

Chapter 1: Business and Professional Excellence in the Workplace
Test Bank

1. Shyness describes what type of communication apprehension?

- *a. trait
- b. group
- c. introverted
- d. evaluative

Learning objective number: 1-7

Cognitive domain: Knowledge

Answer location: Types of Communication Apprehension

Question type: MC

2. KEYS, a communication process designed to enhance your ability to critically assess and then improve your communication skills, stands for

- *a. know yourself, evaluate the professional context, your communication interaction, step back and reflect.
- b. kinesics, extemporaneous, your nonverbal and verbal, strengths and weaknesses.
- c. know your communication, evaluate the reaction, your communication competencies, success strategies.
- d. keys to communication skills, exemplify and enhance, your own and the communication of others, signs and symbols.

Learning objective number: 1-4

Cognitive domain: Knowledge

Answer location: Understanding the KEYS process

Question type: MC

3. Holding a meeting late on Friday afternoon just before closing an office may create _____ that will interfere with your message.

- a. a feedback loop
- b. truancy
- *c. internal noise
- d. fatigue

Learning objective number: 1-5

Cognitive domain: Comprehension

Answer location: Noise

Question type: MC

4. A cell phone ringing in the middle of class is an example of

- *a. external noise.
- b. a distraction.
- c. a noise channel.
- d. nonverbal communication.

Learning objective number: 1-5

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Cognitive domain: Knowledge

Answer location: Noise

Question type: MC

5. _____ and feedback are critical to the success of business and professional communication.

a. Perspective taking

b. Emotional control

*c. Role-taking

d. Expressiveness

Learning objective number: 1-3

Cognitive domain: Knowledge

Answer location: Role-Taking

Question type: MC

6. How does conspicuousness cause communication apprehension?

*a. by creating anxiety about being in the spotlight

b. by creating anxiety about others' evaluations

c. by creating anxiety about a formal environment

d. by creating anxiety about doing something new

Learning objective number: 1-7

Cognitive domain: Knowledge

Answer location: Causes of Communication Apprehension

Question type: MC

7. Senders _____ messages, while receivers of messages are left to _____ them.

*a. encode; decode

b. decode; encode

c. encrypt; decrypt

d. decrypt; encrypt

Learning objective number: 1-5

Cognitive domain: Knowledge

Answer location: Explain the Components of the Communication Model

Question type: MC

8. Kim teaches English classes and thinks she is very clear with assignment instructions. However, every student in her class is confused about the instructions throughout the semester.

Kim's behavior is known as

a. misinformation.

b. communication inefficiency.

*c. communication bravado.

d. miscommunication.

Learning objective number: 1-1

Cognitive domain: Application

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Answer location: Understanding the Importance of Human Communication in Business and Professional Contexts

Question type: MC

9. Since Ben's supervisor is out sick, Ben has been called on to give an impromptu briefing to the other employees at his company. This situation is likely to cause _____ communication apprehension.

- a. trait
- *b. novelty
- c. subordinate
- d. formal

Learning objective number: 1-7

Cognitive domain: Comprehension

Answer location: Causes of Communication Apprehension

Question type: MC

10. Ethics is the discussion, determination, and deliberation processes that attempt to decide

- a. what is right or wrong.
- b. what others should do or not do.
- c. what is considered appropriate in our individual, communal, and professional lives.
- *d. all of the above

Learning objective number (if applicable):1

Cognitive domain: Knowledge

Answer location: Communication Ethics

Question type: MC

11. What is the role of the telephone during a conference call?

- a. medium
- *b. channel
- c. source
- d. context

Learning objective number: 1-5

Cognitive domain: Application

Answer location: Channel

Question type: MC

12. The location, time, and occasion where communication occurs is referred to as

- *a. context.
- b. setting.
- c. environment.
- d. background.

Learning objective number: 1-2

Cognitive domain: Knowledge

Answer location: Context

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Question type: MC

13. Lisa is about to give a presentation to the other students in her class when she becomes nervous because nobody appears to be focusing on her. What type of communication apprehension is Lisa feeling?

- *a. lack of attention
- b. novelty
- c. formality
- d. conspicuousness

Learning objective number: 1-7

Cognitive domain: Application

Answer location: Causes of Communication Apprehension

Question type: MC

14. At Robin's new company, Robin is asked to sign an agreement that pledges that he will follow safety guidelines, promote teamwork within his team, and do his job with integrity. What values does this document support?

- a. team values
- b. group values
- *c. organizational values
- d. institutional values

Learning objective number: 1-1

Cognitive domain: Application

Answer location: Communication Ethics

Question type: MC

15. Jennifer was recently passed up for a promotion in favor of her coworker Ryan. However, Jennifer finds out from another employee that Ryan has been plagiarizing his presentations at work. Jennifer knows this isn't fair, but she doesn't want Ryan to be fired either. What is Jennifer experiencing?

- a. conflict of interests
- *b. ethical dilemma
- c. teamwork dilemma
- d. coworker dilemma

Learning objective number: 1-1

Cognitive domain: Application

Answer location: Communication Ethics

Question type: MC

16. Travis is nervous about his upcoming speech because the other students will be grading his speech instead of the professor. This is an example of _____ communication apprehension.

- *a. peer evaluation
- b. formality
- c. dissimilarity

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d. subordinate status

Learning objective number: 1-7

Cognitive domain: Application

Answer location: Causes of Communication Apprehension

Question type: MC

17. Moral principles or rules that determine ethical behaviors are known as

a. codes of honor.

*b. values.

c. beliefs.

d. impressions.

Learning objective number: 1-1

Cognitive domain: Knowledge

Answer location: Communication Ethics

Question type: MC

18. The second step in the KEYS process is to educate yourself on the communication interaction.

a. True

*b. False

Learning objective number: 1-1

Cognitive domain: Knowledge

Answer location: KEYS for Excellence in the Workplace

Question type: TF

19. Those who possess effective communication skills have a trait known as communication bravado.

a. True

*b. False

Learning objective number: 1-1

Cognitive domain: Knowledge

Answer location: Understanding the Importance of Human Communication in Business and Professional Contexts

Question type: TF

20. Professional excellence means being recognized for your skills as a communicator and serving as a role model to others.

*a. True

b. False

Learning objective number: 1-1

Cognitive domain: Knowledge

Answer location: KEYS for Excellence in the Workplace

Question type: TF

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21. Decoding messages involves the receiver of a message responding to the sender.

*a. True

b. False

Learning objective number: 1-5

Cognitive domain: Knowledge

Answer location: Explain the Components of the Communication Model

Question type: TF

22. The fear of public speaking is known as trait communication apprehension.

a. True

*b. False

Learning objective number: 1-7

Cognitive domain: Knowledge

Answer location: Types of Communication Apprehension

Question type: TF

23. Leroy is always nervous in social situations and is often considered shy. What type of communication apprehension does Leroy have to manage?

a. contextual communication apprehension

*b. trait communication apprehension

c. audience-based communication apprehension

d. situational communication apprehension

Learning objective number: 1-7

Cognitive domain: Comprehension

Answer location: Types of Communication Apprehension

Question type: MC

24. Describe the communication process using key terms and concepts from the chapter.

*a. Answer varies.

Answers need to include sender, receiver, encoding, decoding, message, feedback, channels, noise, and context. (Figure 1.2)

Learning objective number: 1-5

Cognitive domain: Comprehension

Answer location: Explain the Components of the Communication Model

Question type: ESS

25. Explain the differences between the different types of communication apprehension and how they can work in tandem to create noise in the communication model.

*a. Answer varies.

Answers should include a review of each of the types of communication apprehension and demonstrate a clear connection between these and noise.

Learning objective number: 1-7

Cognitive domain: Comprehension

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Answer location: Types of Communication Apprehension

Question type: ESS

26. Think about how you use social media in professional contexts. How can it be helpful in enhancing your professional excellence? How can it be harmful to your professional excellence?

*a. Answer varies

Answers should include references to intercultural sensitivity, deciding when to use social media, and impact on face-to-face communication.

Learning objective number: 1-6

Cognitive domain: Comprehension

Answer location: Social Media and Technology: Key Challenges in a Communication Age

Question type: ESS

27. Feedback points to the need for us, as communicators, to look to for cues from the other person with whom we are communicating.

*a. True

b. False

Learning objective number: 1-5

Cognitive domain: Knowledge

Answer location: Message and Feedback

Question type: TF

28. Messages and feedback are essentially the same thing in the communication model.

*a. True

b. False

Learning objective number: 1-5

Cognitive domain: Knowledge

Answer location: Message and Feedback

Question type: TF

29. To say that you cannot *not* communicate is to say that everything is communication.

a. True

*b. False

Learning objective number: 1-5

Cognitive domain: Knowledge

Answer location: Message and Feedback

Question type: TF

30. _____ refers to the location, time, and occasion where communication occurs.

a. Environment

*b. Context

c. Temporality

d. Atmosphere

Learning objective number: 1-5

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Cognitive domain: Knowledge

Answer location: Context

Question type: MC

31. _____ encompasses any internal condition or state that interferes with the communicator's ability to focus on the message.

- a. Intrinsic noise
- b. Extrinsic noise
- c. External noise
- *d. Internal noise

Learning objective number: 1-5

Cognitive domain: Knowledge

Answer location: Noise

Question type: MC

32. _____ considerations are the variety of factors important for us to consider in any scenario in which we're making a decision, conducting an evaluation, or making a selection.

- *a. Ethical
- b. Pragmatic
- c. Instrumental
- d. Relational

Learning objective number: 1-8

Cognitive domain: Knowledge

Answer location: Communication Ethics

Question type: MC

33. Situations that do not seem to present clear choices between right and wrong are called

- a. paradoxes.
- b. conundrums.
- *c. ethical dilemmas.
- d. tight spots.

Learning objective number: 1-8

Cognitive domain: Knowledge

Answer location: Ethical Communication

Question type: MC

34. _____ are moral principles or rules that determine ethical behaviors.

- *a. Values
- b. Ethics
- c. Expectations
- d. Norms

Learning objective number: 1-8

Cognitive domain: Knowledge

Answer location: Communication Ethics

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Question type: MC

35. Relational communication consists of all of the following EXCEPT

- a. initiation
- b. maintenance
- c. disengagement
- *d. crisis management

Learning objective number: 1-3

Cognitive domain: Knowledge

Answer location: Relational Communication

Question type: MC

36. Professional excellence equates to communicating a message effectively.

- a. True
- *b. False

Learning objective number: 1-1

Cognitive domain: Knowledge

Answer location: Business and Professional Excellence in Context

Question type: TF

37. Joe was getting ready for his first performance evaluation at his new company. He had made a list of all the things that he felt he needed to improve upon as was the custom at his previous organization. He was surprised when he walked into his evaluation meeting to find his supervisor ready to discuss how he can develop himself for promotional opportunities. What element of the importance of human communication in business and professional contexts does this example illustrate?

- *a. Communicators are impacted by their previous communication experiences.
- b. Role-taking is critical to the success of business and professional communication.
- c. Feedback is critical to the success of business and professional communication.
- d. Physical surroundings influence communicators.

Learning objective number: 1-3

Cognitive domain: Comprehension

Answer location: Previous Communication Experiences

Question type: MC

38. Jose was getting ready for his first performance evaluation at his new company. The room where the evaluation was to take place was cramped and dimly lit. He was uncomfortable and this highlighted his nervousness. Though he had prepared for an open, honest discussion with his supervisor, he found himself to be more defensive when he was confronted with constructive feedback. What element of the importance of human communication in business and professional contexts does this example illustrate?

- a. Communicators are impacted by their previous communication experiences.
- b. Role-taking is critical to the success of business and professional communication.
- c. Feedback is critical to the success of business and professional communication.

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*d. Physical surroundings influence communicators.

Learning objective number: 1-3

Cognitive domain: Comprehension

Answer location: Communication Channels

Question type: MC

39. Define and describe three types of communication apprehension.

*a. Answer varies.

Answers need to include three of the following: (1) trait communication apprehension: possessing a shy trait; the tendency to avoid social situations and not raise their hand in class, (2) context-based communication apprehension: fear of speaking in certain contexts (public speaking), (3) audience-based communication apprehension: fear of speaking to certain people or groups, and (4) situational communication apprehension: fear of speaking in certain circumstances

Learning objective number: 1-7

Cognitive domain: Comprehension

Answer location: Types of Communication Apprehension

Question type: ESS

40. The KEYS process is designed to

*a. enhance your ability to critically assess and then improve your communication skills.

b. simplify communication in the workplace.

c. provide organizations with a fool-proof route to success.

d. identify the best possible communication channel.

Learning objective number: 1-4

Cognitive domain: Knowledge

Answer location: Understanding the KEYS Process

Question type: MC

41. Human communication is defined as

a. effectively sending and receiving messages.

*b. the process of understanding our experiences and the experiences of others through the use of verbal and nonverbal communication.

c. the process of coming to an understanding with another human being.

d. expressing your viewpoint in a way that others will accept and/or adopt.

Learning objective number: 1-1

Cognitive domain: Knowledge

Answer location: Understanding the Importance of Human Communication in Business and Professional Contexts

Question type: MC

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42. The fact that technology allows us to connect with people across the globe means that we are well prepared to communicate effectively through these channels with others living and working in different cultural contexts.

a. True

*b. False

Learning objective number: 1-6

Cognitive domain: Knowledge

Answer location: Social Media and Technology: Key Challenges in the Communication Age

Question type: TF

43. Jose was concerned about a memo he received from his supervisor, Kayla, regarding a change in the pay structure. He was anxious for a response and did not know where she was, so he sent her a text message asking specific questions about the memo. Kayla received the message and, given its complexity, did not respond right away. Jose became frustrated and even more anxious about the changes, and ultimately went to Kayla's immediate supervisor for clarity. This created problems in his working relationship with Kayla and Kayla's supervisor. Given the complexity of the message, what communication channel should Jose have used in the first place to avoid this situation?

a. e-mail

b. memo

c. social media

*d. face-to-face

Learning objective number: 1-6

Cognitive domain: Analysis

Answer location: Social Media and Technology: Key Challenges in the Communication Age

Question type: MC

44. What does it mean to say that one cannot *not* communicate?

a. Everything is communication.

*b. Messages have both a verbal and nonverbal component.

c. Messages that constitute communication are only verbal.

d. Messages that constitute communication are only nonverbal.

Learning objective number: 1-5

Cognitive domain: Knowledge

Answer location: Message and Feedback

Question type: MC

45. The _____ is the method by which you send the message.

a. avenue

b. conduit

c. conductor

*d. channel

Learning objective number: 1-5

Cognitive domain: Knowledge

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Answer location: Channel

Question type: MC

46. Why is it important to understand the communication context in any communication situation?

- *a. so you can let the context shape your message
- b. so you can change the context to better suit your purposes
- c. so you can tell others how they should change the context to better suit your purposes
- d. All of the above

Learning objective number: 1-2

Cognitive domain: Knowledge

Answer location: Context

Question type: MC

47. Communication channels all have the same strengths and weaknesses.

a. True

*b. False

Learning objective number: 1-5

Cognitive domain: Knowledge

Answer location: Channel

Question type: TF

48. Blythe's supervisor routinely holds their team meetings at 4 p.m. on a Friday. Blythe finds it difficult to pay attention because by that time she is starting to mentally prepare for the demands of her weekend. What kind of noise is affecting Blythe's ability to pay attention?

- *a. internal noise
- b. external noise
- c. surface noise
- d. deep-level noise

Learning objective number: 1-5

Cognitive domain: Application

Answer location: Noise

Question type: MC

49. When you are experiencing anxiety stemming from a concern about how your coworkers will respond to you, your communication apprehension is being caused by

- a. formality.
- b. novelty.
- c. subordinate status.
- *d. peer evaluation.

Learning objective number: 1-5

Cognitive domain: Knowledge

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Answer location: Causes of Communication Apprehension

Question type: MC

50. Eduardo is not comfortable with his company's work-life policies. Specifically, he feels that employees without children should be given the same flexibility and opportunities for paid time off as employees with children. He has noticed many of his colleagues that are parents get time off work when their children are sick. As a result, in order to even things out, he has begun claiming illness to get paid time off work even when he is feeling just fine. He feels guilty but also feels justified in lying to his boss. What is Eduardo caught in?

- a. a bad cycle
- *b. an ethical dilemma
- c. a paradox
- d. He isn't caught in anything; this is just how business is done.

Learning objective number: 1-1

Cognitive domain: Comprehension

Answer location: Communication Ethics

Question type: MC

51. Imagine you are in a management position and need to roll out what you anticipate will be an unpopular change in the pay structure at your organization. This change will mean several lower level employees will receive pay cuts and many of your current positions will be reorganized. What kinds of things should you consider as you decide how to convey this message to your team? Frame your discussion around the KEYS process. Include concepts discussed in the communication model with particular attention paid to noise, feedback, and communication channel. You should also incorporate the textbook's discussion of ethical communication.

- *a. Answer varies

Learning objective number: 1-5

Cognitive domain: Analysis

Answer location: Understanding the Keys Process, Model Communication: A Complex Process, Ethical Communication

Question type: ESS