# Test Bank

## *For*

# Strategies for Technical Communication in the Workplace

# Fourth Edition

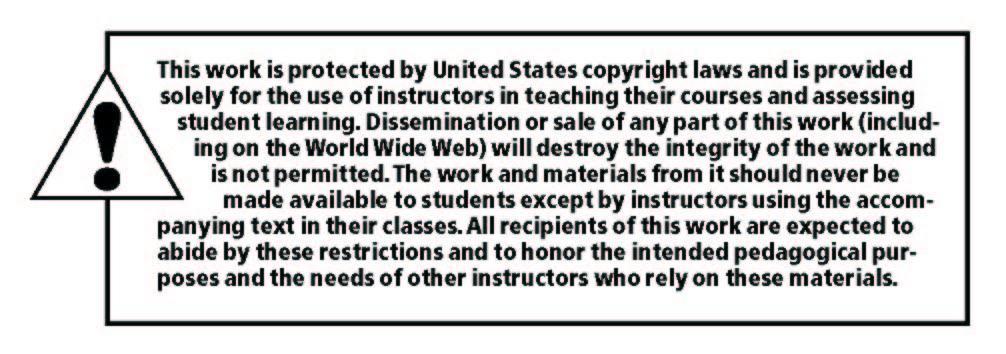
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**CHAPTER 1. Technical Communication: Global, Collaborative, and Digital**

**True/False Questions**

1. Technical communication helps us interact with technology in our daily lives.

2. An effective way to manage team conflicts is to listen passively.

3. Technical documents are typically written by teams.

4. All documents are at least partly persuasive.

5. Technical communication does not include digital media such as blogs, apps, and wikis.

6. A collaborative document should be written in a style that emphasizes the different voices of the individual writers.

7. The definition of technical communication is any communication that provides complex information for technical experts; it is not intended for broader audiences.

8. Paying attention to “face saving” is key to working across cultures.

**Fill-in-the-blank Questions**

9. The oldest form of virtual collaboration, multiple callers meet by telephone.

takes place when

10.

involves making a document more precise and readable at the word and sentence level.

11. To outline a work schedule, team member responsibilities, and other components of a project, fill out a .

12. The three purposes of technical documents are to ,

, and .

**Multiple-Choice Questions**

13. Technical communication seeks to

(a) anticipate and answer questions. (b) help people perform a task.

(c) persuade people to do something. (d) b and c.

(e) All of these answers are correct.

14. Effective technical documents

(a) use obfuscation.

(b) avoid combining text, visuals, and sound.

(c) are easy to navigate. (d) a and c.

(e) None of these answers are correct.

15. Which of the following statements is *most* accurate?

(a) Technical communication helps us interact with technology in our daily lives. (b) Technical communication helps advance workplace goals.

(c) Technical communication helps specialists solve complex problems. (d) b and c

(e) All of these answers are correct.

16. Sources of conflict in collaborative groups include

(a) interpersonal differences. (b) cultural differences.

(c) gender differences.

(d) All of these answers are correct.

(e) b and c.

17. Choose which strategy below helps support running successful meetings.

(a) Allow the conversation to stray as the group desires.

(b) Set an agenda with specific time limits for items of discussion. (c) Don’t waste the group’s time by summarizing minutes from the last meeting.

(d) Highlight points of disagreement.

(e) Avoid appointing roles; instead, let the roles spontaneously evolve.

18. Which statement below is *most* accurate?

(a) Blogs are not a useful medium for collaboration. (b) An intranet is an external company Web site.

(c) Instant messaging is an easy means of holding real-time team meetings. (d) E-mail is the preferred way to address conflict.

(e) None of these answers are correct.

19. When communicating with someone from another culture, (a) use humor on first contact to break the ice.

(b) use humor only in email correspondence.

(c) use humor only in face-to-face contact.

(d) always use humor to facilitate strong interpersonal connections.

(e) avoid humor.

20. Which of the following statements about organizing a team project is *least* accurate?

(a) Work without a manager; allow all team members to take charge. (b) Compose a purpose statement.

(c) Develop a file-naming system for documents.

(d) Decide on a specific meeting schedule. (e) All of these answers are correct.

**ANSWER KEY True/False**

1. T

2. F

3. T

4. T

5. F

6. F

7. F

8. T

**Fill-in-the-blank**

9. teleconferencing

10. editing

11. project planning form

12. inform, instruct, persuade

**Multiple-Choice**

13. e

14. c

15. e

16. d

17. b

18. c

19. e

20. a