**Testbank Questions**

**Title/Author: Beebe-Mottet**

**Chapter Number: 1**

**Question Counts Required:**

|  |  |
| --- | --- |
| Multiple Choice – 10 questions @ Bloom’s level: Understanding | 10 |
| Multiple Choice – 15 questions @ Bloom’s AAE | 15 |
| Short Answer – 5 questions @ Bloom’s AAE | 5 |
| Essay – 5 questions @ Bloom’s AAE | 5 |
| **Total questions per chapter:**  | **35** |

**Note: Here starts 10 Multiple Choice Understanding level questions**

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| **Question Title** | **M/C Question 1** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | The person who keeps things organized and emphasizes accomplishing specific tasks in an organization is called a(n) |
| **Answer Choices** |

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|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | manager. |  X |  |
| b. | leader. |  | Consider This: This person is appointed to coordinate and facilitate organizational processes.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| c. | decoder. |   | Consider This: This person is appointed to coordinate and facilitate organizational processes.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| d. | encoder. |  | Consider This: This person is appointed to coordinate and facilitate organizational processes.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |

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| **Learning Objective** | LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| **Topic/Concept** | Leadership: Influencing Others Through Communication |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** |
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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** |
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| **Question Title** | **M/C Question 2** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Which ability does communication competence enhance?  |
| **Answer Choices** |

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|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Leadership |  X |  |
| b. | Relational |  | Consider This: This ability helps to influence others through communication.LO 1.1: Review how communication skills determine leadership qualities |
| c. | Transactional |   | Consider This: This ability helps to influence others through communication.LO 1.1: Review how communication skills determine leadership qualities |
| d. | Professional |  | Consider This: This ability helps to influence others through communication.LO 1.1: Review how communication skills determine leadership qualities |

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| **Learning Objective** | LO 1.1: Review how communication skills determine leadership qualities |
| **Topic/Concept** | Communication and Leadership |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** |
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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** |
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| **Question Title** | **M/C Question 3** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Which process is more sophisticated than just sending and receiving messages? |
| **Answer Choices** |

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|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Human communication |  X | Consider This: This is the process of understanding everything that happens in this world, and sharing that understanding with others with the help of verbal and nonverbal messages.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| b. | Encoded communication  |  | Consider This: This is the process of understanding everything that happens in this world, and sharing that understanding with others with the help of verbal and nonverbal messages.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| c. | Task dimension |   | Consider This: This is the process of understanding everything that happens in this world, and sharing that understanding with others with the help of verbal and nonverbal messages.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| d. | Relational dimension |  | Consider This: This is the process of understanding everything that happens in this world, and sharing that understanding with others with the help of verbal and nonverbal messages.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |

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| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** |
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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** |
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| **Question Title** | **M/C Question 4** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Which process helps us to connect to others? |
| **Answer Choices** |

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|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Sharing sense |  X |  |
| b. | Making sense |   | Consider This: This is the process of using words and nonverbal cues such as facial expressions, clothing, gestures, etc., to communicate our thoughts and ideas to others.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| c. | Creating meaning |   | Consider This: This is the process of using words and nonverbal cues such as facial expressions, clothing, gestures, etc., to communicate our thoughts and ideas to others.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| d. | Sharing meaning |  | Consider This: This is the process of using words and nonverbal cues such as facial expressions, clothing, gestures, etc., to communicate our thoughts and ideas to others.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |

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| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** |
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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** |
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| **Question Title** | **M/C Question 5** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | What messages do you send and receive simultaneously? |
| **Answer Choices** |

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|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Transactional |  X |  |
| b. | Encoded |   | Consider This: This is when you communicate with a person who is physically present.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| c. | Decoded |   | Consider This: This is when you communicate with a person who is physically present.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| d. | Relational |  | Consider This: This is when you communicate with a person who is physically present.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |

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| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** |
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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** |
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| **Question Title** | **M/C Question 6** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | \_\_\_\_\_\_\_\_ can be verbal or nonverbal. |
| **Answer Choices** |

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|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Symbols |  X |  |
| b. | Decoders |   | Consider This: These represent thoughts, concepts, objects, or experiences.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| c. | Channels |   | Consider This: These represent thoughts, concepts, objects, or experiences.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| d. | Feelings |  | Consider This: These represent thoughts, concepts, objects, or experiences.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |

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| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** |
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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** |
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| **Question Title** | **M/C Question 7** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Which component of communication is related to the physical, historical, and psychological communication environment? |
| **Answer Choices** |

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|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Context |  X |  |
| b. | Source |   | Consider This: This is one of the components of communication such as source, message, channel, receiver, noise, and feedback.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| c. | Task |   | Consider This: This is one of the components of communication such as source, message, channel, receiver, noise, and feedback.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| d. | Content |  | Consider This: This is one of the components of communication such as source, message, channel, receiver, noise, and feedback.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |

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| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** |
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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** |
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| **Question Title** | **M/C Question 8** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Which type of report provides updates on the status of a project? |
| **Answer Choices** |

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| --- | --- | --- | --- |
|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Progress  |  X |  |
| b. | Memorandum |  | Consider This: This report contains information about whether a project is within budget.LO 1.1: Review how communication skills determine leadership qualities |
| c. | Formal  |   | Consider This: This report contains information about whether a project is within budget.LO 1.1: Review how communication skills determine leadership qualities |
| d. | Business  |  | Consider This: This report contains information about whether a project is within budget.LO 1.1: Review how communication skills determine leadership qualities |

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| **Learning Objective** | LO 1.1: Review how communication skills determine leadership qualities |
| **Topic/Concept** | Communication and Leadership |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** |
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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** |
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| **Question Title** | **M/C Question 9** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | The process that allows the speaker to adapt the communication to ensure listeners understand the message is called |
| **Answer Choices** |

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|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | responding. |  X |  |
| b. | hearing. |  | Consider This: This process is one in which listeners let the speaker know how well they understood the message, how the message affects them, and whether they agree with the message.LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |
| c. | writing. |   | Consider This: This process is one in which listeners let the speaker know how well they understood the message, how the message affects them, and whether they agree with the message.LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |
| d. | interpreting. |  | Consider This: This process is one in which listeners let the speaker know how well they understood the message, how the message affects them, and whether they agree with the message.LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |

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| **Learning Objective** | LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |
| **Topic/Concept** | Leading Others: Applying Communication Principles at Work |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** |
| X |

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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** |
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| **Question Title** | **M/C Question 10** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | \_\_\_\_\_\_\_\_\_ is the process of receiving, constructing meaning from, and reacting to verbal and nonverbal messages. |
| **Answer Choices** |

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|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Listening |  X |  |
| b. | Hearing |  | Consider This: During this process, we accept the message, decode, or assign meaning to it, and then let the other person know it was received.LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |
| c. | Responding |   | Consider This: During this process, we accept the message, decode, or assign meaning to it, and then let the other person know it was received.LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |
| d. | Interpreting |  | Consider This: During this process, we accept the message, decode, or assign meaning to it, and then let the other person know it was received.LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |

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| **Learning Objective** | LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |
| **Topic/Concept** | Leading Others: Applying Communication Principles at Work |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** |
| X |

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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** |
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 **Note: Here starts 15 Multiple Choice Apply, Analyze, Evaluate level questions**

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| **Question Title** | **M/C Question 11** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Peter and Arnold are in graduate school. They are assigned a project and meet at the library to discuss the specifics. Peter shares the information he had collected during his research while Arnold listens and tries to understand what Peter is saying. In this scenario, what role is Peter playing? |
| **Answer Choices** |

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| --- | --- | --- | --- |
|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Source |  X |  |
| b. | Receiver |   | Consider This: This person is the originator of the expressed ideas and feelings.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| c. | Channel |   | Consider This: This person is the originator of the expressed ideas and feelings.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| d. | Leader |  | Consider This: This person is the originator of the expressed ideas and feelings.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |

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| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** | **Moderate** | **Difficult** |
|  | X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** | **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 12** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Joseph, manager at Mottola, Inc., calls a meeting with his team to discuss a new project. In the meeting, he motivates his team members, sets their work agenda for the project, and alleviates any concerns about the schedule. In this scenario, what role is Joseph playing? |
| **Answer Choices** |

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| --- | --- | --- | --- |
|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Leader |  X |  |
| b. | Communicator |   | Consider This: A manager takes up this role when he or she influences the group in new and creative ways.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| c. | Receiver |   | Consider This: A manager takes up this role when he or she influences the group in new and creative ways.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| d. | Interpreter |  | Consider This: A manager takes up this role when he or she influences the group in new and creative ways.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |

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| **Learning Objective** | LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| **Topic/Concept** | Leadership: Influencing Others Through Communication |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** | **Moderate** | **Difficult** |
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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** | **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 13** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | A marketing team is worried about an upcoming project because it entails using numerous technologies they have just learned. The team’s manager explains how to approach the project, specifically identifying the terms and the people in other departments to go to for help. The team is reassured and decides to follow her tips. In this scenario, which role are the employees playing? |
| **Answer Choices** |

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| --- | --- | --- | --- |
|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Follower |  X |  |
| b. | Receiver |   | Consider This: This person has more power and influence in the organization than what he or she perceives.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| c. | Leader |   | Consider This: This person has more power and influence in the organization than what he or she perceives.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| d. | Decoder |  | Consider This: This person has more power and influence in the organization than what he or she perceives.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |

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| **Learning Objective** | LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| **Topic/Concept** | Leadership: Influencing Others Through Communication |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** | **Moderate** | **Difficult** |
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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** | **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 14** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Paul is a high school English teacher, and after several months at a new school, he realizes the students are not effectively able write and talk when interacting with their teachers. They also failed to perform in their written and verbal exams. What skills do the students lack? |
| **Answer Choices** |

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| --- | --- | --- | --- |
|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Communication |  X |  |
| b. | Leadership |   | Consider This: Studies have shown that the lack of this skill appeared to be a major stumbling block for new entrants into the job market.LO 1.1: Review how communication skills determine leadership qualities |
| c. | Transactional |   | Consider This: Studies have shown that the lack of this skill appeared to be a major stumbling block for new entrants into the job market.LO 1.1: Review how communication skills determine leadership qualities |
| d. | Nonverbal |  | Consider This: Studies have shown that the lack of this skill appeared to be a major stumbling block for new entrants into the job market.LO 1.1: Review how communication skills determine leadership qualities |

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| **Learning Objective** | LO 1.1: Review how communication skills determine leadership qualities |
| **Topic/Concept** | Communication and Leadership |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** | **Moderate** | **Difficult** |
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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** | **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 15** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | After working hard and earning honors during his first year in a difficult engineering program, Andrew was awarded the best student in his group. While handing him the certificate, his professor said, “Well done,” without any enthusiasm, and Andrew also noticed the professor didn’t meet his eye. From the professor’s reaction, Andrew knew he was not happy with him for some reason. Which dimension of communication message is implied by the professor? |
| **Answer Choices** |

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| --- | --- | --- | --- |
|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Relational |  X |  |
| b. | Task |   | Consider This: This dimension offers cues about emotions and attitudes of the speaker toward others.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| c. | Feedback |   | Consider This: This dimension offers cues about emotions and attitudes of the speaker toward others.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| d. | Noise |  | Consider This: This dimension offers cues about emotions and attitudes of the speaker toward others.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |

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| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** | **Moderate** | **Difficult** |
|  | X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** | **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 16** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Palash and Viktor were working on their company’s new product launch together. Viktor begins by sharing his ideas about how to prepare for the launch. After he finishes explaining, he asks Palash if he understood and agrees with his ideas. In this scenario, what role is Palash playing? |
| **Answer Choices** |

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| --- | --- | --- | --- |
|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Receiver |  X |  |
| b. | Communicator |   | Consider This: This is the person who interprets the message and determines if the interaction is successful.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| c. | Leader |   | Consider This: This is the person who interprets the message and determines if the interaction is successful.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| d. | Manager |  | Consider This: This is the person who interprets the message and determines if the interaction is successful.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |

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| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** | **Moderate** | **Difficult** |
|  | X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** | **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 17** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | A manufacturing company wants to organize a meeting to discuss the quality of their new product with various customers. The head of the marketing department is asked to tell all of the customers the time and place of the meeting. What method of communication should the employee use, and why? |
| **Answer Choices** |

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| --- | --- | --- | --- |
|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Media-lean; it is used when the information is routine and noncontroversial. |  X |  |
| b. | Media-rich; it is used when the message is highly detailed and complicated. |   | Consider This: This method is used when one wants to convey simple messages to many people in a short span of time.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| c. | Nonverbal; it creates powerful ideas with greater impact than words. |   | Consider This: This method is used when one wants to convey simple messages to many people in a short span of time.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| d. | Verbal; it consists of symbols and a system of rules that is easy for people to understand. |  | Consider This: This method is used when one wants to convey simple messages to many people in a short span of time.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |

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| **Learning Objective** | LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| **Topic/Concept** | Leadership: Influencing Others Through Communication |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Easy** | **Moderate** | **Difficult** |
|  |  | X |

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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** | **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 18** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Marcos is handling a new project, for which he recruits 15 new employees. All the team members are new to the company and project, so Marcos calls a meeting to explain the details. At the meeting, he first introduces the company and the systems they use. Then, he explains the nuances of the project and the company’s expectations. Which term best describes the principle of communication that Mark is following, and how is it helpful? |
| **Answer Choices** |

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|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Leaders are aware of their communication with themselves and others; it provides awareness of one’s own thoughts, assumptions, communication behavior, as well as the behavior of others. |  X |  |
| b. | Leaders effectively use and interpret verbal messages; it makes it possible for people to understand each other effectively. |   | Consider This: This principle is all about being conscious of one’s interactions with colleagues while at work.LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |
| c. | Leaders listen and respond thoughtfully to others; it helps one to know the needs and requirements of others. |   | Consider This: This principle is all about being conscious of one’s interactions with colleagues while at work.LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |
| d. | Leaders appropriately adapt messages to others; it helps one’s messages to have an impact. |  | Consider This: This principle is all about being conscious of one’s interactions with colleagues while at work.LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |

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| **Learning Objective** | LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |
| **Topic/Concept** | Leading Others: Applying Communication Principles at Work |
| **Difficulty Level** ***(mark X where applicable)*** |

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| --- | --- | --- |
| **Easy** | **Moderate** | **Difficult** |
|  |  | X |

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| **Skill Level *(mark X where applicable)*** |

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| **Understand the Concepts** | **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 19** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Daphne needs to resolve an urgent issue with a client project. She visits her boss’ office to discuss the problem, but her boss is occupied and doesn’t have much time to chat. What type of communication should Daphne use to limit or end the conversation? |
| **Answer Choices** |

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|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Verbal |  X |  |
| b. | Nonverbal |  | Consider This: It is the message you actually say. LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| c. | Transactional |   | Consider This: It is the message you actually say. LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| d. | Relational |  | Consider This: It is the message you actually say. LO 1.2: Recognize that communication occurs only when it reaches the desired audience |

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| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 20** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Anneliese is an HR manager at Fisher Corporation. One Friday, she conducts a game for the employees, where she explains a situation that involves feelings and emotions. One person has to act out the given situation in a way that another employee is able to understand what type of emotion the first employee is exhibiting. In this scenario, how do the participants communicate emotions and feelings? |
| **Answer Choices** |

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| --- | --- | --- | --- |
|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | By sharing sense |  X |  |
| b. | By creating meaning |  | Consider This: It is through the process of communicating understanding of our experiences that we connect to other humans. LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| c. | By making sense |   | Consider This: It is through the process of communicating understanding of our experiences that we connect to other humans. LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| d. | By encoding feedback |  | Consider This: It is through the process of communicating understanding of our experiences that we connect to other humans. LO 1.2: Recognize that communication occurs only when it reaches the desired audience |

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| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 21** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Sergei is a consultant who just joined a multinational company, where he will be leading the business unit. On his first day, he wants to send out a letter to all the members of the team outlining his vision for the group and the products they build. Which form of communication should Sergei use to send this letter? |
| **Answer Choices** |

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| --- | --- | --- | --- |
|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Email |  X |  |
| b. | Sticky note |  | Consider This: This type of messaging system dominates the telephoning form of business communication.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| c. | Progress report |   | Consider This: This type of messaging system dominates the telephoning form of business communication.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| d. | Formal report |  | Consider This: This type of messaging system dominates the telephoning form of business communication.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |

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| **Learning Objective** | LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| **Topic/Concept** | Leadership: Influencing Others Through Communication |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 22** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Salama, a project lead, is given a project with unclear deadlines and expectations. Therefore, she creates a plan by breaking the project up into smaller pieces, hoping the team can proceed with the parts that are clearly defined. However, the team is confused and unable to understand Salama’s project plan. In this situation, what should Salama do to help her team? |
| **Answer Choices** |

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|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Call for a meeting to motivate and explain the project plan. |  X |  |
| b. | Write an email to explain the project. |  | Consider This: This type of communication happens between more than two people for a particular purpose, especially for formal discussion.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| c. | Write a memo about the project. |   | Consider This: This type of communication happens between more than two people for a particular purpose, especially for formal discussion.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| d. | Provide a progress report about the project. |  | Consider This: This type of communication happens between more than two people for a particular purpose, especially for formal discussion.LO 1.3: Examine how the leadership quality of influencing others through communication is an art |

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| **Learning Objective** | LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| **Topic/Concept** | Leadership: Influencing Others Through Communication |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 23** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Sandy heads the creative team at an advertising agency. One client wants to quickly launch an advertisement to counter a competitor’s advertisement, so Sandy tells the team they will need to work several late nights and a few Saturdays. One of her team members sighs loudly, crosses her arms, and rolls her eyes. Which type of response is the team member displaying? |
| **Answer Choices** |

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| --- | --- | --- | --- |
|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Nonverbal |  X |  |
| b. | Verbal |  | Consider This: This behavior provides information to others about your emotions and interest, or lack of interest.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| c. | Transactional |   | Consider This: This behavior provides information to others about your emotions and interest, or lack of interest.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| d. | Relational |  | Consider This: This behavior provides information to others about your emotions and interest, or lack of interest.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |

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| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 24** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | Wilhelm is a manager at a consulting agency. He always wears black pinstripe suits, white shirts, and monogrammed ties, and looks like someone who is going to make things happen. Nobody ever questions his ability to manage the project. From the very start, Wilhelm has commanded everyone’s respect. In this scenario, what is Wilhelm adopting? |
| **Answer Choices** |

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| --- | --- | --- | --- |
|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Good dressing sense |  X |  |
| b. | Good eye contact |  | Consider This: This technique indirectly increases a person’s credibility and helps gain admiration from others.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| c. | Good vocal delivery |   | Consider This: This technique indirectly increases a person’s credibility and helps gain admiration from others.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| d. | Good facial expression |  | Consider This: This technique indirectly increases a person’s credibility and helps gain admiration from others.LO 1.2: Recognize that communication occurs only when it reaches the desired audience |

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| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **M/C Question 25** |
| **Assessment Type** | Multiple-choice |
| **Question Stem** | A manager asks the project lead to provide documented status of the team’s current project. The project lead receives regular updates from the team, collates these updates in to one document, and passes it on to the project manager. What did the project lead create? |
| **Answer Choices** |

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|  | **Answer** | **Correct Answer (x)** | **Feedback** |
| a. | Progress report |  X |  |
| b. | Memorandum |  | Consider This: It is an assessment that takes place during a project or process that conveys details such as what subgoals have been accomplished, what resources have been expended, and what problems have been encountered. LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| c. | Sticky note |   | Consider This: It is an assessment that takes place during a project or process that conveys details such as what subgoals have been accomplished, what resources have been expended, and what problems have been encountered. LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| d. | Business report |  | Consider This: It is an assessment that takes place during a project or process that conveys details such as what subgoals have been accomplished, what resources have been expended, and what problems have been encountered. LO 1.3: Examine how the leadership quality of influencing others through communication is an art |

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| **Learning Objective** | LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| **Topic/Concept** | Leadership: Influencing Others Through Communication |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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**Note: Here starts 5 Short Answer level questions**

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| **Question Title** | **SA Question 26** |
| **Assessment Type** | Essay |
| **Question Stem** | Explain why a leader is less likely to be effective without proper communication skills. |
| **Learning Objective** | LO 1.1: Review how communication skills determine leadership qualities |
| **Topic/Concept** | Communication and Leadership |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **SA Question 27** |
| **Assessment Type** | Essay |
| **Question Stem** | Identify the basic components of communication. Analyze the importance of each component. |
| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **SA Question 28** |
| **Assessment Type** | Essay |
| **Question Stem** | What is ethical communication? How is it beneficial at the workplace? |
| **Learning Objective** | LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |
| **Topic/Concept** | Leading Others: Applying Communication Principles at Work |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **SA Question 29** |
| **Assessment Type** | Essay |
| **Question Stem** | Explain the relationship between leadership and technology. How are they beneficial in the present business scenario? |
| **Learning Objective** | LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| **Topic/Concept** | Leadership: Influencing Others Through Communication |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **SA Question 30** |
| **Assessment Type** | Essay |
| **Question Stem** | Discuss the five principles of communication. |
| **Learning Objective** | LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |
| **Topic/Concept** | Leading Others: Applying Communication Principles at Work |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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**Note: Here starts 5 Essay questions**

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| **Question Title** | **Essay Question 31** |
| **Assessment Type** | Essay |
| **Question Stem** | Discuss why communication is important for leadership. Differentiate between a manager and a leader. |
| **Learning Objective** | LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| **Topic/Concept** | Leadership: Influencing Others Through Communication |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **Essay Question 32** |
| **Assessment Type** | Essay |
| **Question Stem** | Explain how the five fundamental principles of communication help you make sense out of ideas and information. |
| **Learning Objective** | LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |
| **Topic/Concept** | Leading Others: Applying Communication Principles at Work |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
|   | X |  |

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| **Question Title** | **Essay Question 33** |
| **Assessment Type** | Essay |
| **Question Stem** | Analyze the importance of organizational communication. Explain transactional communication in detail. |
| **Learning Objective** | LO 1.2: Recognize that communication occurs only when it reaches the desired audience |
| **Topic/Concept** | Communication: Making Sense and Sharing Sense |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **Essay Question 34** |
| **Assessment Type** | Essay |
| **Question Stem** | Examine the relevance of various communication principles at the 21st-century global workplace. |
| **Learning Objective** | LO 1.4: Describe the five fundamental principles to effectively increase communication and leadership skills |
| **Topic/Concept** | Leading Others: Applying Communication Principles at Work |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
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| **Question Title** | **Essay Question 35** |
| **Assessment Type** | Essay |
| **Question Stem** | Evaluate how a person’s leadership skills influence others at the workplace. |
| **Learning Objective** | LO 1.3: Examine how the leadership quality of influencing others through communication is an art |
| **Topic/Concept** | Leadership: Influencing Others Through Communication |
| **Difficulty Level** ***(mark X where applicable)*** |

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| **Moderate** | **Difficult** |
| X |  |

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| **Skill Level *(mark X where applicable)*** |

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| **Apply What You Know** | **Analyze It** | **Evaluate It** |
|   | X |  |

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