Package Title: Practice

Course Title: Boone, Contemporary Business, Third Canadian Edition

Chapter Number: 09

Shuffle: No

Question type: Multiple Choice

1) One of the most effective methods of empowering employees is to:

a) give them more job duties.

b) keep them informed of the firm’s financial performance.

c) become a more profitable company.

d) decrease outsourcing.

Answer: b

Difficulty: Medium

Learning Objective 1: LO9.1 Describe why and how organizations empower employees.

Section Reference 1: Empowering Employees

Bloom’s Taxonomy: Comprehension

AACSB: Communication

2) Which of the following is **not** a benefit of a company employing empowerment techniques?

a) creates more of a feeling of ownership on the part of workers

b) frees managers from hands-on control of workers

c) motivates workers with challenges

d) reduces recruitment needs

Answer: d

Difficulty: Medium

Learning Objective 1: LO9.1 Describe why and how organizations empower employees.

Section Reference 1: Empowering Employees

Bloom’s Taxonomy: Analysis

AACSB: Analytic

3) Managers promote \_\_\_\_\_\_\_ by giving employees the authority and responsibility to make decisions about their work without traditional managerial approval and control.

a) decision-making

b) empowerment

c) authority

d) information sharing

Answer: b

Difficulty: Medium

Learning Objective 1: LO9.1 Describe why and how organizations empower employees.

Section Reference 1: Empowering Employees

Bloom’s Taxonomy: Comprehension

AACSB: Communication

4) Which of the plans below benefits employees by giving them ownership stakes in their companies, leading to potential profits as the value of their firm increases?

a) savings bond

b) employee stock ownership plan

c) employer/employee contribution plan

d) shareholder plan

Answer: b

Difficulty: Medium

Learning Objective 1: LO9.1 Describe why and how organizations empower employees.

Section Reference 1: Empowering Employees

Bloom’s Taxonomy: Knowledge

AACSB: Communication

5) Which of the following allows employees to share ownership in the firm by offering them the right to buy a specified amount of a company stock at a given price within a given time period?

a) derivatives

b) employee stock ownership plan

c) RRSP plan

d) stock options

Answer: d

Difficulty: Medium

Learning Objective 1: LO9.1 Describe why and how organizations empower employees.

Section Reference 1: Empowering Employees

Bloom’s Taxonomy: Knowledge

AACSB: Communication

6) Will is the Customer Service manager for a mid-sized firm. The number of callers who have complaints has increased. What kind of team should Will assemble to help him determine the reason for the complaints?

a) work team

b) virtual team

c) cross-functional team

d) problem-solving team

Answer: d

Difficulty: Medium

Learning Objective 1: LO9.2 Describe the five types of teams in the workplace.

Section Reference 1: Teams

Bloom’s Taxonomy: Application

AACSB: Communication

7) Which of the following is a work team that has the authority to decide how its members will complete their daily tasks?

a) self-managed team

b) virtual team

c) cross-functional team

d) problem-solving team

Answer: a

Difficulty: Medium

Learning Objective 1: LO9.2 Describe the five types of teams in the workplace.

Section Reference 1: Teams

Bloom’s Taxonomy: Knowledge

AACSB: Communication

8) Approximately, what fraction of firms currently use work teams?

a) 20%

b) 35%

c) 50%

d) 70%

Answer: d

Difficulty: Medium

Learning Objective 1: LO9.2 Describe the five types of teams in the workplace.

Section Reference 1: Teams

Bloom’s Taxonomy: Comprehension

AACSB: Communication

9) Which type of team provides the greatest diversity of skill and background for its members?

a) self-managed

b) virtual

c) problem-solving

d) cross-functional

Answer: d

Difficulty: Easy

Learning Objective 1: LO9.2 Discribe the five types of teams in the workplace.

Section Reference 1: Teams

Bloom’s Taxonomy: Comprehension

AACSB: Communication

10) Consensus about the leader’s role develops in the \_\_\_\_\_\_\_\_ stage.

a) forming

b) storming

c) norming

d) adjourning

Answer: c

Difficulty: Medium

Learning Objective 1: LO9.3 Describe the characteristics of an effective team, and the stages of team development.

Section Reference 1: Team Characteristics

Bloom’s Taxonomy: Comprehension

AACSB: Communication

11) \_\_\_\_\_\_\_\_ represents the strength that comes from differences in abilities, knowledge, experience, and other team factors.

a) Team level

b) Team diversity

c) Team cohesiveness

d) Team dynamics

Answer: b

Difficulty: Medium

Learning Objective 1: LO9.3 Describe the characteristics of an effective team, and the stages of team development.

Section Reference 1: Team Characteristics

Bloom’s Taxonomy: Knowledge

AACSB: Communication

12) The team’s average level of ability, experience, personality, or any other factor, is referred to as which of the following?

a) team level

b) team diversity

c) team cohesiveness

d) team dynamics

Answer: a

Difficulty: Medium

Learning Objective 1: LO9.3 Describe the characteristics of an effective team, and the stages of team development.

Section Reference 1: Team Characteristics

Bloom’s Taxonomy: Knowledge

AACSB: Communication

13) What is a characteristic of the storming stage of team development?

a) Members try to clarify their roles and expectations.

b) Members resolve differences.

c) Members get to know each other and what behaviours are acceptable.

d) Team members disband.

Answer: a

Difficulty: Medium

Learning Objective 1: LO9.3 Describe the characteristics of an effective team, and the stages of team development.

Section Reference 1: Team Characteristics

Bloom’s Taxonomy: Comprehension

AACSB: Communication

14) Maximum team effectiveness occurs when a team has \_\_\_\_\_\_\_\_ members.

a) 3

b) 7

c) 12

d) 14

Answer: b

Difficulty: Medium

Learning Objective 1: LO9.3 Describe the characteristics of an effective team, and the stages of team development.

Section Reference 1: Team Characteristics

Bloom’s Taxonomy: Knowledge

AACSB: Communication

15) During which stage of development does a team resolve differences and accept each other?

a) forming

b) storming

c) norming

d) performing

Answer: c

Difficulty: Medium

Learning Objective 1: LO9.3 Describe the characteristics of an effective team, and the stages of team development.

Section Reference 1: Team Characteristics

Bloom’s Taxonomy: Knowledge

AACSB: Communication

16) During which stage of development do members focus on solving problems and accomplishing tasks?

a) forming

b) storming

c) norming

d) performing

Answer: d

Difficulty: Medium

Learning Objective 1: LO9.3 Describe the characteristics of an effective team, and the stages of team development.

Section Reference 1: Team Characteristics

Bloom’s Taxonomy: Knowledge

AACSB: Communication

17) Which situation is most likely to undermine team cohesiveness?

a) Team members genuinely like each other.

b) Team members share common goals.

c) Team members are unsure of the team’s mission.

d) Team members have similar attitudes toward work.

Answer: c

Difficulty: Medium

Learning Objective 1: LO9.4 Relate team cohesiveness and norms to effective team performance.

Section Reference 1: Team Cohesiveness and Norms

Bloom’s Taxonomy: Application

AACSB: Analytic

18) Team cohesiveness \_\_\_\_\_\_\_\_\_\_\_\_ when members interact frequently, share common attitudes and goals, and enjoy being together.

a) waivers

b) increases

c) deteriorates

d) decreases

Answer: b

Difficulty: Medium

Learning Objective 1: LO9.4 Relate team cohesiveness and norms to effective team performance.

Section Reference 1: Team Cohesiveness and Norms

Bloom’s Taxonomy: Comprehension

AACSB: Communication

Question type: True/False

19) Cohesive teams often experience high turnover of members.

1. True
2. False

Answer: b

Difficulty: Medium

Learning Objective 1: LO9.4 Relate team cohesiveness and norms to effective team performance.

Section Reference 1: Team Cohesiveness and Norms

Bloom’s Taxonomy: Knowledge

AACSB: Communication

Question type: Multiple Choice

20) Cohesive teams do all but the following:

a) achieve higher levels of performance.

b) consistently perform better than other teams.

c) members tend to be more motivated.

d) coach disgruntled members.

Answer: d

Difficulty: Medium

Learning Objective 1: LO9.4 Relate team cohesiveness and norms to effective team performance.

Section Reference 1: Team Cohesiveness and Norms

Bloom’s Taxonomy: Comprehension

AACSB: Communication

21) Which type of conflict could potentially strengthen a team?

a) cognitive

b) affective

c) emotional

d) cohesive

Answer: a

Difficulty: Medium

Learning Objective 1: LO9.5 Describe the factors that can cause conflict in teams and ways to manage conflict.

Section Reference 1: Team Conflict

Bloom’s Taxonomy: Comprehension

AACSB: Communication

22) The best way to handle team conflict is to:

a) ignore it.

b) focus on emotional issues first.

c) avoid conflict in the first place by removing potentially disruptive team members.

d) establish good communications and respect within the team.

Answer: d

Difficulty: Hard

Learning Objective 1: LO9.5 Describe the factors that can cause conflict in teams and ways to manage conflict.

Section Reference 1: Team Conflict

Bloom’s Taxonomy: Application

AACSB: Analytic

23) \_\_\_\_\_\_\_\_ focuses on problem-related differences of opinion.

a) Cognitive conflict

b) Affective conflict

c) Communication conflict

d) Goal conflict

Answer: a

Difficulty: Medium

Learning Objective 1: LO9.5 Describe the factors that can cause conflict in teams and ways to manage conflict.

Section Reference 1: Team Conflict

Bloom’s Taxonomy: Knowledge

AACSB: Communication

24) \_\_\_\_\_\_\_\_ focuses on individuals or personal issues.

a) Cognitive conflict

b) Affective conflict

c) Communication conflict

d) Goal conflict

Answer: b

Difficulty: Medium

Learning Objective 1: LO9.5 Describe the factors that can cause conflict in teams and ways to manage conflict.

Section Reference 1: Team Conflict

Bloom’s Taxonomy: Knowledge

AACSB: Communication

Question type: True/False

25) Diversity awareness programs can often reduce conflict.

1. True
2. False

Answer: a)

Difficulty: Easy

Learning Objective 1: LO9.5 Describe the factors that can cause conflict in teams and ways to manage conflict.

Section Reference 1: Team Conflict

Bloom’s Taxonomy: Knowledge

AACSB: Communication

Question type: Multiple Choice

26) A meaningful exchange of information through messages can be defined as:

a) message receipt.

b) listening.

c) communication.

d) all of the above.

Answer: c

Difficulty: Hard

Learning Objective 1: LO9.6 Outline the process of effective communication.

Section Reference 1: The Importance of Effective Communication

Bloom’s Taxonomy: Knowledge

AACSB: Analytic

27) An example of “noise” in the communication process would be:

a) the phone ringing when you are trying to read an e-mail.

b) losing cell phone connection during a conversation.

c) a difference in perceptions or attitudes between the sender and receiver.

d) all of the above.

Answer: d

Difficulty: Hard

Learning Objective 1: LO9.6 Outline the process of effective communication.

Section Reference 1: The Importance of Effective Communication

Bloom’s Taxonomy: Application

AACSB: Analytic

28) Encoding a message includes:

a) providing a feedback loop.

b) choosing a context.

c) translating meaning into understandable terms.

d) processing interference.

Answer: c

Difficulty: Medium

Learning Objective 1: LO9.6 Outline the process of effective communication.

Section Reference 1: The Importance of Effective Communication

Bloom’s Taxonomy: Knowledge

AACSB: Analytic

29) Which communication element below is a type of interference that influences the transmission of messages and feedback?

a) audience

b) feedback

c) noise

d) context

Answer: c

Difficulty: Medium

Learning Objective 1: LO9.6 Outline the process of effective communication.

Section Reference 1: The Importance of Effective Communication

Blooms Taxonomy: Knowledge

30) Most people rely primarily on \_\_\_\_\_\_ to interpret messages.

a) facial expressions

b) words

c) context

d) tone of voice

Answer: a

Difficulty: Medium

Learning Objective 1: LO9.7 Compare the basic forms of communication.

Section Reference 1: Basic Forms of Communication

Bloom’s Taxonomy: Comprehension

AACSB: Communication

31) An internal information channel in an organization that passes information from unofficial sources is referred to as which of the following?

a) grapevine

b) backchannel

c) information line

d) gossip

Answer: a

Difficulty: Medium

Learning Objective 1: LO9.7 Compare the basic forms of communication.

Section Reference 1: Basic Forms of Communication

Bloom’s Taxonomy: Comprehension

AACSB:

32) After several days, a listener remembers \_\_\_\_\_\_\_\_ of a message she’s heard.

a) 15%

b) 25%

c) 50%

d) 70%

Answer: b

Difficulty: Medium

Learning Objective 1: LO9.7 Compare the basic forms of communication.

Section Reference 1: Basic Forms of Communication

Bloom’s Taxonomy: Knowledge

AACSB: Communication

33) In a study of face-to-face communication, which type of cues were the most important in message interpretation?

a) verbal cues

b) vocal cues

c) gestures

d) facial expressions

Answer: d

Difficulty: Medium

Learning Objective 1: LO9.7 Compare the basic forms of communication.

Section Reference 1: Basic Forms of Communication

Bloom’s Taxonomy: Comprehension

AACSB: Communication

34) Most business communication takes place within the \_\_\_\_\_\_\_\_\_ zone.

a) intimate

b) personal

c) social

d) public

Answer: c

Difficulty: Medium

Learning Objective 1: LO9.7 Compare the basic forms of communication.

Section Reference 1: Basic Forms of Communication

Bloom’s Taxonomy: Comprehension

AACSB: Communication

35) The First Third Bank is planning to lay off 10% of its workforce. Which communication channel would be most appropriate for this type of message?

a) An e-mail message.

b) An all company meeting presided over by the bank president with a handout explaining the severance package.

c) An interview with the local newspaper, followed by an all-company e-mail message.

d) Printed material sent to employees’ homes and posted on the lunchroom wall.

Answer: b

Difficulty: Hard

Learning Objective 1: LO9.7 Compare the basic form of communication.

Section Reference 1: Basic Forms of Communication

Bloom’s Taxonomy: Application

AACSB: Analytic

36) Which communication channel carries messages from someone who holds a senior position in the organization to subordinates?

a) formal communication

b) downward communication

c) nonverbal communication

d) personal communication

Answer: b

Difficulty: Medium

Learning Objective 1: LO9.7 Compare the basic forms of communication.

Section Reference 1: Basic Forms of Communication

Bloom’s Taxonomy: Comprehension

AACSB: Communication

37) Which type of listening occurs when the receiver of the message believes the sender is attempting to gain advantage in the communication?

a) polite listening

b) offensive listening

c) defensive listening

d) active listening

Answer: c

Difficulty: Medium

Learning Objective 1: LO9.7 Compare the basic forms of communication.

Section Reference 1: Basic Forms of Communication

Bloom’s Taxonomy: Knowledge

AACSB: Communication

38) Jenna is developing a crisis management plan for her company. Which of the following recommendations should she change?

a) Company executives should quickly appear before the press.

b) Stick to the facts. Don’t speculate.

c) If you don’t know the answer, say “no comment.”

d) Identify and speak directly to your audience.

Answer: c

Difficulty: Hard

Learning Objective 1: LO9.8 Explain external communication and methods of managing a public crisis.

Section Reference 1: External Communication and Crisis Management

Blooms Taxonomy: Comprehension

AACSB: Analytic

39) When a company crisis occurs, which of the following is the best tactic for top management to take when responding to external questions?

a) Avoid responding until all the facts are known.

b) Designate someone from staff to respond to avoid limelight.

c) Indicate when the answer is unknown, but indicate an answer will be sought.

d) Lessen public concern by withholding certain facts.

Answer: c

Difficulty: Hard

Learning Objective 1: LO9.8 Explain external communication and methods of managing a public crisis.

Section Reference 1: External Communication and Crisis Management

Bloom’s Taxonomy: Comprehension

AACSB: Analytic

Question type: True/False

40) All external communication with customers should be designed to create goodwill and contribute to customer satisfaction, even when they are protesting loudly at you.

1. True
2. False

Answer: a

Difficulty: Medium

Learning Objective 1: LO9.8 Explain external communication and methods of managing a public crisis.

Section Reference 1: External Communication and Crisis Management

Bloom’s Taxonomy: Comprehension

AACSB: Communication