**HFB.CO1.LM05**

**Formative assessment for oral and written communications**

1. People from some cultures don’t trust information that comes directly from a manager.
   1. True
   2. False (Seven Ways to Better Communications)
2. All workers, regardless of their cultural background, enjoy and feel comfortable being singled out for praise in front of the group.
   1. True (Seven Ways to Better Communications)
   2. False
3. The idea of an “open door policy” is foreign to \_\_\_\_\_\_ of the cultures of the world and doesn’t translate well in practice.
   1. One fourth (Seven Ways to Better Communications)
   2. One half (Seven Ways to Better Communications)
   3. Three fourths
   4. None of the above (Seven Ways to Better Communications)
4. It is important that managers and people in the organization make decisions based on
   1. Personal preferences (Seven Ways to Better Communications)
   2. Convenience (Seven Ways to Better Communications)
   3. Tradition (Seven Ways to Better Communications)
   4. Mission
5. Group discussions are just like formal meetings except
   1. They have a set agenda (Leading Group Discussions)
   2. They may not have a specific goal
   3. Their leadership is very directive (Leading Group Discussions)
   4. They emphasize product rather than process (Leading Group Discussions)
6. Meetings
   1. Need set seating arrangements (People Skills: Managing Meetings)
   2. Need good refreshments (People Skills: Managing Meetings)
   3. Need to be controlled
   4. None of the above (People Skills: Managing Meetings)
7. One of the most challenging aspects of managing meetings is conflict between members and
   1. It should be stopped immediately (People Skills: Managing Meetings)
   2. It is considered negative (People Skills: Managing Meetings)
   3. Sometimes it generates new ideas
   4. It should be limited (People Skills: Managing Meetings)
8. Teamwork is based on the relationship we have with teammates, which makes friendship an important part of successful teamwork.
   1. True (Secrets to Successful Teamwork)
   2. False
9. Employees need to feel as they are part of the team with
   1. Appreciation and recognition (Secrets to Successful Teamwork)
   2. A sense of belonging to a close-knit team (Secrets to Successful Teamwork)
   3. Both A and B
   4. Neither A nor B (Secrets to Successful Teamwork)
10. A recent study on the workplace found that \_\_\_\_\_of those polled responded that the lack of respect is a serious problem.
    1. 50% (10 Actions)
    2. 60% (10 Actions)
    3. 70% (10 Actions)
    4. 80%
11. In order to best celebrate diversity
    1. Investigate people from other cultures (Appreciating Diversity)
    2. Be open to everyone
    3. Let your thoughts be known immediately (Appreciating Diversity)
    4. Once you get to know someone, make them feel welcome (Appreciating Diversity)
12. A personnel policy manual should cover
    1. Individual responsibilities
    2. Organization vision (10 Actions)
    3. Welcome message from the CEO (10 Actions)
    4. None of the above (10 Actions)

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**Summative assessment**

1. Write a two-page letter describing either the best or the worst meeting you have attended. Discuss why it was either successful or a failure
2. Write a two-page paper discussing the diversity you have encountered in your job. How has it changed your attitudes toward fellow employees and guests?