

Test Bank

to accompany

In Mixed Company, Eleventh Edition

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Chapter 1

Communication Competence in Groups

Multiple Choice (including Multiple Select)

1. Which of the following are communication myths?

- a. All problems in groups can be solved by members acting competently.
- b. No amount of skills training will be meaningful without understanding the complexities of the communication process.
- c. Effective communication is just common sense.
- d. Both a and c

Answer: d

2. Asian cultures are typically

- a. collectivist and emphasize cooperation.
- b. individualist and competitive.
- c. collectivist and competitive.
- d. individualist and cooperative.

Answer: a

3. When does a small group become a large group?

- a. When membership reaches 12 persons
- b. When the group is larger than 7 members
- c. When everyone in the group is a stranger
- d. There is no exact line of demarcation that specifies when a group becomes large.

Answer: d

4. The We-not-Me orientation of the communication competence model means that

- a. your family rarely makes sacrifices for any individual family member.
- b. your individual goals should not be met within a group context.
- c. your independence is more important than the well-being of your relationship with your group members.
- d. when your personal goal to spend time alone hiking in Death Valley clashes with your family's goal to spend time together at the beach tossing a frisbee and watching the family dog chase seagulls, the family goal will usually receive priority.

Answer: d

5. Hindsight bias is

- a. giving too much emphasis to information that is current and not enough emphasis to information that is older.
- b. letting past accomplishments overly influence present choices made in groups.
- c. allowing past events to dictate present decisions.
- d. the tendency to look back after the fact or when an outcome has been revealed and say, "I knew that all along."

Answer: d

6. Ethical standards for determining competent communication include

- a. providing choice where possible.
- b. sound judgment.
- c. decision-making competence.
- d. evaluating the sender of the message.

Answer: a

7. When one group member says to another in a frustrated tone of voice, "Your report must be on my desk tomorrow," that group member

- a. exhibits communication incompetence.
- b. engages in unethical communication.
- c. may be communicating incompetently, but it can't be determined until the context is known.
- d. All of the above

Answer: d

8. Effectiveness of our communication as one variable of competent communication

- a. is Me oriented, not We oriented.
- b. varies from deficiency to proficiency.
- c. is determined as either competent or incompetent based on goal achievement.
- d. is manifested as a concern for self.

Answer: b

9. Which of the following contributes strongly to group failure?

- a. Frequent meetings that accomplish little
- b. Conducting group meetings incompetently
- c. Social loafing of some members
- d. All of the above

Answer: d

10. Commitment is one of the general ways to improve your communication competence in groups. This commitment means

- a. knowing a lot about group communication.
- b. exhibiting skillful communication in a variety of contexts.
- c. exhibiting sensitivity to other group members.
- d. demonstrating a passion for excellence, a strong desire to improve your communication with other group members.

Answer: d

11. Reasons for the prevalence of groupthink include

- a. incompatibility of group members.
- b. feeling “stuck with all the work” while other members do little or nothing.
- c. the time-consuming nature of group work.
- d. All of the above

Answer: d

12. “Communication is transactional.” This means that

- a. each person communicating is either a sender or a receiver.
- b. each person communicating is both a sender and receiver simultaneously.
- c. senders of messages influence receivers, but receivers do not influence senders.
- d. None of the above

Answer: b

13. Which of the following is a difference between small groups and large organizations?
There is

- a. greater formality in organizations.
- b. greater chance of information distortion in organizations.
- c. greater flow of negative information to the top of the organizational hierarchy.
- d. Both a and b

Answer: d

14. Communication competence is defined as engaging in communication with others that is both

- a. effective and dynamic.
- b. effective and appropriate.
- c. appropriate and powerful.
- d. elaborate and sensitive.

Answer: b

15. If you were describing a collectivist culture you would use words such as

- a. independence and competitiveness.
- b. privacy and individuality.
- c. community and loyalty.
- d. All of the above

Answer: c

16. In a collectivist culture, typically

- a. self-promotion to get employment is encouraged.
- b. competition not cooperation is emphasized.
- c. personal goals are less important than advancing the goals of a valued group.
- d. All of the above

Answer: c

17. Sensitivity as presented in the communication competence model means
- a. receptive accuracy whereby you can detect, decode, and comprehend signals and emotional cues.
 - b. treating everyone in a group with respect and compassion.
 - c. a persistent effort to achieve goals and produce excellence.
 - d. Both a and b

Answer: a

18. A small group is
- a. composed of two or more individuals.
 - b. composed of no more than seven members.
 - c. an aggregation of individuals waiting in line to buy tickets.
 - d. None of the above

Answer: d

19. A group
- a. is composed of no fewer than three individuals.
 - b. is unlikely to be successful if members are primarily interested in their own individual accomplishment within the group.
 - c. has a common purpose.
 - d. All of the above

Answer: d

20. Ethnocentrism is
- a. the perception that all cultures share a common core of beliefs and values.
 - b. the view that no culture should be perceived as inferior to any other.
 - c. the belief that one's own culture is superior to others.
 - d. Both a and c

Answer: c

21. Which of the following are essential values that should serve as ethical guides for our communication in groups?

- a. Honesty
- b. Respect
- c. Choice
- d. Fairness

Answer: a, b, c, d

22. Communication competence is
- a. a matter of degree.
 - b. Me-oriented, not We-oriented.
 - c. dependent on appropriateness.
 - d. one way to combat groupthink.

Answer: a, c, d

23. The individualism-collectivism continuum is an important dimension for comparing cultures. According to research, which of the following can be said regarding this continuum?

- a. Most people in the world live in strongly individualist cultures.
- b. Individualist cultures tend to emphasize the autonomy of the individual and collectivist cultures tend to emphasize commitment to groups.
- c. Americans should strive to be far more collectivist than individualist.
- d. In most cultures, either individualism or collectivism tends to predominate.

Answer: b, d

24. “Communication is transactional” means that

- a. senders transmit information to receivers, but not vice versa.
- b. senders and receivers enter into a relationship any time they communicate.
- c. communication involves both content and relationship dimensions of messages.
- d. each party to the communication acts as either a sender or a receiver but not both.

Answer: b, c

25. Which of the following steps can enhance adaptation to cultural diversity in groups?

- a. Embracing ethnocentrism
- b. Embracing diversity
- c. Reducing uncertainty
- d. Style shifting

Answer: b, c, d

True/False

26. Communication appropriateness is defined as how well the group progresses toward the achievement of goals.

Answer: False

27. Interrupting an interview by a search panel to answer a cell phone is an example of inappropriate communication because common rules and expectations for how one should conduct oneself during a job interview are violated.

Answer: True

28. Ethical standards for competent communication of honesty, respect, fairness, choice, and responsibility should be applied absolutely, with no exceptions.

Answer: False

29. Most Americans have a common tendency to overestimate their communication proficiency in groups.

Answer: True

30. A mixed message occurs when you assume that other group members have the same meaning for a word as you do without checking to see if differences exist.

Answer: False

31. A person's communication is either competent or incompetent.

Answer: False

32. We tend to overestimate our prior knowledge on a subject such as group communication once we have been told the correct answers. This is called the hindsight bias.

Answer: True

33. If groups are to succeed, individual goals and agendas should be of secondary, not primary importance.

Answer: True

34. All cultures are ethnocentric to some degree.

Answer: True

35. Designating a group member as a “competent communicator” is a judgment of that individual’s inherent, natural, communication capabilities that the person is simply born with.

Answer: False

36. Communication becomes inappropriate if it violates rules and expectations of the group when such violations could have been avoided without sacrificing a goal by choosing different communication behaviors.

Answer: True

37. Communication is simply a process of sending messages to receivers.

Answer: False

38. One of the difficulties with communicating in virtual groups is the absence of nonverbal cues that typically accompany verbal messages.

Answer: True

39. Context is a central element for determining communication competence.

Answer: True

40. Appropriateness means complying with rules and their accompanying expectations.

Answer: True

41. To be effective you need to combine knowledge with skill.

Answer: True

42. A dyad is another name for a group.

Answer: False

43. Groupware is a problem in all groups.

Answer: False

44. Communication can solve all problems in groups if group members would simply try hard enough to be competent communicators.

Answer: False

45. The two dimensions of every message are its content and the relationship element.

Answer: True

46. Joseph says to Carolyn, "You shouldn't have missed our last group meeting." Carolyn replies, "Well, look who appointed himself group emperor. I missed the meeting because I was sick in bed, so back off." The content of this interchange is the issue of missing a meeting and the relationship element is the conflict and tension that is apparent from the way Carolyn responds.

Answer: True

47. The meaning of words depends on common agreement of users.

Answer: True

48. A group is defined as a collaborative collection of individuals who refrain from becoming adversarial.

Answer: False

49. Mixed messages occur when there is positive verbal and negative nonverbal communication, or vice versa, at the same time.

Answer: True

50. The two main variables that define communication competence are effectiveness and appropriateness.

Answer: True

51. You communicate via email with a friend in another country. This is an example of a virtual team.

Answer: False

52. You are at the beach working on developing a nice case of skin cancer for your later years. You ask three strangers sitting next to you if they would each like to have a Coke from your cooler. They say yes, take a Coke, and return to their beach blankets and become sun potatoes. For that brief time, the four of you constituted a group.

Answer: False

53. Language is a structured system of symbols for sharing meaning.

Answer: True

54. Research shows that one of the biggest challenges facing virtual groups with members from various countries is mastering English, the dominant language of the Internet.

Answer: True

55. Both verbal and nonverbal communication can be ambiguous, resulting in serious misunderstandings.

Answer: True

56. The Platinum Rule says, “Treat others as you would like to be treated.”

Answer: False