

**QUIZ**  
**Chapter 1**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Multiple-Choice & True/False**

*15 Multiple-Choice and True/False questions. Each question is worth 4 points for a total of 60 points:*

1. When communicating verbally, the sender only needs to focus on the message being sent. T / F
2. The goal of the communication process is to arrive at a mutual understanding between sender and receiver. T / F
3. Making assumptions can have both positive and negative implications. T / F
4. Delayed feedback is not a useful component of the communication process. T / F
5. Lateral communication provides an opportunity for lower-level employees to participate in the decision-making process. T / F
6. An interaction culture emerges when a sender and receiver overcome cultural differences. T / F
7. Communication through the office “grapevine” would be considered a traditional form of team communication. T / F
8. In which of the following communication patterns does one individual assume a leadership role?
  - a. The Barbell
  - b. The Pyramid
  - c. The Circle
  - d. The Cross-fire
9. In which pattern can communication freedom possibly result in chaos?
  - a. Legs
  - b. Hub & Spokes
  - c. Cross-Fire
  - d. Circle
10. Making assumptions can have both positive and negative implications. Which of the following is NOT a negative aspect of making assumptions?
  - a. Anticipating problem situations
  - b. Jumping to conclusions
  - c. Stereotyping
  - d. Focusing on intentions
11. In the communication process, the act of sending a message is
  - a. a signal
  - b. a transmittal
  - c. an information source
  - d. a channel
12. Which of the following is true when giving feedback?
  - a. Always wait for an obvious pause to give feedback
  - b. Give feedback immediately or don't give it at all
  - c. Nonverbal gestures are not considered feedback
  - d. Delayed feedback can improve communication skills

**QUIZ**  
**Chapter 1**

13. Which of the following examples would be considered a motivational communication barrier?
  - a. The sender not having eye contact with the receiver(s)
  - b. The speaker is improperly dressed
  - c. The listener is very busy
  - d. The receiver glancing frequently at the clock
14. Which of the following would NOT be a good way to deal with your own assumptions?
  - a. Being cautious about a client's intentions
  - b. Consulting the boss before posting a proposal on the employee website
  - c. Having coffee with a co-worker to get to know her better
  - d. Asking questions at a union meeting before voting to go on strike
15. Which of the following is an effective way of providing supportive feedback to enhance the team communication process?
  - a. Provide subjective commentary on an individual's performance
  - b. Give general praise to an individual
  - c. Articulate only favorable comments
  - d. Describe your observations based upon actions

**Short Answer**

*5 Short Answer questions. Each question is worth 4 points for a total of 20 points:*

1. The \_\_\_\_\_ is the person expressing his or her message to other parties.
2. A(n) \_\_\_\_\_ is a belief that something is true without proof or demonstration.
3. What mode of communication includes email, texting, and video conferencing?
4. Give two examples of misconceptions that can interfere with intercultural communication.
5. Keeping information flowing is an important component of business communication. What is it called when an individual reports back to the team about her research on the competition's market share?

**QUIZ**  
**Chapter 1**

**Essay**

*2 Essay questions. Answer both questions using complete sentences. Each essay is worth 10 points:*

Question #1: Describe how making assumptions can negatively affect the communication process. List four ways of becoming aware of your own assumptions in order to ensure more effective interpersonal interactions.

Question #2: Team communication is crucial to an organization's success. List and describe four ways to enhance the team communication process.