

Chapter 5 Review Quiz

This section contains quizzes to help you verify what you have learned in the chapter. Your instructor may ask you to submit your work for grading. Also, the Review Quiz is a good study tool because many of the questions in exams for the course will be taken from the quizzes.

Fill in the Blank

Fill in the missing word or words in each sentence.

1. While looking directly at another person is rude in some cultures, in United States culture _____ is an indication that an individual is listening to a speaker.
2. At work, a conversation about work projects is called _____.
3. Using offensive terms when referring to races, ethnic groups, or sexual groups is called _____.
4. Some businesses ask employees to turn off their _____ when entering the business facility.
5. Facial expressions, hand gestures, and body movements are elements of _____ communication.
6. Spam and email attachments can be a source of _____.
7. In the workplace, the convenience of _____ has made it the leading communication form.
8. Email etiquette, an important part of _____, helps workers use email in a professional way.
9. Communication in the workplace has been changed by _____.
10. Venting your anger using email is called _____.

nonverbal
eye contact
technology
computer viruses
harassment
flaming
netiquette
email
cell phones
business talk

Multiple Choice

Circle the letter that best completes each statement or answers each question.

1. An effective listener does what?
 - a. multitasks during business meetings
 - b. never hesitates to express his or her opposing opinion to a speaker
 - c. asks a speaker to clarify facts and ideas before stating his or her thoughts
 - d. avoids boring conversations by acting disinterested
 - e. interrupts a speaker to ask questions concerning the topic
2. When assertive communication is used to settle a disagreement in the workplace, how do participants react?
 - a. they focus on their emotions and opinions
 - b. they act confused and might argue
 - c. they only judge the opinions of supervisors
 - d. they are able to find a specific solution using facts
 - e. they are not expected to act

3. When starting a conversation, it is *not* appropriate to do what?
 - a. ask extremely personal questions
 - b. talk about current events
 - c. plan a few conversation topics beforehand
 - d. share positive work experiences
 - e. share a book you have read
4. An effective communicator must
 - a. consider the context of the communication.
 - b. interpret the nonverbal communication.
 - c. interpret the verbal communication.
 - d. use both ears and eyes.
 - e. All of the above.
5. When a staff member listens to a customer's complaints without interrupting, the worker is practicing what?
 - a. passive listening
 - b. resolution therapy
 - c. active listening
 - d. nonverbal communication
 - e. conflict resolution
6. Which is an open-ended question?
 - a. How long have you worked in this department?
 - b. When did you start working for the company?
 - c. Who is your supervisor?
 - d. Where did you work before coming here?
 - e. What have you found challenging about working here?
7. Postings on a personal blog
 - a. are never viewed by potential employers.
 - b. are secure.
 - c. cannot be used as grounds for dismissal.
 - d. may be viewed by anyone at your workplace.
 - e. should be used to express the blogger's frustrations with work.
8. Who should use the computer network system at your workplace?
 - a. friends who visit you at the office
 - b. those identified in the company's rules
 - c. employees
 - d. supervisors
 - e. IT staff

9. Basic writing skills are
 - a. not needed when writing email.
 - b. not needed when spelling and grammar checks are used.
 - c. no longer desired by employers.
 - d. too formal in today's casual business world.
 - e. essential in all types of business communication.
10. An individual with good communication skills
 - a. is valued by an employer.
 - b. is a natural-born listener.
 - c. never asks questions.
 - d. always understands directions.
 - e. causes problems for coworkers.

True or False

Read the following statements. Put a *T* after each true statement and an *F* after each false one.

1. Listening is the communication skill used most frequently in our daily lives. _____
2. As the use of electronic communication in the workplace has increased, written and verbal communication skills are less valued. _____
3. Productivity increases when employers and employees listen to each other and share ideas. _____
4. Politics and religion are considered controversial conversation topics. _____
5. In a conversation, it is equally important to be both the speaker and the listener. _____
6. The way nonverbal communication is interpreted is the same in all cultures. _____
7. Most employers encourage their employees to use the company computer system for both personal and business emails. _____
8. An email and social media post can be forwarded, posted, and read by people other than the person receiving them. _____
9. Before sending any business correspondence, you should proofread the document. _____
10. Using ALL CAPS in an email is an acceptable way to emphasize important facts. _____