

Unit 14: Intercultural and International Business Communication

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1. Unit 14: Intercultural and International Business Communication

4. Chapter: Unit 14: Intercultural and International Business Communication

1. Unit 14: Intercultural and International Business Communication Questions

4.1.1. A German investment firm sent a delegation to China to explore a jo...

Author: P. Wynn Norman

A German investment firm sent a delegation to China to explore a joint project that seemed very promising. During the first two days of the visit, the Chinese hosts entertained the delegation with trips to Chinese cultural events and tourist locations. On the third day, they gave a sharp, effective presentation on the business venture, but by then, the Germans had decided against investing, because they felt the Chinese had spent too much time entertaining and not enough time on business. Which aspect of intercultural communication explains the Germans' error?

Please choose only one answer:

- Intercultural localizing
- Racial prejudice
- Ethnocentrism
- Intercultural inexperience
- Racial stereotyping

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4.1.2. Australia, Brazil, and Chile are three of 12 countries in which cit...

Author: P. Wynn Norman

Australia, Brazil, and Chile are three of 12 countries in which citizens are required by law to vote in political elections and are penalized if they do not participate. Which cultural attribute do such laws reflect?

Please choose only one answer:

- Values
- Beliefs
- Customs
- Rights
- Rites

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

Question: [Australia Brazil and Chile are three of P. Wynn Norman @South Corporate](#)

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4.1.3. Fill in the blanks in the following statement. A Theory ___ manager ...

Author: P. Wynn Norman

Fill in the blanks in the following statement. A Theory ___ manager is _____, does not seek _____ from _____, and believes workers require constant _____.

Please choose only one answer:

- X, authoritarian, input, employees, supervision
- X, libertarian, praise, partners, encouragement
- Y, collaborative, affirmation, employees, self-actualization
- Z, concerned about worker loyalty, solidarity, workers, reinforcement
- Z, most likely Japanese or American, worker alienation, the decision-making process, self-actualization

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

Question: [Fill in the blanks in the following P. Wynn Norman @South University](#)

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4.1.4. For two days, Brazilian hosts entertained a Swiss business delegati...

Author: P. Wynn Norman

For two days, Brazilian hosts entertained a Swiss business delegation with trips to Brazilian cultural events and tourist locations. On the third day, they presented a concise, effective business proposal to the Swiss. However, by then, the Swiss had decided against investing, because they felt the Brazilians had spent too much time entertaining and not enough time on business. The blogger who described an occurrence like this noted that the relationship did not prosper. He argued that the business delegation did not appreciate how their guests' culture shows the importance of business interactions. Brazilian culture did this by showing how important the people associated with that business are to them by investing in entertainment. In this example, according to the Brazilians, the more they entertained, the more important the business relationship should be perceived. The Swiss wanted more time spent on actual business as a gesture of perceived importance. Which of the following characterizes the divergence in the Swiss and Brazilian cultural orientations in this example?

Please choose only one answer:

- Direct vs. indirect
- Masculine vs. feminine
- Materialism vs. relationships
- All of the above
- None of the above

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

Question: [For two days Brazilian hosts entertained P. Wynn Norman @South Corporate](#)

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4.1.5. Gwen runs a horse business and will only hire people to work in her...

Author: P. Wynn Norman

Gwen runs a horse business and will only hire people to work in her stables who show that they genuinely love horses. Once hired, Gwen's employees work alongside her to ensure the horses' health and safety, often making recommendations that Gwen readily adopts to improve her operations. Gwen's hiring motivations and managerial style reflect which of Douglas Marcus' theories?

Please choose only one answer:

- Theory X
- Theory Y
- Theory Z
- Theories X and Y
- Theories Y and Z

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

Question: [Gwen runs a horse business and will only P. Wynn Norman @South Corporate](#)

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4.1.6. If you are a Theory Y-type manager, which tactic would you use to g...

Author: P. Wynn Norman

If you are a Theory Y-type manager, which tactic would you use to get your workers to increase their productivity?

Please choose only one answer:

- Threaten to fire them if they do not reach production targets.
- Explain to them how their company needs to increase its productivity to avoid losing clients to its competitors.
- Reward them with bonuses.
- Create a contest that will award the most productive employees with valuable gifts.
- Make them participate in productivity-enhancing training programs.

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4.1.7. In trying to encourage Bjorn, a Scandinavian venture capitalist, to...

Author: P. Wynn Norman

In trying to encourage Bjorn, a Scandinavian venture capitalist, to invest in her cash-strapped small business, should Colleen herself invest in the extra expense of renting a luxury car for Bjorn's use while he is visiting?

Please choose only one answer:

- Yes, because doing so will increase the high-power distance between Colleen and Bjorn.
- Yes, because since Bjorn is from a culture that favors indirectness, the car will imply without Colleen saying so that she is a successful entrepreneur.
- No, because Colleen's feminine orientation is inconsistent with the masculine orientation of automobiles.
- No, because Bjorn is not from a materialistic culture.
- The answer cannot be determined, because it depends on whether Colleen and Bjorn have already established a long-term orientation.

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Question: [In trying to encourage Bjorn a Scandinavian P. Wynn @South University](#)

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4.1.8. No matter what you say, Xiu nods. Even when you know you are critic...

Author: P. Wynn Norman

No matter what you say, Xiu nods. Even when you know you are criticizing his work unfairly, Xiu just nods in agreement. You figure that since his behavior proves what you already suspected (that compared to your fellow Americans, Asians are just not that intelligent or sensitive), you continue to verbally abuse Xiu whenever you feel the need to vent your anger. What are you using to excuse your own behavior?

Please choose only one answer:

- Self-actualization
- Stereotyping
- Social comparison
- Ethnocentrism
- Racial profiling

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

Question: [No matter what you say Xiu nods. Even when P. Wynn Norman @South](#)

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4.1.9. People who make assumptions or accept preconceived notions about ot...

Author: P. Wynn Norman

People who make assumptions or accept preconceived notions about other people or groups are displaying what negative cultural trait?

Please choose only one answer:

- Racism
- Stereotyping
- Prejudice
- Ethnocentrism
- All of the above

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

Question: [People who make assumptions or accept P. Wynn Norman @South Corporate](#)

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4.1.10. Salvatore immigrated to the United States with his wife and teenage...

Author: P. Wynn Norman

Salvatore immigrated to the United States with his wife and teenage daughter. Thirty years later, he argues with Asuncion, his granddaughter, including threatening to kick her out of the house if she continues to party so late into the night on Saturday that she is unable to attend church the next morning. What is the best way to describe the kind of communication that is at the heart of Salvatore and Asuncion's conflict?

Please choose only one answer:

- Intercultural
- Interpersonal
- International
- Intrapersonal
- Intracultural

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

Question: [Salvatore immigrated to the United States P. Wynn Norman @South Corporate](#)

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4.1.11. To keep overhead low, Marcus institutes a series of incentives and ...

Author: P. Wynn Norman

To keep overhead low, Marcus institutes a series of incentives and penalties to get employees to stop wasting electricity, water, and office supplies. Which of Douglas McGregor's theories explains how Marcus views his relationship with his employees?

Please choose only one answer:

- Theory X
- Theory Y
- Theory Z
- Theories X and Y
- Theories Y and Z

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

Question: [To keep overhead low Marcus institutes a P. Wynn Norman @South Corporate](#)

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4.1.12. To some Americans, the term "American exceptionalism" describes the...

Author: P. Wynn Norman

To some Americans, the term "American exceptionalism" describes the superior role that the United States plays in the world order. In preparing for an international assignment, should this perspective be incorporated into your plans?

Please choose only one answer:

- No, because it would not be understood by someone from another culture.
- Yes, because it establishes a dominant negotiating position.
- No, because it exhibits a lack of respect for the accomplishments of the host country.
- Yes, because in the new world economic order, the United States remains the most sought-after business partner.
- None of the above

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

Question: [To some Americans the term American P. Wynn Norman @South University](#)

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4.1.13. What is the most common reason why expatriates terminate their inte...

Author: [P. Wynn Norman](#)

What is the most common reason why expatriates terminate their international assignments early?

Please choose only one answer:

- Culture shock
- Insufficient compensation
- Family concerns
- Inability to adapt
- Performance stress

Check the answer of this question online at [QuizOver.com](#):

Question: [What is the most common reason why P. Wynn Norman @South University](#)

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4.1.14. What term refers to the transition to living abroad?

Author: P. Wynn Norman

What term refers to the transition to living abroad?

Please choose only one answer:

- Culture shock
- Cultivation
- Cosmopolitanism
- Acculturation
- Actualization

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Question: [What term refers to the transition to P. Wynn Norman @South Corporate](#)

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4.1.15. Which of the following correctly lists the order of steps involved ...

Author: P. Wynn Norman

Which of the following correctly lists the order of steps involved in acculturation?

Please choose only one answer:

- Initial anxiety, superficial adjustment, initial culture shock, resolution of culture shock
- Depression-frustration, initial anxiety, acceptance of host culture, reintegration
- Superficial adjustment, depression-frustration, initial culture shock, reentry shock
- Return anxiety, return elation, reentry shock, reintegration
- Superficial adjustment, initial anxiety, initial elation, initial culture shock

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Question: [Which of the following correctly lists P. Wynn Norman @South Corporate](#)

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4.1.16. Your culture is monochromatic, but your business associates are fro...

Author: P. Wynn Norman

Your culture is monochromatic, but your business associates are from a polychromatic culture. Which of the following would be the best way to invite them to dinner that would be comfortable for both of your cultures?

Please choose only one answer:

- Dinner will be ready at 8pm.
- We'll be serving dinner between 8pm and 9pm.
- Come whenever you are ready.
- A or B
- B or C

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

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