

**QUIZ**  
**Chapter 1**  
**ANSWER KEY**

**Multiple-Choice & True/False**

15 Multiple-Choice and True/False questions. Each question is worth 4 points for a total of 60 points:

1. When communicating verbally, the sender only needs to focus on the message being sent.  
*ANSWER: False REFERENCE: 1.1*
2. The goal of the communication process is to arrive at a mutual understanding between sender and receiver.  
*ANSWER: True REFERENCE: 1.1*
3. Making assumptions can have both positive and negative implications.  
*ANSWER: True REFERENCE: 1.2*
4. Delayed feedback is not a useful component of the communication process.  
*ANSWER: False REFERENCE: 1.3*
5. Lateral communication provides an opportunity for lower-level employees to participate in the decision-making process.  
*ANSWER: False REFERENCE: 1.4*
6. An interaction culture emerges when a sender and receiver overcome cultural differences.  
*ANSWER: False REFERENCE: 1.6*
7. Communication through the office “grapevine” would be considered a traditional form of team communication.  
*ANSWER: False REFERENCE: 1.5*
8. In which of the following communication patterns does one individual assume a leadership role?
  - a. The Barbell
  - b. The Pyramid**
  - c. The Circle
  - d. The Cross-fire*ANSWER: B REFERENCE: 1.3*
9. In which pattern can communication freedom possibly result in chaos?
  - a. Legs
  - b. Hub & Spokes
  - c. Cross-Fire**
  - d. Circle*ANSWER: C REFERENCE: 1.3*
10. Making assumptions can have both positive and negative implications. Which of the following is NOT a negative aspect of making assumptions?
  - a. Anticipating problem situations**
  - b. Jumping to conclusions
  - c. Stereotyping
  - d. Focusing on intentions*ANSWER: A REFERENCE: 1.2*

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11. In the communication process, the act of sending a message is
- a signal
  - a transmittal**
  - an information source
  - a channel

ANSWER: B      REFERENCE: 1.3

12. Which of the following is true when giving feedback?
- Always wait for an obvious pause to give feedback
  - Give feedback immediately or don't give it at all
  - Nonverbal gestures are not considered feedback
  - Delayed feedback can improve communication skills**

ANSWER: D      REFERENCE: 1.4

13. Which of the following examples would be considered a motivational communication barrier?
- The sender not having eye contact with the receiver(s)
  - The speaker is improperly dressed
  - The listener is very busy**
  - The receiver glancing frequently at the clock

ANSWER: C      REFERENCE: 1.5

14. Which of the following would NOT be a good way to deal with your own assumptions?
- Being cautious about a client's intentions**
  - Consulting the boss before posting a proposal on the employee website
  - Having coffee with a co-worker to get to know her better
  - Asking questions at a union meeting before voting to go on strike

ANSWER: A      REFERENCE: 1.5

15. Which of the following is an effective way of providing supportive feedback to enhance the team communication process?
- Provide subjective commentary on an individual's performance
  - Give general praise to an individual
  - Articulate only favorable comments
  - Describe your observations based upon actions**

ANSWER: D      REFERENCE: 1.7

**Short Answer**

5 Short Answer questions. Each question is worth 4 points for a total of 20 points:

1. The \_\_\_\_\_ is the person expressing his or her message to other parties.

REFERENCE: 1.2

ANSWER: **Sender**

2. A(n) \_\_\_\_\_ is a belief that something is true without proof or demonstration.

REFERENCE: 1.5

ANSWER: **Assumption**

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3. What mode of communication includes email, texting, and video conferencing?

REFERENCE: 1.7

ANSWER: **Electronic**

4. Give two examples of misconceptions that can interfere with intercultural communication.

REFERENCE: 1.6

ANSWER: (Any two of the following) **Everyone is essentially like me; others lack my advantages; our differences won't matter once we get together; don't worry, I speak the language; they have to respect my knowledge; we're all interested in the "bottom line".**

5. Keeping information flowing is an important component of business communication. What is it called when an individual reports back to the team about her research on the competition's market share?

REFERENCE: 1.7

ANSWER: **Closing the loop**

**Essay**

2 Essay questions. Students answer both questions using complete sentences. Each essay is worth 10 points:

Question #1: Describe how making assumptions can negatively affect the communication process. List four ways of becoming aware of your own assumptions in order to ensure more effective interpersonal interactions.

REFERENCE: 1.2

ANSWER:

*An assumption is a belief that something is true without proof or demonstration, or that a person is going to behave a certain way before they've had a chance to act. When interacting with others, making assumptions about individuals, groups of individuals, or situations can lead to mistakes, misunderstandings, and strained relationships when they're acted upon as absolute facts.*

*Becoming aware of your own assumptions will lead to more effective personal interactions and relationships. Some of the ways of recognizing your own assumptions include:*

**Deal with each person as an individual:** *the more you understand others, the better you can communicate with them.*

**Listen first:** *when something sounds contrary to your thoughts, avoid reacting quickly with a negative comment or disagreement. Instead, ask the person the rationale of the idea or proposal at hand.*

**Avoid generalizations:** *rather than talking in generalizations, tie the comments you make to your own experiences and do so only when it is relevant.*

**Communicate first; act second:** *because so much of work requires cooperating and coordinating with others, make sure that there is mutual understanding before you take action.*

**Make the safest assumption of them all:** *the safest assumption to make when working with others is to assume that the other person means well. This assumption allows you to see and deal with the actions and ideas of others at face value.*

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Sample Rubric 10 pts possible	Excellent	Good	Lacking Information	Total Points
Describe how assumptions can negatively affect communication (4 points)	Thoroughly described how assumptions can negatively affect the communication process	Provide some details about how assumptions can negatively affect the communication process, but left out some important details	Very little description and details given about how assumptions can negatively affect the communication process	
List four ways of becoming aware of assumptions (3 points)	Thoroughly identified four of the five techniques to become aware of assumptions.	Identified at least three of the five techniques to become aware of assumptions	Only identified two or fewer of the five techniques to become aware of assumptions	
Proper grammar and sentence structure (3 points)	Excellent grammar usage, spelling, and sentence structure	Good use of grammar and sentence structure, but some minor errors in grammar or spelling	Lacking completeness of thought and ideas, and numerous spelling, grammar, and sentence structure errors	

Question #2: Team communication is crucial to an organization's success. List and describe four ways to enhance the team communication process.

REFERENCE: 1.5

ANSWER:

**Teach So that Others Can Learn:** Part of what often is needed in teams involves cross training or showing new team members how to do certain tasks, and most teaching involves communicating with others. To teach effectively, first remember that the person you're instructing doesn't know the task or job as well as you do. Explain the process step by step and translate any unfamiliar terms into common language. Allow for and be receptive to questions, and then answer them clearly and directly. When people feel comfortable asking questions, they're engaged and learn well. You can also check the understanding of your trainees by asking questions of your own.

**Offer Assistance:** People want to know that they can count on you to help when they need it, and that you're willing to do so. When your vocabulary includes comments like "What can I do to help you?" or "Let me give you a hand on that," or "I can help you get that assignment done, if you'd like," you speak the language of a valuable team player. Someone who speaks and acts in the language of helpfulness and cooperation is a positive member that everybody wants as part of their team.

**Ask for Help:** Asking questions is a sign of interest and assertiveness, not of stupidity. Part of the benefit of working in a team is that you don't have to figure everything out yourself. You have other resources who can be of help to you when you need it. Don't apologize for asking—just speak up with confidence, stating your need simply and clearly. Then listen for the answer and ask if you need more information or explanation. You may also want to paraphrase the answers you receive to make sure you understand.

**Speak Up in Meetings:** The more you get involved in team situations, the more you're asked to attend team meetings. For effective teamwork, teams need their members to do more than just show up to the meetings. Speak up assertively in every meeting. Offer your ideas and express opinions that help the team move forward in getting results—your thoughts and contributions are truly needed. Also, help turn your meetings into constructive two-way conversations by using active listening.

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**Talk in Terms of Outcomes:** Make outcomes the focus of team discussions, especially when you're problem solving and planning with your team members. Ask: "What goals are to be met?" "What results do we need to accomplish?" and "What customer needs must be met?" Questions like these should guide your discussions and you'll generate a focus on achieving outcomes, not on methods.

**Give Feedback Supportively:** You can offer feedback to your team members about their performances. Doing so enhances teamwork, because it opens up honest communication. Just make sure that you describe your observations based on actions, instead of providing subjective commentary about other people's performances. Be sure to give specific positive feedback, not general praise. If something doesn't go well, providing observations about such issues in a straightforward and supportive manner helps team members reflect on their efforts and learn from their experiences.

**Take Problems to the Right Source:** One way to determine whether a team will be effective is to look at how its members deal with problems and concerns that arise: Team members need to work through their problems to grow and become effective as a team. When issues deal with an individual, go to that person to address the problem.

**Make Newcomers Feel Welcome:** One of the challenges teams sometimes face is integrating new members. New members need to go through the learning curve and need to pay attention to the dynamic among all the members of the team. When you're an established part of a team, always try to help the new person fit in as fast as possible. When little is done to help the new members fit in and feel like a part of the team, the team tends to pull apart.

**Maintain a Sense of Humor:** A sure sign that you have an effective team is people laughing with each other as a normal occurrence. Their humor keeps a light touch that eases the stresses that come with the job.

Sample Rubric 10 pts possible	Excellent	Good	Lacking Information	Total Points
List four main points (3 points)	Thoroughly identified four of the nine factors that enhance team communication	Identified at least three of the nine factors that enhance team communication	Only identified two or fewer of the factors that enhance team communication	
Describe four main points (4 points)	Thoroughly described four of the nine factors that enhance team communication	Some descriptive information provided about each of the items, but lacking some of the important details	Lacking descriptive information about some or all of the factors that enhance team communication	
Proper grammar and sentence structure (3 points)	Excellent grammar usage, spelling, and sentence structure	Good use of grammar and sentence structure, but some minor errors in grammar or spelling	Lacking completeness of thought and ideas, and numerous spelling, grammar, and sentence structure errors.	