

Unit 01: Introduction to Business Communication

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1. Unit 01: Introduction to Business Communication

4. Chapter: Unit 01: Introduction to Business Communication

1. Unit 01: Introduction to Business Communication Questions

4.1.1. A former state department spokesperson has been quoted as saying, "...

Author: P. Wynn Norman

A former state department spokesperson has been quoted as saying, "What you heard is not what I meant." This statement acknowledges how negotiating and confirming meaning is an important part of the communication process. What communication model focuses on this issue?

Please choose only one answer:

- Transactional
- Constructivist
- Shannon and Weaver
- All of the above
- None of the above

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4.1.2. A new organization offers health care insurance to farm workers by ...

Author: P. Wynn Norman

A new organization offers health care insurance to farm workers by grouping their individual applications into a large pool of insured people. This spreads the cost of the insurance across more people and as a result makes it less expensive. However, when the foreman of a tomato-picking crew hands out the insurance application forms to the mostly South American farm laborers in his crew, he explains the program only in English with the result that few of the laborers understand the offer and none sign up for it. In this business communication context, what responsibilities did the foreman neglect?

Please choose only one answer:

- The foreman showed no respect for the laborers and as a result was unethical in communicating to them.
- The foreman was not prepared to communicate to the workers and so was neither concise nor punctual.
- The foreman did not provide all of the information the workers needed and so was not trustworthy or ethical.
- The foreman was not egalitarian in communicating the new offer and thus acted unethically.
- The foreman did not follow the "Golden Rule" and as a result acted irresponsibly.

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4.1.3. According to the CEO of a globally influential software company, "I...

Author: P. Wynn Norman

According to the CEO of a globally influential software company, "If you can't be effective in terms of working with or through other people or your peers or the people who are reporting to you, you're not going to get very far." This statement reflects the importance of communication with respect to what subject?

Please choose only one answer:

- Friendship
- Conflict
- Profit
- Leadership
- None of the above

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4.1.4. Barbara just picked her three children up from school. On the way h...

Author: P. Wynn Norman

Barbara just picked her three children up from school. On the way home, she explains that their father has come home early, because he is not feeling well. She urges the children to be very quiet in the house, so they do not disturb him. This exchange between Barbara and her children about their father's needs is an example of what type of communication?

Please choose only one answer:

- Intrapersonal
- Interpersonal
- Group
- Public
- Mass

Check the answer of this question online at QuizOver.com:

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4.1.5. Egalitarianism is associated with which responsibility of the busin...

Author: P. Wynn Norman

Egalitarianism is associated with which responsibility of the business communicator?

Please choose only one answer:

- Ethics
- Preparation
- Clarity
- Respect
- Strength

Check the answer of this question online at [QuizOver.com](http://www.quizover.com):

Question: [Egalitarianism is associated with which P. Wynn Norman @South Corporate](#)

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4.1.6. Fill in the blank. When Eujin and Shreya were arguing about existen...

Author: P. Wynn Norman

Fill in the blank. When Eujin and Shreya were arguing about existentialism, Shreya frequently interrupted what Eujin was saying. As a result, Shreya did not really understand many of Eujin's arguments, even though the heated conversation lasted several minutes. In spite of Shreya's approach, this scenario nevertheless illustrates the _____ model of communication.

Please choose only one answer:

- Modular
- Reactive
- Conversational
- Transactional
- Constructivist

Check the answer of this question online at QuizOver.com:

Question: [Fill in the blank. When Eujin and Shreya P. Wynn Norman @South Corporate](#)

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4.1.7. Having used a government loan to attend college, Mary thinks that p...

Author: P. Wynn Norman

Having used a government loan to attend college, Mary thinks that people should prefer a hand up rather than a hand out when it comes to government subsidies to help the poor. Which of Mary's personal traits presented in this example would NOT be considered reflections of her speech or her writing?

Please choose only one answer:

- Her thoughts
- Her values
- Her experience
- Her education
- All of the above

Check the answer of this question online at QuizOver.com:

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4.1.8. In public communication, audiences usually defer to the speaker. On...

Author: P. Wynn Norman

In public communication, audiences usually defer to the speaker. One example of this deference is that they listen without interruption, even if the speaker makes controversial statements. Of the following four communication contexts, which one is always the LEAST deferential?

Please choose only one answer:

- Intrapersonal
- Interpersonal
- Group
- Public
- None of the above

Check the answer of this question online at QuizOver.com:

Question: [In public communication audiences usually P. Wynn Norman @South Corporate](#)

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4.1.9. Intimacy and teamwork are aspects of what two types of communicatio...

Author: P. Wynn Norman

Intimacy and teamwork are aspects of what two types of communication, respectively?

Please choose only one answer:

- Intrapersonal and group
- Interpersonal and public
- Public and group
- Public and mass
- Interpersonal and group

Check the answer of this question online at [QuizOver.com](http://www.quizover.com):

Question: [Intimacy and teamwork are aspects of what P. Wynn Norman @South Corporate](#)

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4.1.10. It is the end of the day and your audience is eager to go home. As ...

Author: P. Wynn Norman

It is the end of the day and your audience is eager to go home. As you begin your presentation, what element in the process of communicating to that audience can you adjust to get their attention?

Please choose only one answer:

- The source
- The message
- The interference
- The receiver
- The feedback

Check the answer of this question online at QuizOver.com:

Question: [It is the end of the day and your audience P. Wynn Norman @South](#)

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4.1.11. Tomás argues that existentialism is a waste of time. Billy does not...

Author: P. Wynn Norman

Tomás argues that existentialism is a waste of time. Billy does not understand what the word "existentialism" means, but he nevertheless responds to Tomás with the rebuttal that no human endeavor is a waste of time unless life itself is a waste, too. According to the definition of communication presented in the textbook, have Tomás and Billy communicated? Why, or why not?

Please choose only one answer:

- Yes, because they exchanged messages.
- Yes, because the process of communication was completed by Billy's response.
- No, because the exchange lacked understanding and shared meaning.
- No, because the exchange represented an incomplete process.
- All of the above

Check the answer of this question online at QuizOver.com:

Question: [Tomás argues that existentialism is a P. Wynn Norman @South Corporate](#)

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4.1.12. Using halting, inaccurate, heavily accented speech, a tourist clums...

Author: P. Wynn Norman

Using halting, inaccurate, heavily accented speech, a tourist clumsily asks you for directions to a little-known art gallery. Your first response is to point out that "it's in the same building as the Starbucks on 5th." When you see the look of confusion on the tourist's face, however, you volunteer to escort him to gallery instead. Was this interaction an example of negotiated meaning? Why, or why not?

Please choose only one answer:

- Yes, because you recognized your original statement had insufficient meaning to the tourist.
- Yes, because two-way communication established the lack of meaning that was occurring.
- No, because the exchange did not involve two distinct communication acts.
- No, because the tourist's confused expression and your initial response were simultaneous transactions.
- There is insufficient information to determine whether meaning was negotiated.

Check the answer of this question online at QuizOver.com:

Question: [Using halting inaccurate heavily accented P. Wynn Norman @South Corporate](#)

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4.1.13. What is the difference between the environment and the context as e...

Author: P. Wynn Norman

What is the difference between the environment and the context as elements in the process of communication?

Please choose only one answer:

- The environment includes the place and time when the communication takes place; the context is the way the speaker phrases the message.
- The environment includes the mood of the audience and the room where the speech takes place. The context includes the audience's expectations.
- The environment includes the physical and psychological characteristics of where the speech takes place. The context involves the expectations of the audience.
- All of the above
- None of the above

Check the answer of this question online at QuizOver.com:

Question: [What is the difference between the P. Wynn Norman @South University](#)

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4.1.14. What makes communication a process?

Author: P. Wynn Norman

What makes communication a process?

Please choose only one answer:

- It changes
- It involves a number of elements
- It requires you to understand language
- It is essential in business
- All of the above

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4.1.15. Which of the following is a circumstance that illustrates how a sup...

Author: P. Wynn Norman

Which of the following is a circumstance that illustrates how a supervisor or business owner would benefit from developing or improving his or her communication skills?

Please choose only one answer:

- Shifting employee duties to cover for a maternity leave
- Finding an office cleaning service
- Accepting or rejecting new responsibilities
- Deciding how to sell a new product
- All of the above

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4.1.16. Which of the following is NOT an important aspect of communication ...

Author: P. Wynn Norman

Which of the following is NOT an important aspect of communication in business?

Please choose only one answer:

- It influences how employees learn.
- It influences how you understand others.
- It influences your cognitive dexterity.
- It influences your business's image.
- It influences your promotion potential.

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4.1.17. Which of the following is not necessary for maximizing your business...

Author: P. Wynn Norman

Which of the following is not necessary for maximizing your business communication effectiveness?

Please choose only one answer:

- Establishing regular communication audits
- Maintaining communication sensitivity in diverse workplaces
- Retaining an audience-centered approach in all business relationships
- Encouraging creativity and interactive productivity
- All of the above

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Question: [Which of the following is not necessary P. Wynn Norman @South Corporate](#)

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4.1.18. Which of the following is true of both the transactional and constr...

Author: P. Wynn Norman

Which of the following is true of both the transactional and constructivist models of communication?

Please choose only one answer:

- The sender is also the receiver.
- Interference includes both message and feedback.
- Meaning is negotiated.
- Channels transfer the message.

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Question: [Which of the following is true of both P. Wynn Norman @South Corporate](#)

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4.1.19. You are uncertain how to approach your boss for a raise. In your mi...

Author: P. Wynn Norman

You are uncertain how to approach your boss for a raise. In your mind, you work through several scenarios in which you ask her at different times or in different ways. Finally, you decide to just be honest and tell her that you want to ask for a raise but are not sure how or when to ask. The action that resolved your dilemma involved which type of communication?

Please choose only one answer:

- Intrapersonal
- Interpersonal
- Group
- Public
- Mass

Check the answer of this question online at QuizOver.com:

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4.1.20. Your data entry personnel are mainly female. When you prepare a mem...

Author: P. Wynn Norman

Your data entry personnel are mainly female. When you prepare a memo to them about anticipated mandatory overtime, should you discuss childcare issues in that memo?

Please choose only one answer:

- No, you should just be clear and specific about what you will require of them.
- Yes, because it is egalitarian to acknowledge their circumstances.
- No, because to acknowledge their circumstances but not those of what few males there are is not egalitarian.
- Yes, because the "golden rule" is to treat others as you would want to be treated.
- None of the above

Check the answer of this question online at QuizOver.com:

Question: [Your data entry personnel are mainly female P. Wynn @South University](#)

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