**Chapter 10 Article Questions**

**Accent on Clarity** by Sheilina Somani

1. What does the author mean when she suggests that when communicating, perception can cause distortion?
2. What suggestions does the author suggest for remote communication via Skype?

**Open Lines on the Open Road** by Amy Merrick

1. How may an agenda be used for scheduled calls for stakeholders and clients?
2. What suggestions are provided to keep a team on task and on schedule while the project manager is on the road?
3. What suggestions are provided regarding how to handle dead zones when teams are conducting virtual meetings when dead zones are encountered?
4. What could teams do to handle files that are inaccessible?
5. What suggestions are provided for when a single project manager’s travel impacts the team?