

1.  
[Hint]

**Which of the following is not one of the seven dimensions of cultural values that help us understand how cultures differ from each other?**

- ☐ High-context versus low-context
- ☐ Formality versus informality
- ☐ Internal locus versus external locus
- ☐ Materialism versus concern for others

2.  
[Hint]

**Members of a society who value \_\_\_\_\_ are more concerned with their careers than with the good of the firm.**

- ☐ formality
- ☐ Collectivism
- ☐ individualism
- ☐ informality

4.  
[Hint]

**Achieving good cross-cultural relations is hampered somewhat by people's predisposition to \_\_\_\_\_.**

- ☐ Categorize
- ☐ Discriminate
- ☐ Judge
- ☐ Classify

5.

[Hint]

A key barrier to good cross-cultural relations is \_\_\_\_\_, the assumption that the ways of one's culture are the best ways of doing things.

- ☐ domestication
- ☐ ethnocentric
- ☐ ethnicity
- ☐ Ethnocentrism

6.

[Hint]

After successfully completing a training program in understanding \_\_\_\_\_, Mae Lew, a Korean American worker, tactfully confronts her American supervisor who constantly ignores her suggestions in team meetings.

- ☐ Problem solving
- ☐ microinequity
- ☐ Ethnocentrism
- ☐ assertiveness

7.

[Hint]

Which of the following is/are suggested way(s) of improving cross-cultural relations?

- ☐ Develop cultural sensitivity
- ☐ Participate in diversity Training
- ☐ Focus on the individual
- ☐ All of the above.

8.

[Hint]

**Which of the following characteristics would likely be included in a training program that is designed to teach individuals about diversity in organization?**

- ☐ Abilities
- ☐ Weight status
- ☐ Hair status
- ☒ All of the above.

9.

[Hint]

**Which of following is not one of the suggested techniques for overcoming cross-cultural communication barriers?**

- ☐ Observe culture differences and etiquette
- ☐ Listen for understanding. Not agreement
- ☒ Use commonly accepted business jargons
- ☐ Be alert to cultural differences in customs and behavior

10.

[Hint]

**Assuming that you wanted to start a good working relationship with a person from a high-context culture, which of the following would be an effective strategy?**

- ☐ Provide written communication so that your proposal is formally presented.
- ☐ Don't be concerned about building a relationship.
- ☐ Be very conscious of time, rush to get started.
- ☒ Use nonverbal communication channels to get your message across and use body language extensively to communicate.

12.

[Hint]

As a result of \_\_\_\_\_, people overestimate the probability that a given member of a group will have an attribute of his or her category.

- ☐ discrimination
- ☒ stereotypes
- ☐ prejudice
- ☐ bias

13.

[Hint]

All of the following are ways of improving Cross-cultural relations except:

- ☐ Value cultural differences
- ☐ Develop cultural sensitivity
- ☐ Participate in diversity training
- ☒ Focus on groups

14.

[Hint]

A cross training cultural training program might include which of the following?

- ☐ Negotiation styles
- ☐ Communication techniques
- ☐ Business etiquette
- ☒ All of the above.

15.

[Hint]

A major cross-cultural \_\_\_\_\_ is to confuse the identity of people because they are members of the same race or ethnic group.

- ☐ threat
- ☒ insult
- ☐ risk
- ☐ danger

## Part 2

1.

In international business, the trend to “go local” has led to local people and foreign experts performing as:

- ☐ hosts and guests
- ☐ workers and employers
- ☐ trainee and trainer
- ☒ a team

2.

Culture is embedded in our:

- ☒ minds
- ☐ gestures
- ☐ beliefs
- ☐ expressions

3.

**Cultural intelligence helps us to know cultural:**

- ☐ rules of behaviour
- ☒ differences
- ☐ similarities
- ☐ rituals

4.

**An individual's behaviour in a foreign society becomes noticeable when it \_\_\_\_\_ in relation to the foreign culture.**

- ☐ irritates
- ☐ overlaps
- ☒ deviates
- ☐ conforms

5.

**Culture refers to:**

- ☒ rules of behaviour
- ☐ behaviour
- ☐ thinking
- ☐ attitude

6.

**People in high-context cultures make business decisions on the basis of:**

- ☐ competition
- ☒ interpersonal relations
- ☐ reason
- ☐ individual needs

7.

**The exclusive centre of interest in low-context communication is:**

- ☐ context
- ☒ information
- ☐ emotional factors
- ☐ individual perceptions

9.

**The aim of cross-cultural communication training is to:**

- ☐ develop business etiquette
- ☐ give social status
- ☐ improve behaviour
- ☒ create strong cultural ties

10.

**An e-mail's style is determined by a person's:**

- ☐ status
- ☒ culture
- ☐ communicative ability
- ☐ English