

Test Bank

Management Communication: A Case-Analysis Approach, 5/e

Chapter 1: Management Communication in Transition

1. According to Harvard Business School professor John Kotter, managers today spend only a quarter of their time:
 - a. Working with the boss
 - b. Working with people outside the organization
 - c. Working alone
 - d. Working with their subordinates
 - e. Working with clients
2. In his study of managers and their jobs, Professor Harvey Mintzberg identified this as a core management role:
 - a. Interpersonal roles
 - b. Informational roles
 - c. Decisional roles
 - d. All of the above
 - e. None of the above
3. The core management skill of the twenty-first century is:
 - a. Conflict management
 - b. Efficiency
 - c. Flattery
 - d. Satisfying everyone
 - e. Crafting persuasive messages
4. Deirdre Borden has documented that 75 percent of a manager's time is spent in verbal interactions, which include:
 - a. Telephone conversations
 - b. Video Teleconferencing
 - c. Public speaking
 - d. A and C
 - e. All of the above
5. According to a series of scientific studies, most managers spend the majority of their day:

- a. Talking
 - b. Listening
 - c. Writing
 - d. A and B
 - e. B and C
6. The greatest challenge managers face regarding communication is:
- a. Being a good listener
 - b. Admitting to flaws in their communication skills
 - c. Writing and editing their own speeches
 - d. Speaking to larger audiences
 - e. None of the above