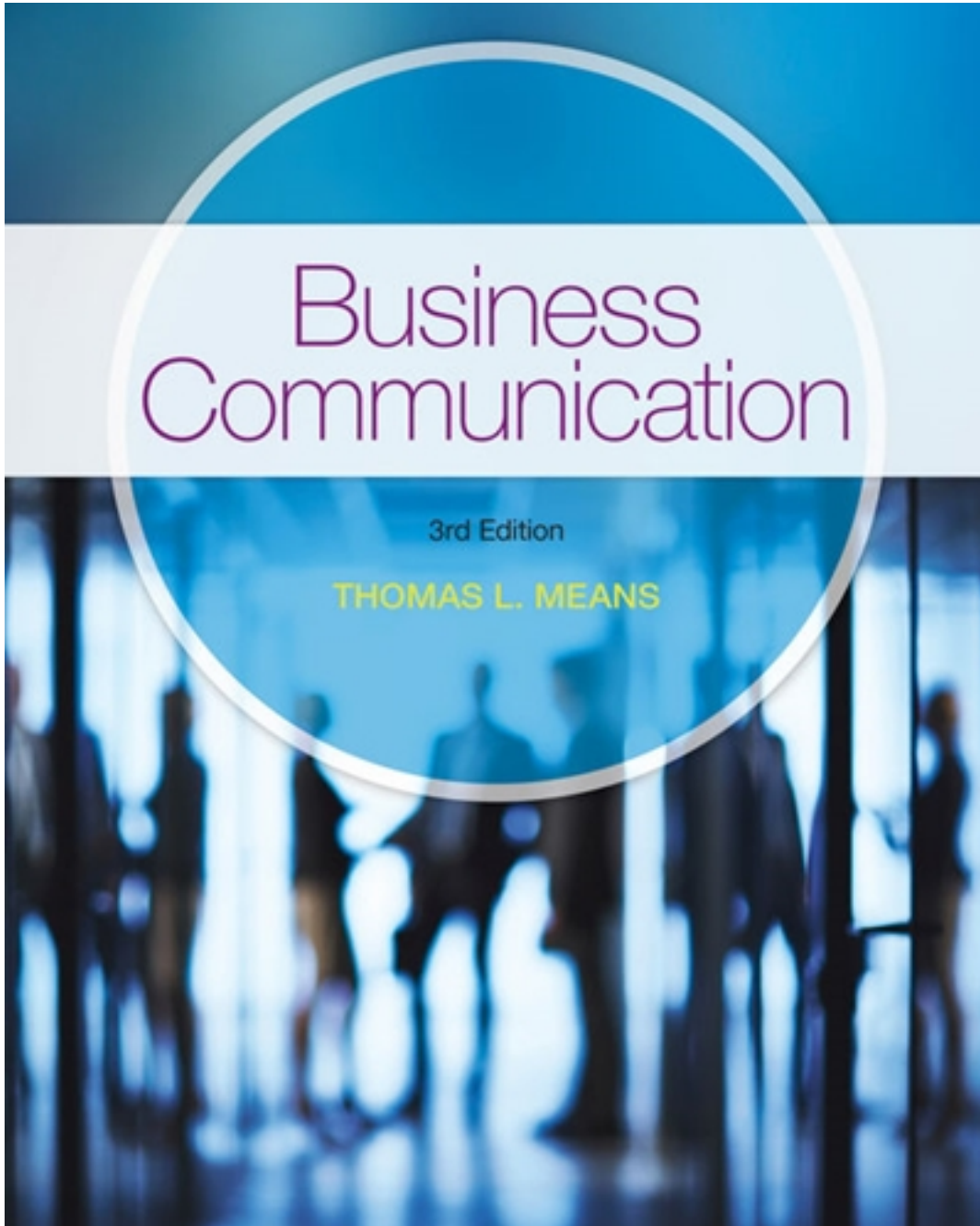


Test Bank for Business Communication 3rd Edition by Means

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Test Bank

TRUE/FALSE

1 : A diverse workforce can help employers better meet the needs of growing global markets and an increasingly diverse U.S. population.

A : true

B : false

Correct Answer : A

2 : Seeing and valuing the contributions of everyone in a workplace and treating everyone fairly is called prejudice.

A : true

B : false

Correct Answer : B

3 : Predictions indicate that the U.S. workforce will become more diverse.

A : true

B : false

Correct Answer : A

4 : Globalization has no affect on the workforce.

A : true

B : false

Correct Answer : B

5 : Language is a common communication barrier.

A : true

B : false

Correct Answer : A

6 : The body language of the sender has little effect on communication.

A : true

B : false

Correct Answer : B

7 : The amount of personal space with which people are comfortable varies depending on individual preference and cultural background.

A : true

B : false

Correct Answer : A

8 : Customs and etiquette are the same in most countries and cultures.

A : true

B : false

Correct Answer : B

9 : Not being offended easily is one of the most important aspects of having a professional attitude.

- A : true
- B : false

Correct Answer : A

10 : Cross-cultural communication occurs when people from different cultures share messages verbally, nonverbally, or in writing.

- A : true
- B : false

Correct Answer : A

11 : When sharing messages with people from other cultures, you should keep your language simple and to the point.

- A : true
- B : false

Correct Answer : A

12 : Employees should always address clients or customers by their last names.

- A : true
- B : false

Correct Answer : B

13 : Personal ethics are not influenced by your experiences and the culture and society in which you learn and grow.

- A : true
- B : false

Correct Answer : B

14 : Honesty is an ethical issue that influences business communication.

- A : true
- B : false

Correct Answer : A

15 : In a nondisclosure agreement, employees promise not to share trade secrets with others for a certain period of time.

- A : true
- B : false

Correct Answer : A

MULTIPLE CHOICE

16 : The presence of a wide range of variation in qualities or attributes of people or things is

called

A : ethnicity

B : diversity

C : ethics

D : discrimination

Correct Answer : B

17 : Failing to recognize workers differences and needs

A : can cause low morale among workers

B : can lead to low productivity

C : can lead to claims of discrimination

D : all the above

Correct Answer : D

18 : Predictions about the U.S. population and workforce indicate that

A : the workforce will become less diverse

B : the U.S. population is expected to decline in the next decade

C : the female population in the United States will be higher than the male population

D : all the above

Correct Answer : C

19 : As a result of globalization

A : individuals may have to compete with job candidates from around the world

B : companies may have a larger group of job candidates from which to choose

C : some companies move part of their operations to other countries

D : all the above

Correct Answer : D

20 : Which of the following cultural differences can be communication barriers?

A : language

B : body language

C : personal space

D : all the above

Correct Answer : D

21 : When your job involves working with someone from another culture

A : show respect for the person and his or her culture

B : learning appropriate business etiquette is not important

C : depend on stereotypes about the culture to guide your behavior

D : both b and c

Correct Answer : A

22 : An oversimplified belief about a group of people is called

A : discrimination

B : prejudice

C : bias

D : a stereotype

Correct Answer : D

23 : Most Americans appreciate personal space of

- A : 5 to 12 inches
- B : 12 to 18 inches
- C : 18 inches to 4 feet
- D : 12 inches to 2 feet

Correct Answer : C

24 : A person who has a professional attitude

- A : is ruled by his or her emotions
- B : does not keep an open mind
- C : refrains from making judgments about others
- D : both a and c

Correct Answer : C

25 : Shortened forms of words or expressions typically formed from the first letter of each word are

- A : acronyms
- B : idioms
- C : slang
- D : jargon

Correct Answer : A

26 : When speaking and corresponding with people from other cultures

- A : assume that the statements you have read about the culture are true
- B : expect others to adapt to your communication style
- C : be careful about using humor
- D : none of the above

Correct Answer : C

27 : To show fairness and sensitivity toward others at work

- A : treat everyone with respect
- B : be adaptable
- C : listen actively
- D : all the above

Correct Answer : D

28 : To deal ethically with clients or customers

- A : promise what the customer requests even if you are not sure you can deliver it
- B : be honest about the products or services your company offers
- C : offer your informed opinions as facts
- D : none of the above

Correct Answer : B

29 : The legal right of someone, usually the author or artist, to use or reproduce a work is called

- A : plagiarism
- B : copyright
- C : ethics
- D : none of the above

Correct Answer : B

- 30 : Trade secrets
- A : are data that give a business a competitive advantage
 - B : can be easily accessed by the general public
 - C : are the same as copyrighted data
 - D : none of the above

Correct Answer : A

MATCHING

31 : Match the terms to their definitions below.

- | | |
|---|--------------------|
| A : Principles of right and wrong that govern behavior | A : culture |
| B : The integration of activities among nations in areas such as commerce and culture | B : discrimination |
| C : A set of rules of behavior for a particular place or situation | C : ethics |
| D : A set of beliefs, attitudes, practices, and social customs that distinguishes a group of people | D : ethnicity |
| E : An oversimplified belief about a group of people | E : etiquette |
| F : The act of claiming someone else's words or ideas as your own | F : globalization |
| G : The division of people into groups that share a common ancestry, history, or culture | G : identity theft |
| H : A bias that prevents objective thought about a person or thing | H : plagiarism |
| I : Stealing and illegally using a person's private data | I : prejudice |
| J : Unfair treatment of a person or group on the basis of prejudice | J : stereotype |

Correct Answer :

A : C

B : F

C : E

D : A

E : J

F : H

G : D

H : I

I : G

J : B