even if they might not be adopted.
D : Bring a list of ground rules she has established to the first meeting.

Correct Answer : C

40 : Marco has been appointed team leader of a committee that will develop a new process for submitting expense claims. He wants to ensure that his team avoids groupthink. What should he do?
A : Choose team members with similar backgrounds.
B : Develop systematic procedures for the team to follow.
C : Demand that his team make decisions quickly.
D : Make sure his team knows what outcomes he favors.

Correct Answer : B

41 : An interview committee must decide which interviewee to hire as the companys new project manager. Committee members have decided to vote and then hire the candidate receiving the most votes. What method for reaching group decisions is this team using?
A : Majority
B : Consensus
C : Authority rule with discussion
D : Averaging

Correct Answer : A

42 : A team of top-level executives is rewriting the companys bylaws. Because this decision will have far-reaching and long-term effects, members want to have the most creative, high-quality discussion possible. What group decision-making method should they use?
A : Majority
B : Consensus
C : Authority rule with discussion
D : Averaging

Correct Answer : B

43 : Which of the following statements about conflict is most accurate?
A : Conflict is a normal part of every workplace and every team.
B : Even when managed properly, conflict decreases group cohesiveness and increases tensions.
C : Conflict should be avoided because it destroys morale and reduces productivity.
D : Conflict is always negative.

Correct Answer : A

44 : During a meeting Matthew and Jennifer get into an argument about how to prepare a proposal. What is the first step they should take to try to resolve this conflict?
A : Look for common ground.
B : Understand the others point of view.
C : Listen carefully to make sure they understand the problem.
D : Show concern for the relationship.

Correct Answer : C

45 : Select the most accurate statement about meetings.
A : Most people regard meetings as favorable and productive.
B : Meetings should be viewed as opportunities to demonstrate leadership, communication, and problem-solving skills.
C : Employees at the management level generally attend fewer meetings than workers at lower levels in an organization.
D : Meetings are an excellent way to communicate information that does not require immediate feedback.

Correct Answer : B

46 : Frederick manages the Human Resources Department for his company. The due dates for payroll reports will be changing slightly, and he needs to communicate this information to all company managers. Allan should
A : send an e-mail or text message to inform the management staff.
B : prepare an agenda and call a meeting.
C : consult key people to help him decide whether to call a meeting.
D : use the grapevine to convey the message.

Correct Answer : A

47 : Lindsay is planning a meeting to develop a new procedure for handling employee grievances. How many participants should she invite?
A : At least one representing each of the companys 16 departments
B : All employees so that no one feels excluded
C : Five or fewer
D : Ten or fewer

Correct Answer : C

48 : Sam is in charge of conducting a meeting during which a major company decision about reorganization will be made. Whom should he invite?

A : Decision makers and people with the information necessary to make the decision
B : Representatives of groups who will be affected by the decision
C : People responsible for implementing the decision
D : Sam should invite all of these.

Correct Answer : D

49 : Which of the following statements about meeting agendas is most accurate?
A : An agenda of meeting topics should be distributed at least ten days before the meeting.
B : An agenda should include as many items as necessary to accomplish your purpose.
C : An agenda should not include an allotment of time for each agenda item because doing so can make a meeting too regimented.
D : An agenda should include any premeeting preparation expected of participants.

Correct Answer : D

50 : Brent will be leading a committee meeting and wants to make sure it is effective and efficient. What should Brent do to get the meeting started?
A : Wait until all participants arrive before beginning the meeting.
B : Give a quick recap to anyone who arrives late.
C : Go over ground rules at the beginning of the meeting.
D : Limit each topic to five minutes.

Correct Answer : C

51 : Typical ground rules for meetings include communicating openly, being supportive, listening carefully, participating fully, following the agenda, and _____.
A : limiting the number of questions each person will ask
B : confronting conflict frankly
C : allowing cell phone use for multitasking
D : inviting guests from other departments

Correct Answer : B

52 : Gwen is leading a meeting and wants to make sure that they stick to the agenda and end on time. What should she do to move the meeting along?
A : Say as much as possible during the meeting.
B : Move divergent topics to a separate list to be discussed later.
C : Not worry so much about time; the most important thing is to make sure that all agenda items are discussed fully.
D : Ask anyone who monopolizes the conversation to leave.

Correct Answer : B

53 : Alfonso has been invited to attend his first sales meeting and wants to be an active and productive member from the very beginning. Which of the following should he do to make a good impression?
A : Keep his smartphone on so that he doesnt miss an important call during the meeting.
B : Come prepared to the meeting by doing any preliminary work required.
C : Keep his comments and questions limited to his own personal sales numbers.
D : Wait to share his views after the meeting so that the meeting can move along efficiently.

Correct Answer : B

54 : Katelyn is in charge of a department meeting, and two of her colleagues are in conflict about a specific issue. What should Katelyn do?
A : Make both employees leave the meeting until they can calm down.
B : Send both employees to counseling.
C : Encourage each to make a complete case while group members give their full attention.
D : Have both employees move to a corner so that the rest can continue the meeting.

Correct Answer : C

55 : Which of the following statements about ending a meeting is most accurate?
A : The meeting should not end until all agenda items have been fully discussed.
B : If minutes are taken, they should be distributed at the next meeting.
C : Because all participants should be responsible for paying attention during the meeting, a summary at the end of the meeting would be a waste of time.
D : All participants should leave the meeting with a full understanding of what has been accomplished.

Correct Answer : D

56 : Renzo uses his computer to access an online meeting room where he takes part in meetings with his department members. In this meeting room, participants are able to present PowerPoint slides and Word documents, share spreadsheets, demonstrate products, visit Web pages, and use a white board. Renzo and his colleagues are using what type of collaboration technology?
A : Audioconferencing
B : Web conferencing
C : Instant messaging
D : A blog

Correct Answer : B

57 : Khalida is responsible for planning a virtual meeting with participants on three different continents. Prior to the meeting, she should make sure the technology being used is accessible to all participants, distribute materials that will be discussed, and _____.
A : determine the time of day most convenient for her
B : determine whether any participants may need coaching on the technology
C : encourage participants to log in two to three minutes before the meeting time
D : set the meeting time for her geographic time zone

Correct Answer : B

58 : Which of the following is a typical ground rule for virtual meetings?
A : Outlining the procedure for asking and answering questions
B : Reminding participants to turn off all phones, alarms, and electronic reminders
C : Asking participants not to multitask during the meeting
D : All of these are typical virtual meeting ground rules.

Correct Answer : D

59 : Michela will be taking charge of her first virtual meeting. What should she do to make sure all participants are collaborating successfully during the meeting?
A : Use complex language to get her points across.

B : Project an upbeat, enthusiastic, strong voice.
C : Do most of the talking to reduce confusion.
D : Ask leading questions such as Does everyone agree? to keep the meeting moving along.

Correct Answer : B

60 : Nasim has come to you for advice about conducting a virtual meeting. What is the best advice you can give him?
A : Recap and summarize often throughout the meeting.
B : Avoid asking questions of specific people as this might intimidate them.
C : Keep summarizing to a minimum to save time.
D : Avoid small talk or introductions since people regard them as a waste of time.

Correct Answer : A

61 : Which of the following statements about listening is most accurate?
A : Listening is a hard skill that can determine hiring and career success.
B : Three quarters of high-quality communication involves listening.
C : Everyone knows how to listen because listening is an automatic response to noise.
D : Listening skills become less important as one moves up the career ladder.

Correct Answer : B

62 : Experts say that we ignore, forget, distort, or misunderstand
A : less than 10 percent of everything we hear.
B : 25 percent of everything we hear.
C : 50 percent of everything we hear.
D : 75 percent of everything we hear.

Correct Answer : D

63 : Leaning forward, maintaining eye contact, and listening to more than a persons spoken words are ways to show that you are
A : capitalizing on lag time
B : aware of gender differences
C : separating facts from opinions
D : actively involved

Correct Answer : D

64 : Peter was just hired as an accounting assistant and wants to make a good impression in his new position. What should he do when listening to his supervisor?
A : Dont ask questions because doing so may make him look ignorant.
B : Show his interest by leaning forward and striving for good eye contact.
C : Feel free to answer the phone if he receives a call to show how busy he is.
D : Rely on his memory for the details rather than take notes to show how sharp he is.

Correct Answer : B

65 : Elizabeth spends a lot of time listening to her colleagues during meetings. Because she must remember what they say, she is always careful to identify main ideas and recognize the purpose of their messages. Elizabeth is engaging in
A : discriminative listening.

B : critical listening.
C : lag time.
D : supportive listening.

Correct Answer : A

66 : Richard is attending an important board meeting with his colleagues to discuss future plans for the company. Many ideas are being presented, and Richard is carefully judging and evaluating what he is hearing. He is also listening to decide whether the speakers message is fact, fiction, or opinion. Richard is engaging in
A : discriminative listening.
B : critical listening.
C : lag time.
D : supportive listening.

Correct Answer : B

67 : People trained in listening to customers _____.
A : give few, if any, verbal responses
B : interrupt frequently to share their knowledge
C : try to understand the nuances of meanings plus the facts
D : focus primarily on facts and specific bits of information

Correct Answer : C

68 : Riley is a customer service representative and has just gone through training to improve his listening skills. Which of the following skills was he most likely taught that will make him a better listener?
A : Mentally criticize grammar, voice, tone, and speaking style to get a better sense of what the customer is like.
B : Tune out what the customer is saying if you already know the answer..
C : Remain silent for a few seconds after a customer finishes to be sure the thought is completed.
D : Because listening is automatic, divide your attention among two or more tasks to be more productive.

Correct Answer : C

69 : Alyssa wants to become a better listener in the workplace. Which of the following is the best technique she can do to improve her listening skills?
A : Dont maintain direct eye contact because doing so may distract the speaker.
B : Interrupt whenever she has an opinion on the topic to share with her speaker.
C : Rephrase and summarize the speakers message in her own words.
D : Avoid asking any questions because doing so may distract the speaker.

Correct Answer : C

70 : Which of the following is not a form of nonverbal communication?
A : The appearance of a business document
B : Showing up late for a job interview
C : The adjectives used in a sales letter
D : Raising ones voice when angry or frustrated

Correct Answer : C

71 : Which is the most accurate statement about nonverbal communication?
A : All nonverbal communication is unintentional.
B : Nonverbal communication refers only to body language.
C : A nonverbal message is always accompanied by spoken words.
D : Nonverbal messages in some situations speak louder than the words spoken.

Correct Answer : D

72 : Select the most accurate statement about eye contact.
A : Communicators consider the eyes to be the most accurate predictor of a speakers true feelings and attitudes.
B : Nonverbal cues, including eye contact, have identical meanings in most cultures.
C : Sustained eye contact signifies fear or stress.
D : Eye contact cannot be learned; its an innate trait.

Correct Answer : A

73 : Which of the following statements about facial expressions and posture is the most accurate?
A : Most people can control their facial expressions well enough to control the nonverbal messages they send.
B : Standing up straight sends a message of confidence, competence, diligence, and strength.
C : Words carry more weight than facial expressions and posture.
D : Leaning toward a speaker suggests confrontation.

Correct Answer : B

74 : Which of the following statements about time and space is the most accurate?
A : Arriving late to a meeting shows that you are an important, busy person.
B : Punctuality is valued and respected all over the world.
C : How we structure and use time tells observers about our personality and attitudes.
D : Generally, the more formal the arrangement of furniture in an office or meeting room, the more open the communication environment.

Correct Answer : C

75 : When your department head Ms. Westlake arranges chairs informally in a circle during a meeting, what kind of message is she sending?
A : A nonverbal message that she is encouraging an open, egalitarian exchange of ideas
B : A nonverbal message that she prefers to be separated from others
C : A nonverbal and verbal message regarding her aloofness and preference for restricted communication
D : A verbal message that she is wary of visitors and indifferent to communication

Correct Answer : A

76 : Positive nonverbal messages include all but which of the following?
A : Expressing warmth with frequent smiles
B : Producing careful, neat, professional, well-organized messages
C : Responding rapidly even though the message may have a few errors
D : Conveying self-confidence with erect posture

Correct Answer : C

77 : Which of the following is the most accurate statement about your workplace appearance and attire?
A : When building your workplace wardrobe, buy as many outfits as possible.
B : Casual dress policies have led to reduced productivity and lax behavior in some workplaces.
C : If youre competent, it doesnt matter what you wear.
D : To make yourself stand out in the workplace, wear flashy garments and clunky jewelry.

Correct Answer : B

78 : Which of the following is an effective way to improve your nonverbal communication skills?
A : Ignore facial expressions and body language; instead, focus only on the verbal message.
B : Ask friends and family members to give you feedback on your nonverbal behavior.
C : Try to avoid associating with people from diverse cultures since you might misunderstand their nonverbal messages.
D : Broaden your computer skills to include programming.

Correct Answer : B

79 : Which of the following statements about manners and business etiquette is most accurate?
A : Good manners and professional demeanor are hard skills that employers value in employees.
B : Because you arent born with the ability to be courteous, civil, and professional, learning these skills is difficult.
C : Employers are more likely to hire and promote someone who is courteous and professional.
D : You should never express disagreement with a coworker.

Correct Answer : C

80 : Which of the following statements most closely reflects an attitude of etiquette?
A : People must treat others nicely in order to keep their jobs.
B : Most people dont mind rudeness or poor manners because they know that work is demanding.
C : A list of rules of etiquette posted in a workplace would be offensive to most people.
D : Most of us like to work in a pleasant environment where people feel comfortable and valued.

Correct Answer : D

81 : In office conversations, which of the following topics is wise to avoid?
A : Your salary or personal finances
B : Problems with your health
C : Your personal relationships
D : All of the above

Correct Answer : C

82 : To operate ethically, teams should represent the organizations view, respect its privileged information, and _____.
A : avoid advocating actions that would negatively affect members of society
B : keep company profit and revenue as their primary focus
C : discuss opinions and problems outside of formal team meetings

D : limit team size to five or fewer members

Correct Answer : A

83 : Which of the following zones of personal interaction suggests a distance of 1 1/2 to 4 feet when interacting with coworkers?
A : Intimate zone
B : Personal zone
C : Social zone
D : Public zone

Correct Answer : B

84 : When a speakers nonverbal cues contradict the verbal message, responding with statements like Im not sure I understand or Please tell me more about ... are ways to
A : express disapproval
B : reduce conflict
C : probe for more information
D : take control of the conversation

Correct Answer : C

85 : Which of the following has resulted from the prominence of virtual teams?
A : The amount of face-to-face contact has increased.
B : Work is increasingly viewed as what you do rather than a place you go.
C : Workplace diversity has decreased.
D : Workers have to spend more time at the office.

Correct Answer : B

86 : To foster collaboration, rather than competition, as part of a team, members should have a genuine interest in achieving team goals rather than individual recognition, contribute ideas and feedback unselfishly, and _____.
A : evaluate each individual team members contributions on a weekly or monthly basis
B : monitor team progress, including both whats going right and whats going wrong
C : leave ground rules undefined to allow for flexibility
D : rotate the role of team leader

Correct Answer : B

87 : Effective teams avoid groupthink by striving for team diversity, encouraging open discussion, and _____.
A : avoiding discussions about implementation
B : not demanding a quick decision
C : forming teams largely of older employees
D : collecting and evaluating only information that supports their opinions

Correct Answer : B

88 : Do you agree with this plan? is an example of a(n) _____ question.
A : open
B : closed
C : obvious

D : clarifying

Correct Answer : B

89 : Can you please explain more about ...? is an example of a(n) _____ question.
A : judgmental
B : closed
C : clarifying
D : conversational

Correct Answer : C

90 : Which of the following is an example of a hard skill?
A : Working well as part of a team
B : Knowing how to prepare financial statements
C : Listening actively
D : Exhibiting proper business etiquette

Correct Answer : B

FILL IN THE BLANK

91 : _____ skills, such as the ability to use Microsoft Word or to prepare an income statement, refer to the technical skills in your field.

Correct Answer : Hard

92 : _____ skills include competencies such as listening proficiency, nonverbal behavior, and etiquette expertise.

Correct Answer : Soft

93 : A _____ team is a group of people who, aided by information technology, must accomplish shared tasks largely without face-to-face contact across geographic boundaries, sometimes on different continents and across time zones.

Correct Answer : virtual

94 : During the _____ stage of team development, members define their roles and responsibilities, decide how to reach their goals, and iron out the rules governing how they interact. Unfortunately, this stage often produces conflict.

Correct Answer : storming

95 : _____ describes faulty decision-making processes by team members who are overly eager to agree with one another.

Correct Answer : Groupthink

96 : Teams may reach a decision by _____, which requires that discussion continues until all members have aired their opinions and, ultimately, agree.

Correct Answer : consensus

97 : Meetings are a gathering of employees to pool information, solicit feedback, clarify policy, seek consensus, and _____ (two words).

Correct Answer : solve problems

98 : A meeting _____, which is distributed in advance of a meeting, lists date and place of the meeting, start time and end time, topics to be discussed, time allocated to each topic, and any premeeting preparation expected of participants.

Correct Answer : agenda

99 : _____ rooms are typically are equipped with three huge curved screens, custom lighting, and advanced acoustics for high-end videoconferencing.

Correct Answer : telepresence

100 : _____ conferencing allows attendees to use their computers to access an online, virtual meeting room where they can present PowerPoint slides, share spreadsheets and Word documents, demonstrate products, and interact with participants in real time.

Correct Answer : Web

101 : _____ listening is necessary when you must discern, understand, and remember. It means you must identify main ideas, understand a logical argument, and recognize the purpose of the message

Correct Answer : Discriminative

102 : _____ listening enables you to judge and evaluate what you are hearing. You will be listening to decide whether the speakers message is fact, fiction, or opinion. You will also be listening to decide whether an argument is based on logic or emotion.

Correct Answer : Critical

103 : Rephrasing and summarizing a speakers message in your own words is called _____.

Correct Answer : paraphrasing

104 : Use _____ time, the extra time you have between the speakers ideas, to review what the speaker is saying.

Correct Answer : lag

105 : A written message that is presented sloppily (containing poor quality printing or misalignment, for example) conveys negative _____ messages about its content and its sender.

Correct Answer : nonverbal

106 : The eyes have been called the _____ to the soul and are considered to be the most accurate predictor of a speakers true feelings and attitudes.

Correct Answer : windows

107 : Employees can sound more professional in the workplace by avoiding _____, which is making declarative sentences sound like questions.

Correct Answer : uptalk

108 : _____ involves a desire to show others consideration and respect and to make them comfortable.

Correct Answer : Etiquette

109 : Conflicting noises and conversations are examples of _____ distractions that you should try to block out in order to listen effectively.

Correct Answer : external

110 : According to the zones of social interaction, North Americans are generally comfortable with only close friends and family standing within 1 1/2 feet from them; this amount of space is called the _____ zone.

Correct Answer : intimate

ESSAY

111 : List five characteristics of successful teams and explain why each characteristic leads to team success.

Correct Answer : Students will select five of the following and answers will vary.Stay small and embrace diversity: For most functions the best teams range from 2 to 25 members, although 4 or 5 is optimal for many projects. Smaller-sized teams make interaction and decision-making more effective. When team members are made up of people who differ in gender, age, social background, training, and experience, more creative and innovative decisions can be made.?Agree on purpose: An effective team begins with a purpose and all members understand that purpose. Working from a general purpose to specific goals typically requires a huge investment of time and effort. Meaningful discussions about the team's purpose can motivate team members to "buy into" the project.?Agree on procedures: The best teams develop procedures to guide them and continually evaluate those procedures to ensure they are moving toward their goals. They set up intermediate goals with deadlines. They assign roles and tasks, requiring all members to contribute equivalent amounts of real work. They decide how they will reach decisions.?Confront conflict: Successful teams acknowledge conflict and address the root of the problem openly by using conflict resolution techniques. Direct confrontation saves time and enhances team commitment in the long run. Conflict can be constructive when it is task oriented, not person oriented.?Communicate effectively: The best teams exchange information and contribute ideas freely in an informal environment. Team members speak clearly and concisely, avoiding generalities. They encourage feedback. Listeners become actively involved, read body language, and ask clarifying questions before responding. Tactful, constructive disagreement is encouraged.?Collaborate rather than compete: Effective team members are

genuinely interested in achieving team goals instead of receiving individual recognition; therefore, they celebrate individual and team accomplishments. They contribute ideas and feedback unselfishly. They monitor team progress, including what's going right, what's going wrong, and what to do about it.?Acceptance of ethical responsibilities: Teams, as a whole, have ethical responsibilities to their members, to their larger organizations, and to society. Members have a number of specific responsibilities to each other They also have a responsibility to represent the organization's view and respect its privileged information.?Shared leadership: Effective teams often have no formal leader. Instead, leadership rotates to those with the appropriate expertise as the team evolves and moves from one phase to another. This approach can achieve buy-in to team decisions, boost morale, and create fewer hurt feelings and less resentment.?

112 : Describe three collaboration tools that can be used for virtual meeting facilitation when distance or other factors prevent face-to-face gatherings.

Correct Answer : Answers will vary.Audioconferencing (or teleconferencing): Audioconferencing involves one or two people who confer with others by telephone.?Videoconferencing: Videoconferencing combines video, audio, and communications networking technologies for real-time interaction. Generally, participants meet in special conference rooms equipped with cameras and television screens for transmitting images and documents.?Web conferencing: With Web conferencing, attendees use their computers to access an online virtual meeting room where they can present PowerPoint slides or share spreadsheets or Word documents, just as they might do in a face-to-face meeting.?

113 : List three types of workplace listening, and provide three tips for effectiveness in each category.

Correct Answer : Student answers will vary.Listening to supervisors: To focus totally on the speaker, be sure you are not distracted by noisy surroundings or other tasks. Don't take phone calls, and don't try to complete another job while listening with one ear. Show your interest by leaning forward and striving for good eye contact. Take notes. Don't rely on your memory. Don't interrupt. When the speaker finishes, paraphrase the instructions in your own words. Ask pertinent questions in a nonthreatening manner. Avoid criticizing or arguing when you are listening to a supervisor.?Listening to colleagues: When listening critically, try to decide whether the speaker’s message is fact, fiction, or opinion. Listen to decide whether an argument is based on logic or emotion. Remain objective, particularly when you disagree with what you are hearing. Control your tendency to prejudge. Let the speaker complete the message before you evaluate it. When listening discriminatively, try to discern, understand, and remember. Identify main ideas, understand a logical argument, and recognize the purpose of the message.?Listening to customers: Defer judgment; listen for the customer’s feelings and assess the situation. Pay the most attention to content, not to appearances, form, or other surface issues. Listen completely, trying to really understand every nuance. Listen primarily for the main idea, and avoid replying to everything, especially sidetracking issues. Do one thing at a time, realizing that listening is a full-time job. Control your anger and refuse to fight fire with fire. Remain silent for a few seconds after speakers finish to let them complete their thoughts. Give affirming statements and invite additional comments.?

114 : Describe three forms of nonverbal communication and give a workplace example of each.

Correct Answer : Students will choose three of the following and answers will vary.Eye contact: The eyes have been called the "windows to the soul," and communicators consider the eyes to be the most accurate predictor of a speaker's true feelings and attitudes. Good eye contact enables the message sender to determine whether a receiver is paying attention, showing

respect, responding favorably, or feeling distress. From the receiver's perspective, good eye contact reveals the speaker's sincerity, confidence, and truthfulness. During a business meeting, for instance, an employee should maintain eye contact with a supervisor to convey respect and to show that he or she is paying attention.?Facial expressions: The expression on a communicator's face can be almost as revealing of emotion as the eyes. Researchers estimate that the human face can display over 250,000 different expressions. In the workplace an employee must pay careful attention to a customer's facial expression to better understand the customer's response.?Posture and gestures: An individual's general posture can convey anything from high status and self-confidence to shyness and submissiveness. Posture can also communicate such things as attraction, interest, fear, distrust, anxiety, or disgust. Gestures can also communicate entire thoughts via simple movements. For example, in an interview the job candidate should use an upright posture to indicate confidence.?Time: How we structure and how we use time tell observers about our personality and attitudes. For example, an employee who consistently arrives a few minutes late for work shows the employer a lack of commitment to the organization.?Space: How we arrange things in the space around us tells something about ourselves and our objectives. For example, an employee who keeps his or her work area well-organized and clean shows professionalism.?Territory: Each of us has certain areas that we feel are our own territory, and we all maintain zones of privacy in which we feel comfortable. For example, a supervisor who conducts meetings with individual employees by seating himself or herself behind a desk with the employee seated at the other side of the desk indicates a desire for distance and formality.?Appearance of business documents: The way a letter, memo, e-mail message, report, or other business document looks can have either a positive or a negative effect on the receiver. For example, a hastily written message containing writing errors may make the writer appear unprofessional and may also create an unclear message for the reader.?Appearance of people: The way you look?your clothing, grooming, and posture?communicates an instant nonverbal message about you. For this reason, job candidates are encouraged to dress professionally for all job interviews.?

115 : Define the term etiquette. Then identify and explain five ways that you can exhibit etiquette in the workplace.

Correct Answer : Student answers will vary. ?Etiquette is more about attitude than about formal rules of behavior. It involves a desire to show others consideration and respect as well as make them comfortable. To show polished social competencies at work, you should use polite words, express sincere appreciation and praise, be selective in sharing personal information, not put people down, respect coworkers' space, rise above rudeness, be considerate when sharing space and equipment with others, choose the high road in conflict, and disagree agreeably. ?