Class Activity 1:

1.                  A conversation between two people is called a

a.       Blend

b.      Dyad

c.       Union

d.      Pairing

2.                  Most organizational communication exists between

a.       project/program purposes

b.      Unions

c.       Individuals

d.      All of the above

3.                  Conflict occurs when two parties feel that

a.       They don’t understand one another

b.      Each cannot achieve its goals or desires if the other does

c.       One tries to force to do something the other doesn’t want to do

d.      They do not talk about the conflict

2.                  Messages can be understood

a.       Only one way

b.      In different ways

c.       Only be the receiver

d.      When there is no conflict

3.                  One of the best way to improve communication is to

a.       Increase nonverbal cues

b.      Decrease nonverbal cues

c.       Use feedback

d.      Avoid conflict

4.                  In a organization, communication should move in what direction?

a.       Upward

b.      Downward

c.       Horizontally

d.      All of the above

5.                  Which of the following requires a clear and open exchange of information.

a.       Orating

b.      Persuasion

c.       Manipulation

d.      Evaluating

6.                  Motivation requires

a.      Knowing what the other person wants

b.      Compliments of another’s work

c.       Raises

d.      Bonuses

7.                  On the job, motivation may be tied to

a.       Pay

b.      Work recognition

c.       Responsibility

d.      All of the above

8.                  Managing conflict requires

a.       Analytical skills

b.      Behavioral skills

c.       Skills in relating to people

d.      All of the above

9.                  Before managing conflict, a person must

a.       Know what it is about

b.      What is at stake

c.       What it could lead to

d.      All of the above

10.              There are how many stages of turning a group into a team?

a.       One

b.      Two

c.       Three

d.      Four

 True/False

Test

1. \_\_\_\_\_\_        The ability to relate to other people is a sign of a good communicator.

2. \_\_\_\_\_\_        One of the best ways to improve message reception is to reduce the number of messages sent.

3. \_\_\_\_\_\_        Communication should only move down the hierarchy to be effective.

4. \_\_\_\_\_\_        Conflict occurs when two parties feel that each cannot achieve its goals or desires if the other does.

5. \_\_\_\_\_\_        Motivation of employees can only be accomplished through wages.

6. \_\_\_\_\_\_        Managing conflict requires both analytical and behavioral skills.

7. \_\_\_\_\_\_        Effective organizational communication occurs when people feel they are free to speak to those they need to communicate with.

8. \_\_\_\_\_\_        By considering all the ways a message could be interpreted, you eliminate poor communication.

9. \_\_\_\_\_\_        organizations can communicate.

10.\_\_\_\_\_\_       A dyad is having a conversation with yourself.