Package Title: Clickers

Course Title: Boone, Kurtz, Khan, Canzer, Contemporary Business, Third Canadian Edition

Chapter Number: 09

Question type: Multiple Choice

1) Which communication channel below 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

2) A work team that has the authority to decide how its members will complete their daily tasks is a:

a) Problem-solving team

b) Cross-functional team

c) Self-managed team

d) Virtual team

Answer: c

3) Managers promote \_\_\_\_\_\_\_ by giving employees 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

4) Research shows that teams achieve their best results with \_\_\_\_\_\_\_\_\_\_\_\_ members:

a) 12 – 15

b) 2 – 3

c) 10 – 12

d) 6 – 7

Answer: d

5. 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

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

a) Cognitive conflict

b) Affective conflict

c) Communication conflict

d) Goal conflict

Answer: a

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

a) Forming

b) Storming

c) Norming

d) Performing

Answer: c

8) The type of listening that occurs when the receiver of a message feels that the sender is trying to gain some advantage from the communication is:

a) Active listening

b) Polite listening

c) Offensive listening

d) Defensive listening

Answer: d

9) Which one of the following statements concerning informal communication is correct?

a) The grapevine is **not** an example of an informal communication channel

b) Informal communication is unreliable

c) Informal communication channels carry information outside the formerly authorized channels of an organization’s hierarchy

d) Gossip is not included in informal communications

Answer: c

10) The extent to which team members feel attracted to the team and motivated to remain part of it refers to:

a) Team cohesiveness

b) Team diversity

c) Team affiliation

d) Team norms

Answer: a

11) The team’s average level of ability, experience, personality, or any other factor is referred to as:

a) Team size

b) Team level

c) Team diversity

d) Team maturity

Answer: b

12) That stage of team development where individual personalities come out as members clarify their roles and expectations is:

a) Forming

b) Storming

c) Norming

d) Performing

Answer: b

13) Conflict that refers to the emotional reactions that can occur when disagreements become personal instead of remaining professional is referred to as:

a) Inflective conflict

b) Cognitive conflict

c) Affective conflict

d) Cohesive conflict

Answer: c

14) Communication in low-context cultures tends to rely on:

a) Written and verbal messages

b) Nonverbal cues

c) Personal relationships between parties

d) Past and present experiences

Answer: a

15) Which one of the following is NOT considered to be a nonverbal action that becomes a communication cue?

a) Gestures

b) Tone of an e-mail message

c) Clothes

d) Volume of voice

Answer: b