

Student name: _____

1) Bona fide group perspective emphasizes that real-world groups both shape and are shaped by those same environments. What are the reasons this interdependence occurs?

2) Define what a theory is and how general systems theory applies to small groups.

3) Give at least three examples each of small group inputs, throughput processes, and outputs.

4) Discuss the influence of computer-mediated communication on a system.

5) Differentiate between open and closed systems.
Explain the different ways in which boundary spanners work.

6) Explain what is meant by feedback in a system.
Discuss its usefulness within a group.

7) Give a few examples of feedback that a classroom project group is most likely to receive. Discuss the ways to give critical feedback in an efficient manner.

8) Describe the concepts of multiple causes, multiple paths, and synergy; explain how they affect a group's final outcome.

9) Identify the different small groups that exist within your college or place of employment. Describe the different ways in which these groups interact with each other. Explain

how interaction, or lack of it, seems to affect an organization.

10) A _____ is a "map of reality," something that helps individuals navigate unfamiliar terrain and make decisions.

11) A system consists of a set of elements that function as a whole because of _____ relationships.

12) To understand systems theory, one needs to understand four basic concepts true of all systems: inputs,

_____, outputs, and environment.

13) _____ are the "raw materials" that are initially brought to a group from the outside.

14) _____ are influences on the system that result from actual activities within the group as it goes about its business.

16) Systems do not exist in a vacuum but are embedded in multiple surroundings or contexts that are referred to as the ____.

17) A ____ suggests that real-world groups both shape and are shaped by those same environments.

18) Groups in which members complete most or all of their work without meeting face-to-face are called ____.

19) The boundary between a system and its ____ helps determine whether the system is relatively open or closed.

20) ____ refers to the fact that the elements of a system mutually influence each other.

21) ____ refers to the part of a system's output that is returned to the system as input, which allows the system to monitor its movement toward goals and make necessary changes.

22) The concept of ____ suggests that there is usually more than one appropriate way to reach a particular goal or endpoint.

23) _____ refers to the fact that when group members come together, they create an entirely unique entity that is something other than just a collection of individual parts.

24) In groups experiencing _____, the output is worse than expected given the abilities of the group members.

25) A "map of reality" that helps us navigate unfamiliar territory and make decisions is called a(n)

- A) idea.
- B) hypothesis.
- C) theory.

- D) GPS.
- E) internal understanding.

26) General systems theory is useful for understanding small groups because this theory

- A) reminds us that small groups are simpler than they appear.
- B) provides individuals with a way of examining and describing how a system's parts are interrelated, even while they are continuously changing.
- C) helps us describe how individual elements of a whole can operate autonomously.
- D) can help a student identify the single most

important reason why something occurs in a group.

- E) provides a group comparison to the "fight-or-flight" response of an individual.

27) _____ is fundamental to understanding a small group as a system and its relevant parts.

- A) Understanding

- B) Communication
- C) Perception

D) Conflict
 E) None of these
 answer is correct

28) A system consists of a set of elements, and the elements function

- A) simultaneously.
- B) interdependently.
- C) autonomously.

D) exclusively.
 E) none of these
 answer is correct.

29) Small group inputs refer to the

- A) reports a committee produces.
- B) ways in which group members resolve conflicts.
- C) types of informal leadership provided by various group members.
- D) satisfaction that group members feel after

completing their assignments.
 E) elements of a system that are present at the outset, or the initial raw materials of the system.

30) Throughput processes refer to the

- A) physical setting in which a group meets.
- B) cohesiveness that the members of a group experience.
- C) decisions that a group makes.
- D) influences that result from actual activities within

a group.
 E) information that the members of a group have about their tasks.

31) General systems theory was developed by

- A) Ludwig von Bertalanffy.
- B) Alfred Einstein.

C) Carl Rogers.

- D) Eric Schliemann.
- E) John Dewey.

32) The idea that real-world groups both shape and are shaped by those same environments is called

- A) an idyllic perspective.
- B) a symbolic perspective.
- C) a systemic perspective.

- D) a bona fide group perspective.
- E) Carter's understanding.

33) Groups in which the members do not communicate with each other in the same time and place are called

- A) non-seeing groups.
- B) fun groups.
- C) coexistent groups.

- D) interdependent groups.
- E) virtual groups.

34) The concept of multiple paths indicates that

A) there are numerous ways to improve the functioning of a system.

B) a group can obtain needed inputs from many different sources.

C) there is usually more than one appropriate way to reach a particular goal or endpoint.

D) several members of a group can do a task that is needed.

E) information is exchanged among group members via a variety of means and media.

35) Which of the following best exemplifies a closed system?

- A) a sequestered jury
- B) a hockey team
- C) an advertising agency

- D) a person in an interview
- E) a learning group

36) Which of the following is NOT an example of a small group output?

- A) a report produced by a group
- B) the satisfaction experienced by the members of a group after completing a job
- C) group members who are willing and open minded
- D) a building constructed by a construction crew

E) communication between the members of a group and the group's environment

37) Which of the following best exemplifies an open system?

- A) a committee that invites nonmembers to meetings and makes its records public
- B) a club that has specific requirements for membership
- C) shuttle astronauts that are on a week-long voyage
- D) a jury that deliberates on the penalty to be given

to a convict

E) an advertising agency that plans how to promote a new computer game system

38) Group members who manage the group's interaction with its environment are called

- A) negotiators.
- B) go-between members.
- C) boundary spanners.

D) locaters.
E) all of these answers are correct.

39) Interdependence occurs for several reasons in groups such as.

- A) groups typically have to coordinate their actions with other groups within the same parent organization or across organizations.
- B) there is frequent communication within the group

as well as between the group and other larger groups over interpretation of group goals, authority, and support for group

actions.

C) members of groups often belong to other groups that simultaneously influence and are influenced by them.

D) members bring to their groups a variety of interests, ways of speaking, and mental models of effective

40) Which of the following best exemplifies feedback within a group?

A) the members' knowledge of PowerPoint

B) the ways in which the group handles complaints

C) the ways in which the members address each other

41) The best way to give critical feedback is to

A) be straight and avoid worrying about feelings.

B) mention everything that a group did wrong at the very beginning of a discussion.

C) never give it.

42) It is important to remember that, with groups, many factors, not a single factor, combine to produce the final

A) interdependence.

B) multiple causes.

43) Which of the following terms suggests that groups starting out the same may end up in very different places?

A) multifinality

group problem solving.

E) all of these answers are correct.

D) customer comment cards

E) none of these answer is correct.

D) it is best to pose it as a group issue, not a personal one.

E) none of these answer is correct.

outcome, a concept we refer to as

C) feedback.

D) openness.

E) multiple paths.

B) interdependence

- C) feedback
- D) nonsummativity

E) open system

44) When a group's output is worse than expected given the abilities of the group members, it is called

- A) equifinality.
- B) feedback.
- C) multifinality.

D) negative synergy.

E) a closed system.

45) General systems theory was created by a theoretical physicist.

- ☐ true
- ☐ false

46) When forming a group to complete a group project, the members' attitudes toward the project best exemplify inputs to the project group.

- ☐ true
- ☐ false

47) The style of leadership practiced within a group is an example of a small group input variable.

- ☐ true
- ☐ false

48) In a bona fide group perspective, there is

frequent communication within a group as well as between the group and other larger groups.

- ☐ true
- ☐ false

49) A group's outputs may include changes in its processes and procedures.

- ☐ true
- ☐ false

50) Members of groups often belong to other groups that simultaneously influence and are influenced by them.

- ☐ true
- ☐ false

51) For the throughput process to be successful, group members should discourage ideas and remain closed minded.

- ☐ true
- ☐ false

52) Open systems have no disadvantages; they are the most superior systems.

- ☐ true
- ☐ false

⊙ true

54) Interdependence refers to the fact that the elements of a system mutually influences and is influenced by the other elements.

- ☐ true
- ☐ false

55) The source of feedback is not considered as important as its content.

- ☐ true
- ☐ false

56) The best way to give critical feedback in a group is to not give it.

- ☐ true
- ☐ false

57) Given two successful, experienced sports teams, one may end up losing many of its games, while the other may win a championship; this scenario best exemplifies multifinality.

- ☐ true
- ☐ false

58) Boundary spanning connects a group to useful people, resources, and other groups.

- ☐ true
- ☐ false

59) When members bring up borders, they work to increase the cohesiveness and smooth functioning of their team.

- ☐ true
- ☐ false

Answer Key

Test name: Communicating in Groups ch02

- 1) Answers will vary.
- 2) Answers will vary.
- 3) Answers will vary.
- 4) Answers will vary.
- 5) Answers will vary.
- 6) Answers will vary.
- 7) Answers will vary.
- 8) Answers will vary.
- 9) Answers will vary.
- 10) theory
- 11) interdependent
- 12) throughput processes
- 13) Inputs
- 14) Throughput processes
- 15) outputs
- 16) environment
- 17) bona fide group perspective
- 18) virtual groups
- 19) environment

20) Interdependence

21) Feedback

22) multiple paths

23) Synergy

24) negative synergy

25) C

26) B

27) B

28) B

29) E

30) D

31) A

32) D

33) E

34) C

35) A

36) C

37) A

38) C

39) E

40) D

- 41) D
- 42) B
- 43) A
- 44) D
- 45) FALSE
- 46) TRUE
- 47) FALSE
- 48) TRUE
- 49) TRUE
- 50) TRUE
- 51) FALSE
- 52) FALSE
- 53) TRUE
- 54) TRUE
- 55) FALSE
- 56) FALSE
- 57) TRUE
- 58) TRUE
- 59) TRUE