***Working in Groups – Chapter 05***

1. At the end of every month, a sales manager offers a cash bonus to the most successful salesperson. What type of power is this leader using?
   1. Informational power
   2. Coercive power
   3. **Reward power**
   4. Legitimate power
   5. Expert power
2. Dianna has been elected as leader of the research group because she has published more than any other team member on the researc topic. What type of power is this?
   1. Referent power
   2. Coercive power
   3. **Informational power**
   4. Legitimate power
   5. Reward power
3. When designated leaders are “plucked from a group in order to lead”, they should:
   1. Start out by making strong decisions to solve problems.
   2. Avoid discussing their leadership concerns with group members until they have established referent power.
   3. Dramatically change their behavior with members who were once their friends and colleagues in the group.
   4. Begin by using reward and coercive power to establish their new position.
   5. **Discuss ground rules for interaction while assuring group members of continued friendship.**

***Working in Groups – Chapter 07***

1. Which of the following is an example of an abstract word?
   1. Meeting
   2. Table
   3. Computer
   4. Dictionary
   5. **Fairness**
2. \_\_\_\_\_\_\_\_\_\_\_\_\_ is the means we use to achieve group goals, the stimulus we use to build relationships, and the evidence we use to assess group work.
   1. Connotation
   2. Bypassing
   3. Climate
   4. **Team talk**
   5. Provisionalism
3. Which of the following statements illustrates the Social Equality Dimension of team talk?
   1. “I don’t think we should quit until we’re finished.”
   2. **“Hey guys, let’s find out where Lee stands on this before we do anything this far out.”**
   3. “What do you need to know from us to do this?”
   4. “How many of you think that Lee is right?”
   5. “We’ve always done it this way.”
4. All of the following communication strategies can help improve a group’s team talk EXCEPT:
   1. **Express your individual needs.**
   2. Use the pronouns “we”, “us” and “our”.
   3. Listen to dissenters.
   4. Speak in a specific and active voice.
   5. Ask more “what if” questions.

***Working in Groups – Chapter 10***

1. Problem solving occurs when a group:
   1. Reaches a conclusion.
   2. Passes judgment on an issue under consideration.
   3. **Develops a plan for reducing or eliminating the harmful effects of a problem.**
   4. Chooses among alternatives.
   5. Analyzes the history, causes, and effects of a problem.
2. All of the following statements describe decision making in groups EXCEPT:
   1. **Groups usually take less time to make a decision than an individual working alone.**
   2. A group generates more ideas than an individual working alone.
   3. Groups generally produce better decisions than individuals.
   4. All of the above.
   5. None of the above.

***Business Communication – Chapter 04***

1. Of the following sentences, which would be unbiased?
   1. The white teacher spoke to the inner-city youths.
   2. **Mrs. Smith talked with the students about the difficulties experienced by single-parent families.**
   3. The jewish lady moved into an upscale townhouse in Manhatten.
   4. Mr. Brown, 85, spent Thanksgiving with his family.
2. Composing with style means:
   1. Using formal language.
   2. Using unusual words.
   3. **Using clear, consise words that convey your personality.**
   4. Using language that creates a sense of mystery for the reader.
3. Which of the following sentences lacks agreement of subject and verb?
   1. The fifth grade class has recess at 10 a.m.
   2. Mary and Janice go to the grocery each day.
   3. Martina or her children were always at home on Saturdays.
   4. **Each year supervisors reminds their staff of Internet-use policies.**

***Business Communication – Chapter 06***

1. Which of the following date displays is correct for a business letter?
   1. 28/07/2020
   2. 28 Jul. 2020
   3. 2020 July 28
   4. **July 28, 2020**
2. Ruthann Rodgers is writing a personal business letter to her bank. Which of the following represents the correct format for the heading of her letter?
   1. July 28, 2020 1234 Avenue C  
      Denver, CO 75926-3882
   2. Ruthann Rodgers  
      1234 Avenue C  
      Denver, CO 75926-3882  
      July 28, 2020
   3. **1234 Avenue C  
      Denver, CO 75926-3882  
      July 28, 2020**
   4. July 28, 2020  
      Ruthann Rodgers  
      1234 Avenue C  
      Denver, CO 75926-3882
3. The letter format in which a subject line is standard rather than supplementary is the:
   1. Full block format.
   2. Modified block format.
   3. Modified block format with indented paragraphs.
   4. **Simplified format.**
4. Under what circumstances shoud a writer include his or her courtesy title as part of the keyed signature in a business letter?
   1. Always
   2. Never
   3. When needed for balance
   4. **When needed for clarity**

***Business Communication – Chapter 07***

1. The direct plans is used for positive and neutral business messages because:
   1. A direct plan message can be adapted to letters, memos, and e-mail.
   2. Direct plan messages are brief.
   3. **Placing the main idea early in the message attracts the reader’s attention.**
   4. This plan is best for building goodwill with the receiver.
2. When setting the date by which you want your receiver to reply to your request or claim, you should:
   1. Be flexible; use general time reference such as within the next two weeks.
   2. Express the date in standard month, day, year format.
   3. Show urgency by saying as soon as possible.
   4. **Tell the receiver why meeting your timeline is important.**
3. The key elements in a social business message are:
   1. Brevity and clarity.
   2. **Honesty and completeness.**
   3. Familiarity with the receiver and goodwill.
   4. Sincerity and timeliness.

***Business Communication – Chapter 08***

1. What is one of the most important aspects of the indirect plan?
   1. It keeps the receiver from getting the negative news.
   2. The close stays off the negative subject.
   3. **The reasoning to justify the negative information is presented before the negative information.**
   4. The negative information is presented before the reasoning to justify it.
2. The negative information section of a negative message should:
   1. Be placed in a separate paragraph.
   2. Avoid saying what can be done.
   3. **Come immediately after the logical explanation.**
   4. Offer an apology.
3. Which of the following openings would be best for a letter in which you are refusing an adjustment?
   1. I am sorry that I cannot honor your claim…
   2. Your claim cannot be honored at this time because…
   3. This is to let you know that…
   4. **Your recent purchase of a…**

***Business Communication – Chapter 09***

1. Which of the following is the proper sequence for a persuasive message using the indirect plan?
   1. Action, interest, attention, desire.
   2. Attention, desire, interest, action.
   3. **Attention, interest, desire, action.**
   4. Interest, atteion, desire, action.
2. Which of the following is NOT a persuasive message?
   1. Collection
   2. Employment
   3. **Invitation**
   4. Recommendation
3. Which of the following is the best closing for a persuasive request?
   1. If you are unable to chair this committee, let me kow so I can contact someone else about the job.
   2. If you are willing to lead this group, please let me know at your earliest convenience.
   3. Please call me at 555.394.8704 if you are willing to lead this task force.
   4. **Please e-mail me your response at** [**rita.prosky@gmetric.com**](mailto:rita.prosky@gmetric.com) **by April 24.**

***Business Communication – Chapter 10***

1. You start planning a research study by:
   1. Determining the factors.
   2. Determining the solutions.
   3. Scheduling the study.
   4. **Stating the problem.**
2. All but which of the following is a primary data source?
   1. A personal interview
   2. **A website located located through an Internet search**
   3. An observation
   4. Company records.

***Business Communication – Chapter 16***

1. For each job you have held, the most important information to list in a résumé is your:
   1. Employer
   2. **Job accomplishments**
   3. Job responsibilities
   4. Job title
2. For new college graduates with limited experience, the preferred number of pages for a résumé is:
   1. **One**
   2. Two
   3. Three
   4. Any number

***Business Communication – Chapter 17***

1. How should you best respond to interview questions?
   1. **Be enthusiastic, honest, sincere, and state your accomplishments in a specific and positive manner.**
   2. Embellish your achievements and accomplishments to make sure the employer remembers them.
   3. Say that your achievements and accomplishments are detailed on your resume.
   4. Use caution when describing what you have accomplished so you will not appear to be bragging on yourself.