
Chapter 9: Workplace Communication

True/False Questions

30. Legal institutions such as the Supreme Court are organizations with the goal of integration.
31. If we use *immediacy* in workplace communication, we intend to create perceptions of psychological closeness with others.
32. Supportive communicators listen with empathy but usually are poor at acknowledging the feelings of others.
33. Competition is an approach to managing conflict that views conflict as a “battle” to be won.
34. Among the five approaches to managing conflict is the “surrender” approach, whereby you give up the conflict.
35. The president of a company sending a memo to all workers is an example of horizontal communication.
36. Two tellers at a bank sharing tips for effective customer service interactions is an example of horizontal communication.
37. Strategic ambiguity in workplace communication is the purposeful use of symbols that allow multiple interpretations.
38. Managers, who want to effectively persuade their employees, should not engage in strategic ambiguity because using that tactic tends to upset less experienced employees.
39. Hostile work environments are detrimental to all who work in them, both male and female.
40. *Emotional labor* can be fiscally rewarding for an organization.
41. *Emotional labor* can lead to burnout and low job satisfaction for employees.
42. Telling sexist jokes in workplace is a form of *quid pro quo* harassment.
43. Action verbs are a strong means of communicating completed tasks on a resume.
44. Equal Employment Laws ensure that individuals are selected without bias.
45. If an employer asks you “What traits do you possess that you feel will be an asset to this company,” this would be considered a *bona fide occupational qualification question*.
46. Your resume should have a clear articulation of your goals, also known as an objective statement.
47. Over 98 percent of employers said that unclear answers and poor grammar have little to no effect on their hiring decision.
48. The post-interview stage is a relatively unimportant part of the interviewing process.
49. Engaging in interaction management helps establish a smooth pattern of interaction.
50. Everything asked during a job interview should relate to BFOQs.
51. The key to finding great jobs is having a great personal network.
52. If you are asked a question in an interview that you don’t want to answer, it is best to evade the question.

Multiple Choice Questions

53. The ways in which groups of people both maintain structure and order through their symbolic interactions refers to
 - a. downward communication.
 - b. group communication.
 - c. organizational communication.
 - d. public communication.
54. Messages between organizational members of the same power level are best described as
 - a. formal.
 - b. informal.
 - c. upward.
 - d. horizontal.

-
55. A school is what type of organization?
- political
 - integration
 - pattern-maintenance
 - economic production
56. The army is what type of organization?
- economic production
 - political
 - pattern maintenance
 - integration
57. A conflict management style that involves negotiation is also known as
- avoidance
 - competition
 - compromise
 - accommodation
58. Acme company has a mission statement that is open to interpretation. Many stakeholders identify with it. Their mission statement is
- validated.
 - ambiguous.
 - interactive.
 - informational.
59. *Formal communication* consists of all the following *except*
- the grapevine.
 - horizontal communication.
 - upward communication .
 - downward communication.
60. *Informal communication* consists of all of the following *except*
- the grapevine.
 - emergent networks.
 - natural social interactions .
 - downward communication.
61. According to the textbook, conditions in the workplace that are sexually offensive or intimidating are known as
- quid pro quo.
 - hostile.
 - unacceptable.
 - normal.
62. Which of the following statements about emotional labor is *not* true?
- Emotional labor can benefit the organization.
 - Emotional labor can benefit the client.
 - Emotional labor can decrease turnover.
 - Emotional labor can decrease job satisfaction.
63. Angela tells Richard that he will not receive a raise unless he agrees to give her a massage. This is what type of sexual harassment?
- submissive
 - quid pro quo
 - hostile environment
 - matriarchal
64. Which of the following statements about resume writing style is *not* accurate?
- You should quantify information.
 - You should use the pronoun "I".
 - You should not mix bullets and other stylistic devices.
 - You should be concise in your wording.
65. When you organize your experiences by type, which type of resume are you using?
- functional
 - chronological
 - spatial
 - problem-based

-
66. EEO legislation states that interview questions must be related to
- personal characteristics.
 - protected class.
 - bona fide occupational qualifications.
 - reasonable public information.
67. During an interview for a waitress job, Mr. Mitchell (the interviewer) asks Kelly (the interviewee) if she is married or has any children. This is a violation of
- personal characteristics.
 - protected class.
 - bona fide occupational qualifications.
 - reasonable public information.
68. Your cover letter should have which four main sections?
- need, integration, support, intent
 - support, balance, desire, achievements
 - interest, balance, participation, application
 - attention, interest, desire, action
69. Which of the following is *not* a general interviewing strategy?
- Demonstrate competence.
 - Ask and answer questions effectively and ethically.
 - Be prepared to discuss salary at your interview.
 - Preplan for the interview.