

1. A listener's experiences and different understanding of the meaning of words can complicate and confuse the manager's message.
True False
2. Intercultural communication is more important in modern society than intrapersonal communication.
True False
3. There is a positive correlation between communication openness and trust.
True False
4. As little as one or two errors can change a trusting communication climate to one of distrust.
True False
5. National culture determines how we communicate.
True False
6. Managers should use the same methods of communication with different receivers.
True False
7. A hostile sender/receiver relationship requires less communication time.
True False
8. A receiver's level of knowledge is easily measured by asking specific, open ended questions and receiving feedback.
True False
9. Communication failure will not necessarily occur when one neglects any one component when analyzing a critical situation.
True False
10. Content factors including negative v. positive messages, fact v. opinion, importance to the receiver, and controversialism all must be considered for effective managerial communication.
True False
11. One-on-one communication is usually the best way a manager can deliver her message.
True False
12. The choice between public and private communication settings is obvious.
True False
13. A familiar environment by its very nature frequently is a distraction for a manager and her target audience.
True False
14. It is possible for a good manager to write or say all that is important about a subject.
True False
15. Abstracting is the process of looking at a big picture, i.e. omitting details.
True False

16. Generally speaking, a manager spends _____ of his time communicating.
 - A. 55%
 - B. 65%
 - C. 75%
 - D. 85%
17. Understanding of a manager's message is based on the receiver's
 - A. education and attention
 - B. position on the company's organizational chart
 - C. perception and message interpretation
 - D. experience and attention
18. Intrapersonal communication
 - A. focuses on the exchange of thoughts
 - B. requires meetings to take place
 - C. links members of an organization or company
 - D. focuses on internal behavior
19. Organization communication focuses on
 - A. internal behavior
 - B. two or more people exchanging thoughts
 - C. formal and informal meetings
 - D. how a group of tasks is linked to complete a job
20. All communication takes place in
 - A. one's mind
 - B. the environment
 - C. within the context it is used
 - D. within a culture
21. When reviewing the cultural aspects of the communication situation, managers should consider
 - A. the date, time, and place of the communication
 - B. the cultural background of the receiver
 - C. the sender, receiver, and purpose of the communication
 - D. the totality of the message and its likely impact on the receiver
22. Managers must take the following into account when sending a message.
 - A. the receiver's relationship and status differences with the manager
 - B. the receiver's interest and emotional state
 - C. the receiver's knowledge and communication skills
 - D. all choices are correct
23. Distortions to the sender's intended message are referred to as:
 - A. internal noise
 - B. communication adaptations
 - C. external noise
 - D. poor communication skills
24. What are the four elements in determining an effective communication strategy?
 - A. the targeted audience, the purpose, the medium, and the physical environment
 - B. the message content, the channel, the time the communication occurs, and the physical environment
 - C. the target audience, the purpose, the time the communication occurs, and the physical environment
 - D. the medium, the physical environment, the content, and the time the message occurs
25. Reasons managers choose to communicate are to
 - A. check on progress, give orders, get feedback
 - B. present and gain information, persuade, socialize
 - C. test employee knowledge, reinforce status, relax employees
 - D. reduce internal noise, develop a friendly relationship, enforce policies

26. Which of the following is an example of both oral and written communication?
- A. company meetings where reports are presented
 - B. company website
 - C. chart talks
 - D. briefings
27. The environment in which communication occurs
- A. is not always important
 - B. clearly has an effect
 - C. can be marginalized away
 - D. is of overriding importance
28. Physical distance between sender and receiver impacts
- A. tone and loudness
 - B. gestures and posture
 - C. feedback and time
 - D. all choices are correct
29. Time
- A. has an effect on all elements of management
 - B. has an effect only on production levels of management
 - C. cannot always be well managed in a meeting
 - D. can be discounted in small group meetings
30. Interpersonal and intrapersonal communication can be hindered by the following critical errors.
- A. assumption-observation, failure to discriminate, and allness
 - B. assumption-observation, failure to quantify, and sameness
 - C. assumption-observation, failure to listen, and sameness
 - D. assumption-observation, failure to discern, and oneness
31. Failure to discriminate leads to the following
- A. close, attentive listening
 - B. polarization
 - C. the premise of uniqueness
 - D. indexed evaluations
32. An appropriate phrase to eliminate the allness error is:
- A. "this is what I consider critical information"
 - B. "I am assuming"
 - C. "in my opinion"
 - D. "either... or..."
33. Describe differences between large and small companies in their emphasis on writing. What are some reasons for these differences?

34. What are two examples of internal noise and two examples of external noise that can damage a listener's competency at work?

ch02 Key

1. (p. 27) TRUE
2. (p. 28) FALSE
3. (p. 29) TRUE
4. (p. 29) TRUE
5. (p. 29) TRUE
6. (p. 31) FALSE
7. (p. 31) FALSE
8. (p. 32) TRUE
9. (p. 33) FALSE
10. (p. 35) TRUE
11. (p. 35) FALSE
12. (p. 37) FALSE
13. (p. 37) FALSE
14. (p. 41) FALSE
15. (p. 41) FALSE
16. (p. 27) C
17. (p. 27) C
18. (p. 28) D
19. (p. 28) D
20. (p. 29) D
21. (p. 30) C
22. (p. 31-32) D
23. (p. 31) A
24. (p. 33) B
25. (p. 33) B
26. (p. 36) A
27. (p. 36) B
28. (p. 37) D
29. (p. 37) A
30. (p. 39) A
31. (p. 40) B
32. (p. 41) A

33. (p. 30-37) Smaller companies use oral communication and informal communication more often internally; larger companies use formal written channels more often internally. Reasons include efficiency, size of audiences, familiarity, and proximity to the audience. All companies must use formal written channels for permanent documentation of communication with customers, regulatory agencies and other external stakeholders; all companies – regardless of size – must document personnel information for legal reasons.

34. (p. 31-32.) Answers will vary. Possible examples for internal noise are interpersonal relationships, expectations, attitudes and biases, emotional and physical conditions. Possible examples for external noise are music, machinery, phones, overheard conversations, interruptions, and comfort level of the environment (temperature, humidity, furniture, lighting, air quality).

ch02 Summary

<u>Category</u>	<u># of Questions</u>
Hynes - Chapter 02	34
Level: Easy	15
Level: Hard	5
Level: Medium	14