c2

Student: _____

1. According to the text, all of the following statements are true about the U.S. workforce except:
A. In the U.S., engineering companies that have embraced diversity are losing their competitive edge.
B. The U.S. Census Bureau predicts that by 2050 non-Hispanic whites will comprise only about one-half of the total population of the U.S.
C. The ability to work effectively with people from other countries is becoming an essential qualification for managers of most large companies.
D. Many foreign companies have set up operations in the U.S.

2. Which of the following is NOT true about organizational culture?
A. refers to the unique set of values of an organization
B. shapes the degree of cooperation and competition within the organization
C. governs the way employees interact with each other
D. workers who don't conform to their organization's culture are rewarded

3. Which of the following is NOT suggested by your text as a way to learn about an organization's culture?
A. Notice how you're treated when you deal with the organization's employees.
B. Observe how clean the workplace is.
C. Read written correspondence from the organization to see whether it has a welcoming tone.
D. All of these are effective ways to learn about an organization's culture.

4. Which of the following is NOT identified in your text as a dimension that can help you understand your organization's culture?
A. what kinds of fun are considered appropriate
B. ways in which achievement is rewarded
C. the activities employees engage in
D. All of these are important aspects to learn about an organization's culture.

5. One approach for learning about the culture of an organization that would probably NOT be helpful is:
A. During your job interview, ask the interviewer if the company treats its employees respectfully.
B. Notice how you are treated when you visit the company.
C. Observe how well the building is maintained.
D. Chat with employees in the cafeteria.

6. Employees whose values match the values of the organization they work for generally _____ than employees whose values don't match the organization.
A. are less successful
B. show more commitment to their jobs
C. seem less satisfied
D. change jobs more frequently

7. When employees don't understand the unspoken rules of the organization they work for, this often results in
A. fewer complaints.
B. customer satisfaction.
C. reduced productivity.
D. a reduced amount of gossip.

8. Culture refers to all of the following except
A. inherited and innate characteristics.
B. sets of values, beliefs and norms.
C. learned behaviors shared by a group.
D. a set of shared interpretations that affect the behaviors of a relatively large group of people.

9. All of the following characteristics except _____ can help define culture.
A. religion
B. socioeconomic background
C. sexual orientation
D. All of these characteristics can affect culture.

10. Which of the following best describes the way cultural values develop?
A. A person who moves to another country in middle age will never adopt the values of the new culture.
B. A Korean born infant raised in the U.S. will have the same cultural values as her cousin who grew up in Seoul.
C. We are born with a specific set of cultural values that does not change throughout our lives.
D. Culture is learned, not innate.

11. Cultural expectations are often _____ to the people who live and communicate within that culture.
A. useless
B. invisible
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12. Our own culture's standards are usually
A. not obvious to us.
B. easy for us to describe.
C. meaningless.
D. strange.

13. Which of the following statements about culture is most accurate?
A. Cultural variations rarely exist within a country.
B. The values we learn from our culture are important, but they don't affect our communication.
C. Most members of a culture can easily describe the "rules" of that culture.
D. We are usually not even aware of our own culture's "rules."

14. When a person is silent, how should you interpret this?
A. as a sign of timidity
B. as a sign of dislike
C. as a face-saving response
D. The meaning of silence varies depending on the culture, the context, and the individual.

15. Eye contact indicates
A. respect
B. disrespect
C. honesty
D. any of these; the meaning of eye contact varies depending on the culture.

16. The preferred means of dealing with conflict is to
A. remain silent
B. talk about the conflict directly and openly
C. avoid clear expressions of disagreement
D. The preferred means of dealing with conflict varies across cultural groups.

17. First-generation college students from a working-class background tend to lack all of the following skills EXCEPT:
A. following rules
B. thinking critically
C. arguing persuasively
D. speaking assertively

18. Which generation is most likely to regard correct spelling and grammar usage as a sign of competence?
A. Baby-Boomers
B. Gen Xers
C. GenY
D. Millenials

19. On the job, Millennials tend to
A. be technologically inept
B. dislike receiving feedback regarding their job performance
C. have a strong need for affirming feedback regarding their job performance
D. fear working in a diverse workplace

20. Speakers of nonstandard dialects of English
A. are perceived as more competent than speakers of standard English.
B. are recommended for higher-level jobs than speakers of standard English.
C. are recommended for lower-level jobs than speakers of standard English.
D. are judged to have messages with more significant content than speakers of standard English.

21. The ADA guarantees that people with disabilities
A. are given preference in being hired.
B. don't have to function in mainstream culture.
C. get to be interviewed first for jobs and have longer interviews.
D. receive reasonable accommodations in employment.

22. Which of the following best describes advocates' advice for how we should treat persons with disabilities?
A. Act awkwardly around them.
B. Use words that treat the disability as a feature and not an intrinsic part of who they are.
C. Honor their disabilities by treating them differently than we would treat others.
D. Stay away from them as much as you can because most people with disabilities are more comfortable associating only with other persons who have disabilities.

23. Which of the following is appropriate behavior for communicating with a person with a disability?
A. If you offer assistance, don't start helping the person until he or she accepts your offer.
B. Do not attempt to shake hands with a person who has an artificial limb.
C. Place your hand on the shoulder of a person in a wheelchair when you are speaking to him or her.
D. If a person uses a sign language interpreter, look at the interpreter while you are talking to the person who is hearing impaired.

24. One guideline for interacting with people who have a disability is:
A. To prevent embarrassment, take care that you don't say "see you later" to a blind person.
B. When you are talking to a person who uses a wheelchair, position yourself at her or his eye level.
C. An effective way to reduce your awkwardness and create a sense of familiarity is to lean on a person's wheelchair.
D. If a person has difficulty speaking, you can assist her by finishing her sentences for her.

25. In international business, a good general rule is:
A. Strive to get to know coworkers and quickly get on a first-name basis.
B. Be aware that customs in most other countries are much less formal than in the U.S.
C. Address people using their formal title until they invite you to talk to them on a first-name basis.
D. Follow your own customs, no matter what country you are in, because people don't expect foreigners to know their cultural rules.

26. Which of the following is true about business cards in Japan?
A. Business cards are not important.
B. When you receive a business card, you should observe the card, then nod in acknowledgement.
C. You should hold it in one hand.
D. You should put it in your pocket.

27. The statement: "Time is money, so it should be rationed carefully" reflects a _____ orientation toward time.
A. monochronic
B. deictic
C. polychronic
D. costly

28. Skylar is a very organized and timely individual. He always shows up for meetings 15 minutes early. He frowns upon colleagues who fail to arrive on time. Which orientation toward time would most accurately describe Sky's behavior?
A. Asian
B. standard
C. monochronic
D. polychronic

29. Jules takes time to chat with his friends at the beginning of the meeting, even though it means the meeting will start late. Jules' sociability illustrates a _____ time orientation.
A. monochronic
B. polychronic
C. central standard
D. disrespectful

30. Members of a polychronic culture would probably
A. finish a telephone conversation before acknowledging a friend who has stepped into their office.
B. arrive promptly at meetings.
C. consider it a waste of time to begin a meeting with half an hour of socializing.
D. spend time getting to know a person before doing business with her or him.

31. In a culture where conflict is avoided, it is appropriate to
A. express negative emotions openly.
B. say "no" if you mean "no."
C. say "I'll consider it" if you mean "no."
D. explain unpleasant news in a matter-of-fact manner.

32. A common communication behavior in cultures that avoid conflict is
A. sparing others from unpleasant information.
B. hitting the table to emphasize a point.
C. clearly saying "no" if you don't support a proposal.
D. embarrassing others in public.

33. Imagine that you are a female executive who has been sent to a Muslim country as part of a decision-making team. Although you hold the highest rank on the team, the locals will not talk to you until they have spoken to all the men on the committee. As an effective intercultural communicator, your best immediate response would be to
A. assert yourself and take control of the meeting before the men begin chatting.
B. stop all committee work and deliver a brief lecture on the rights of women.
C. accept the difference in standards for the time being.
D. insist that the locals acknowledge your rank by talking to you first.

34. Cultures that rely heavily on subtle nonverbal cues to convey meaning have a _____ orientation.
A. low-context
B. high-context
C. parallel-context
D. sign language

35. Which of the following indicates a low-context culture?
A. Legal contracts are lengthy.
B. Communicators often rely on subtle, nonverbal cues to convey meaning.
C. Social contexts reveal much information about relationships.
D. It is considered impolite to say "yes" or "no" directly.

36. Which of the following ways of saying "no" illustrates a high-context culture?
A. That would be difficult.
B. I refuse to do that.
C. I'm sorry; we just can't do that.
D. No way, man. Can't you see I'm busy?

37. Members of a collectivist culture such as China will typically
A. try hard to achieve personal success.
B. believe that the welfare of an organization they belong to is as important as their own welfare.
C. place their own interests ahead of community interests.
D. strive to become an organizational "star."

38. In Mexico, (a culture with high-power distance), a person who frequently questions the feasibility of a manager's proposals would probably
A. be thought of as a troublemaker.
B. be encouraged to ask more questions.
C. be promoted quickly.
D. be rewarded for his or her creativity.

39. In some cultures, employees have a great deal of respect for persons in positions of authority. This cultural dimension is called
A. high-context versus low-context.
B. power distance.
C. uncertainty avoidance.
D. short-term versus long-term orientation.

40. The Greek culture (a culture that avoids uncertainty) tends to
A. value tradition.
B. have few formal rules.
C. encourage new ideas.
D. enjoy the challenge of risk taking.

41. In Scandinavian countries, whose culture is classified as "feminine," work teams tend to emphasize
A. individual competence.
B. cooperative problem solving.
C. personal performance.
D. individual job advancement.

42. Which activities would members of masculine societies typically choose as the most effective way to improve team competency?
A. creating a friendly atmosphere
B. making the working conditions more pleasant
C. team cooperation
D. using the most up-to-date methods

43. Which of the following attitudes would be most helpful if you encounter a practice in another country that you think is unethical?
A. "I won't interact with these people as long as they're acting like that."
B. "My culture's values are the purest in the world. This country is immoral."
C. "Perhaps I should be open to this practice, because I know that even back home not everyone agrees what the right approach is."
D. "Even though this is a morally significant problem, I will just do as they do while I'm in this country."

44. In order to learn about other cultures, which of the following is not necessary?
A. open-mindedness
B. willingness to learn new ways to approach an issue
C. observing how others conduct themselves
D. completely abandoning your own preferences

45. Which of the following is NOT recommended as a way to improve your own communication with members of other cultures?
A. Gain more knowledge about other cultures.
B. Recognize that persons of differing backgrounds can offer useful insights.
C. Lower your expectations for good performance when you are working with minorities.
D. Talk about differences openly but respectfully.

46. In organizations with a diverse workforce, it is usually constructive to
A. ignore cultural differences and just hope everyone will get along OK.
B. express pity for minorities and disabled persons.
C. divide the workforce into teams, with each team comprised only of persons from a single culture.
D. discuss cultural differences openly, as long as you avoid inflammatory remarks.

47. One way to start investigating a company's culture is to visit the company to observe how you are treated.
True   False

48. It isn't important to learn about an organization's culture before you accept a job because organization's cultures change quickly.
True   False

49. Employees whose values match the values of their supervisors and of the organization tend to be more satisfied, more committed to their jobs, and more successful on the job.
True   False

50. An organization's culture can be described as the personality of the organization.
True   False

51. An organization's culture can be described as its members' shared perception of "the way things are" in the organization.
True   False

52. Most of us can fit comfortably in any organizational culture, as long as we are earning a good salary.
True   False

53. Some of the most powerful rules of an organization's culture are unspoken, yet they are clearly understood by the members.
True   False

54. Recent demographics suggest that by the year 2050 only about 50 percent of the total population of the U.S. will be non-Hispanic whites.
True   False

55. Culture is defined as a set of shared interpretations that each person of a particular race is born with.
True   False

56. We are born with knowledge of our culture's expectations; we do not need to learn them through experience.
True   False

57. Our own culture impacts our behaviors significantly, yet it is hard for us to describe those cultural expectations, because we follow them unconsciously.
True   False

58. Smaller groups that have their own clear identities within a large culture are called "sub-cultures."
True   False

59. A group that exists within a larger culture, yet has a clear identity of its own, is called a sub-culture.
True   False

60. If we think that each ethnic group has one unified style of communication, we are oversimplifying.
True   False

61. Euro-Americans tend to be more silent than African Americans, Puerto Ricans, and Mexican Americans.
True   False

62. Native Americans prefer to deal with conflict through silence rather than directly addressing the issues openly.
True   False

63. Rules for most nonverbal behaviors, such as eye contact, are universal.
True   False

64. In all cultures, a person who avoids eye contact during a conversation is showing dishonesty or disrespect.
True   False

65. In the U.S., social class can have a major impact on how people communicate on the job.
False
True   False

66. Employees who were raised in working class families often need to adopt different styles of language, nonverbal, and clothing in order to gain acceptance in middle-class careers.
True   False

67. The style of writing used in text messages (brevity and lack of attention to correct spelling) is viewed by the baby boomer generation as careless and incompetent.
True   False

68. Members of generation Y are good at multitasking, but tend to ignore tasks they aren't interested in (which can be detrimental to their jobs and to themselves).
Culture and Communication in a Diverse Society: Regional Differences
True   False

69. Those who speak a nonstandard dialect of English in the U.S. tend usually end up in lower level jobs than those who speak standard English.
True   False

70. The unwritten rules for smiling differ from one part of the U.S. to another.
True   False

71. Don't treat persons who have disabilities as if they are "different."
True   False

72. The phrase "paraplegic" has exactly the same significance as the phrase "a person who is using a wheelchair."
True   False

73. A disability is not a defining characteristic of any person; it is simply one feature of their lives.
True   False

74. Before you speak to a person with a visual impairment, identify yourself.
True   False

75. It is rude to lean on someone's wheelchair.
True   False

76. If you have trouble understanding a person who has a speech disability, pretend you understand so they won't have to repeat themselves.
True   False

77. You don't need to ask persons with disabilities whether they would like help; just step forth quickly to assist them with tasks that may be hard for them (such as opening doors).
True   False

78. Within any culture, we can find a wide variety of communication styles displayed; for this reason, we should avoid stereotyping members of that culture.
True   False

79. In Mexico and Germany, you are expected to use a person's formal title unless that person has specifically invited you to address him or her casually.
True   False

80. Wal-Mart does not use greeters at its stores in Germany, because in that culture it is not customary to talk to strangers.
True   False

81. In some parts of Eastern Asia, socializing at a karaoke bar after business hours with work colleagues is considered to be an essential element of building working relationships.
True   False

82. If you are interacting in foreign business settings, you would be well advised to wear something trendy rather than dressing in a traditional, conservative style.
True   False

83. A culture where tasks are performed in a scheduled order, one at a time, with full attention given to each task, is called a polychronic culture.
True   False

84. In polychronic cultures, being punctual is not considered important at all.
True   False

85. In the Middle East, negative emotional expression is usually suppressed, because it is so important to show harmony.
True   False

86. In some cultures it is considered impolite to directly say "no" to a request, because it could embarrass the person who made the request.
True   False

87. It is not possible to hold a productive meeting when participants are from cultures with differing conflict styles (e.g., some from an assertive society and some from a society that emphasizes harmony) because the differences in conflict style will prevent the group from reaching any agreements.
True   False

88. Gender roles and expectations for feminine behavior are consistent across cultures.
True   False

89. If a female manager from the United States is conducting business in a country where men are treated as superior, she can gain immediate respect by explaining that she is a U.S. citizen so she should be treated as an equal.
True   False

90. In high context cultures such as Asian societies, receivers rely heavily on social rules, the history of the relationship, and nonverbal cues to decode the message.
True   False

91. In low context cultures, an important goal of communicators is to help each other save face and maintain social harmony.
True   False

92. The U.S. and Canada are typical examples of high-context cultures.
True   False

93. Individualistic cultures emphasize personal freedoms and the right of each person to achieve their own success.
True   False

94. In collectivist cultures, it is considered dishonorable to become a star worker, because this would be perceived as a disgrace to the other team members.
True   False

95. Western cultures often have an individualist orientation.
True   False

96. In a culture where high power distance is the norm, an employee who challenged the managers' decisions and asked probing questions would probably be labeled as an aggressive troublemaker.
True   False

97. Sanjay comes from a culture where people are not comfortable taking risks and do not accept behaviors that differ from the norm. This type of culture is called a high uncertainty avoidance culture.
True   False

98. Scandinavian countries approach organizations from a social orientation, which means they focus on team cooperation, good working conditions, and maintaining a friendly atmosphere.
True   False

99. The U.S. has a long-term orientation, which means members tend to focus on working hard today so they can have rewards in the future, not on immediate satisfaction.
True   False

100. A behavior that you consider to be immoral may be considered entirely appropriate in another culture.
True   False

101. Business leaders from Japan, Europe, and the U.S. have developed a code of ethics that includes many principles of ethical communication.
True   False

102. The text recommends that if you are visiting a culture that operates according to a different set of ethical principles than you do, the best way to communicate is always to conform to the practices of the country you are in.
True   False

103. There is a single best answer for every ethical dilemma, and a person who does not enact that one best behavior is acting unethically.
True   False

104. A person who is different from the norm has almost no chance of getting a job in the U.S. today.
True   False

105. If you overemphasize your ethic identity at work and expect to be treated uniquely, you risk being treated as a "token minority employee."
True   False

106. If your cultural background differs from the norm, it's a good idea to figure out why this could be an asset to you in your job, and help your boss understand your advantages.
True   False

107. Lack of cultural knowledge can lead to misunderstandings in the workplace.
True   False

108. Patricia believes her own culture is better than other cultures. This attitude is called ethnocentrism.
True   False

109. A statement such as "I never even notice that you're black" is an effective way to demonstrate an attitude of equality.
True   False

110. It can be helpful to talk about ethnic differences openly in an organization, but only if attitudes are constructive and language is non-inflammatory.
True   False

111. If you come from a cultural background that differs significantly from mainstream U.S. culture, you should not reveal the differences in the workplace; just observe and try to fit in.
True   False

112. Explain why patterns of communication that have worked well with traditional American organizations don't always succeed with a culturally diverse workforce. In your answer, describe several types of cultural patterns that might clash with mainstream workplace practices in the U.S.

113. If you were seeking a job with a company located in a different state, what things would you want to review to understand the culture of that company? Describe four ways you would find out about the organizational culture, and tell why these are important factors to be aware of.

114. Using the features of organizational culture identified in your text, analyze the culture of an organization you are familiar with.

115. Define the following terms: culture, cultural norms, and co-culture. Give an example of each. Explain why it is important to know what these terms mean.

116. Summarize at least four guidelines for effective communication with people who have disabilities. Include best practices as well as communicative behaviors you should typically avoid.

117. Choose two communication practices and two concerns (goals) of Chinese societies. Compare them with the communication practices and concerns of Western cultures. Provide an example to illustrate each.

118. Select three of the cultural differences in doing business that were discussed in your text. Explain each difference, provide an example of each, and offer advice concerning this difference for a person from the U.S. who is doing business overseas

119. Identify key differences between high- and low-context cultures; illustrate both types with examples.

120. Explain the differences between individualistic and collectivistic cultures; provide examples of both types.

121. You are on a job assignment in a foreign country. On the job, you are assigned to participate in a business practice which is typical for that culture, but it challenges your fundamental sense of what's right and wrong. You know that your foreign co-workers expect you to participate in this practice. What questions would you ask yourself to help decide on your course of action? Suggest at least two possible approaches you could take to manage this dilemma. Which of those would you prefer, and why?

122. Identify several assumptions often held by minorities and several assumptions often held by majorities. Suggest alternative assumptions that would promote authentic relations.

123. You are a member of a culturally diverse work team. Your boss has asked you to develop a training seminar for your team in which you identify and describe five attitudes that would improve relationships among members of various cultures. Prepare a detailed sentence level outline you could use to present this seminar.

c2 Key

1. According to the text, all of the following statements are true about the U.S. workforce except:
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B. The U.S. Census Bureau predicts that by 2050 non-Hispanic whites will comprise only about one-half of the total population of the U.S.
C. The ability to work effectively with people from other countries is becoming an essential qualification for managers of most large companies.
D. Many foreign companies have set up operations in the U.S.

Without embracing diversity, the engineering profession will be unable to compete effectively in the global marketplace.

Adler - Chapter 02 #1
Topic: Culture at Work: Organizations Are Cultures

2. Which of the following is NOT true about organizational culture?
A. refers to the unique set of values of an organization
B. shapes the degree of cooperation and competition within the organization
C. governs the way employees interact with each other
D. workers who don't conform to their organization's culture are rewarded

Workers who don't conform to their organization's culture are penalized.

Adler - Chapter 02 #2
Topic: Culture at Work: Organizations Are Cultures

3. Which of the following is NOT suggested by your text as a way to learn about an organization's culture?
A. Notice how you're treated when you deal with the organization's employees.
B. Observe how clean the workplace is.
C. Read written correspondence from the organization to see whether it has a welcoming tone.
D. All of these are effective ways to learn about an organization's culture.

Learn about an organization by observing cleanliness, the tone of written correspondence, and the way employees treat you.

Adler - Chapter 02 #3
Topic: Culture at Work: Organizations Are Cultures

4. Which of the following is NOT identified in your text as a dimension that can help you understand your organization's culture?
A. what kinds of fun are considered appropriate
B. ways in which achievement is rewarded
C. the activities employees engage in
D. All of these are important aspects to learn about an organization's culture.

You can learn about an organization's culture by understanding aspects such as company structure, power distribution, rewards, social interaction at work, tolerance for risk, emotional support, and the like.

Adler - Chapter 02 #4
Topic: Culture at Work: Organizations Are Cultures

5. One approach for learning about the culture of an organization that would probably NOT be helpful is:
A. During your job interview, ask the interviewer if the company treats its employees respectfully.
B. Notice how you are treated when you visit the company.
C. Observe how well the building is maintained.
D. Chat with employees in the cafeteria.

It's probably not a good idea to ask directly in a job interview about the way employees are treated.

Adler - Chapter 02 #5
Topic: Culture at Work: Organizations Are Cultures

6. Employees whose values match the values of the organization they work for generally _____ than employees whose values don't match the organization.
A. are less successful
B. show more commitment to their jobs
C. seem less satisfied
D. change jobs more frequently

Employees whose values match the values of the organization they work for tend to feel more committed to their jobs than employees whose values don't match the organization.

Adler - Chapter 02 #6
Topic: Culture at Work: Organizations Are Cultures

7. When employees don't understand the unspoken rules of the organization they work for, this often results in
A. fewer complaints.
B. customer satisfaction.
C. reduced productivity.
D. a reduced amount of gossip.

Reduced productivity may arise when employees don't understand the unspoken rules of their organization.

8. Culture refers to all of the following except
A. inherited and innate characteristics.
B. sets of values, beliefs and norms.
C. learned behaviors shared by a group.
D. a set of shared interpretations that affect the behaviors of a relatively large group of people.

Culture is a set of learned behaviors; it is not innate.

9. All of the following characteristics except _____ can help define culture.
A. religion
B. socioeconomic background
C. sexual orientation
D. All of these characteristics can affect culture.

Characteristics such as race, ethnicity, age, socioeconomic status, gender identity and language can all help define a culture.

10. Which of the following best describes the way cultural values develop?
A. A person who moves to another country in middle age will never adopt the values of the new culture.
B. A Korean born infant raised in the U.S. will have the same cultural values as her cousin who grew up in Seoul.
C. We are born with a specific set of cultural values that does not change throughout our lives.
D. Culture is learned, not innate.

Culture is a set of learned behaviors; it is not innate.

11. Cultural expectations are often _____ to the people who live and communicate within that culture.
A. useless
B. invisible
C. overwhelming
D. disgusting

It's difficult for those within a culture to be consciously aware of their culture's norms.

12. Our own culture's standards are usually
A. not obvious to us.
B. easy for us to describe.
C. meaningless.
D. strange.

It's difficult for those within a culture to be consciously aware of their culture's norms.

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A. Cultural variations rarely exist within a country.
B. The values we learn from our culture are important, but they don't affect our communication.
C. Most members of a culture can easily describe the "rules" of that culture.
D. We are usually not even aware of our own culture's "rules."

It's difficult for those within a culture to be consciously aware of their culture's norms.

Adler - Chapter 02 #13
Topic: The Nature of Culture

14. When a person is silent, how should you interpret this?
A. as a sign of timidity
B. as a sign of dislike
C. as a face-saving response
D. The meaning of silence varies depending on the culture, the context, and the individual.

The meaning of silence varies depending on the culture, the context, and the individual.

Adler - Chapter 02 #14
Topic: Culture and Communication in a Diverse Society: Race and Ethnicity

15. Eye contact indicates
A. respect
B. disrespect
C. honesty
D. any of these; the meaning of eye contact varies depending on the culture.

The meaning of eye contact varies depending on the culture.

Adler - Chapter 02 #15
Topic: Culture and Communication in a Diverse Society: Race and Ethnicity

16. The preferred means of dealing with conflict is to
A. remain silent
B. talk about the conflict directly and openly
C. avoid clear expressions of disagreement
D. The preferred means of dealing with conflict varies across cultural groups.

Preferred approaches to conflict vary across cultures.

Adler - Chapter 02 #16
Topic: Culture and Communication in a Diverse Society: Race and Ethnicity

17. First-generation college students from a working-class background tend to lack all of the following skills EXCEPT:
A. following rules
B. thinking critically
C. arguing persuasively
D. speaking assertively

First-generation college students from a working-class background tend to lack all skills in critical thinking, assertive communication, and effective persuasion.

18. Which generation is most likely to regard correct spelling and grammar usage as a sign of competence?
A. Baby-Boomers
B. Gen Xers
C. GenY
D. Millenials

Many Baby-Boomers regard incorrect spelling and grammar usage as a sign of incompetence.

19. On the job, Millennials tend to
A. be technologically inept
B. dislike receiving feedback regarding their job performance
C. have a strong need for affirming feedback regarding their job performance
D. fear working in a diverse workplace

On the whole, Millennials expect to receive affirming feedback regarding their job performance.

20. Speakers of nonstandard dialects of English
A. are perceived as more competent than speakers of standard English.
B. are recommended for higher-level jobs than speakers of standard English.
C. are recommended for lower-level jobs than speakers of standard English.
D. are judged to have messages with more significant content than speakers of standard English.

Speakers of nonstandard dialects of English are likely to end up in lower-level jobs than speakers of standard English.

Adler - Chapter 02 #20
Topic: Culture and Communication in a Diverse Society: Regional Differences

21. The ADA guarantees that people with disabilities
A. are given preference in being hired.
B. don't have to function in mainstream culture.
C. get to be interviewed first for jobs and have longer interviews.
D. receive reasonable accommodations in employment.

The American Disabilities Act (ADA) guarantees that people who have disabilities receive reasonable accommodations in employment.

Adler - Chapter 02 #21
Topic: Culture and Communication in a Diverse Society: Disabilities

22. Which of the following best describes advocates' advice for how we should treat persons with disabilities?
A. Act awkwardly around them.
B. Use words that treat the disability as a feature and not an intrinsic part of who they are.
C. Honor their disabilities by treating them differently than we would treat others.
D. Stay away from them as much as you can because most people with disabilities are more comfortable associating only with other persons who have disabilities.

We can show respect to persons with disabilities by describing the disability as a feature (e.g. a wheelchair user) rather than an intrinsic part of who they are (wheelchair-bound or paraplegic).

Adler - Chapter 02 #22
Topic: Culture and Communication in a Diverse Society: Disabilities

23. Which of the following is appropriate behavior for communicating with a person with a disability?
A. If you offer assistance, don't start helping the person until he or she accepts your offer.
B. Do not attempt to shake hands with a person who has an artificial limb.
C. Place your hand on the shoulder of a person in a wheelchair when you are speaking to him or her.
D. If a person uses a sign language interpreter, look at the interpreter while you are talking to the person who is hearing impaired.

If you offer assistance to a person with a disability, wait to help until the person accepts your offer.

24. One guideline for interacting with people who have a disability is:
A. To prevent embarrassment, take care that you don't say "see you later" to a blind person.
B. When you are talking to a person who uses a wheelchair, position yourself at her or his eye level.
C. An effective way to reduce your awkwardness and create a sense of familiarity is to lean on a person's wheelchair.
D. If a person has difficulty speaking, you can assist her by finishing her sentences for her.

When you are talking to a person who uses a wheelchair, try to position yourself at her or his eye level.

25. In international business, a good general rule is:
A. Strive to get to know coworkers and quickly get on a first-name basis.
B. Be aware that customs in most other countries are much less formal than in the U.S.
C. Address people using their formal title until they invite you to talk to them on a first-name basis.
D. Follow your own customs, no matter what country you are in, because people don't expect foreigners to know their cultural rules.

In international business, generally the best approach is to address people using their formal title until they invite you to talk to them on a first-name basis.

26. Which of the following is true about business cards in Japan?
A. Business cards are not important.
B. When you receive a business card, you should observe the card, then nod in acknowledgement.
C. You should hold it in one hand.
D. You should put it in your pocket.

If you receive a business card when you are in Japan, you should show respect by observing the card, then nod in acknowledgement.

27. The statement: "Time is money, so it should be rationed carefully" reflects a _____ orientation toward time.
A. monochronic
B. deictic
C. polychronic
D. costly

In a monochronic culture, "time is money."

28. Skylar is a very organized and timely individual. He always shows up for meetings 15 minutes early. He frowns upon colleagues who fail to arrive on time. Which orientation toward time would most accurately describe Sky's behavior?
A. Asian
B. standard
C. monochronic
D. polychronic

In a monochronic culture, it is considered appropriate to arrive to meetings on time or even early. Lateness to business appointments is considered rude, lazy, and inappropriate.

29. Jules takes time to chat with his friends at the beginning of the meeting, even though it means the meeting will start late. Jules' sociability illustrates a _____ time orientation.
A. monochronic
B. polychronic
C. central standard
D. disrespectful

In a polychronic culture, sticking to a precise timeframe is less important than honoring friendships.

30. Members of a polychronic culture would probably
A. finish a telephone conversation before acknowledging a friend who has stepped into their office.
B. arrive promptly at meetings.
C. consider it a waste of time to begin a meeting with half an hour of socializing.
D. spend time getting to know a person before doing business with her or him.

In a polychronic culture, sticking to a precise timeframe is less important than honoring friendships.

31. In a culture where conflict is avoided, it is appropriate to
A. express negative emotions openly.
B. say "no" if you mean "no."
C. say "I'll consider it" if you mean "no."
D. explain unpleasant news in a matter-of-fact manner.

In a culture that avoids conflict, it is often considered rude to say "no" directly.

32. A common communication behavior in cultures that avoid conflict is
A. sparing others from unpleasant information.
B. hitting the table to emphasize a point.
C. clearly saying "no" if you don't support a proposal.
D. embarrassing others in public.

In a culture that avoids conflict, it is often considered appropriate to spare others from unpleasant information.

33. Imagine that you are a female executive who has been sent to a Muslim country as part of a decision-making team. Although you hold the highest rank on the team, the locals will not talk to you until they have spoken to all the men on the committee. As an effective intercultural communicator, your best immediate response would be to
A. assert yourself and take control of the meeting before the men begin chatting.
B. stop all committee work and deliver a brief lecture on the rights of women.
C. accept the difference in standards for the time being.
D. insist that the locals acknowledge your rank by talking to you first.

If a high-ranking professional woman visits a culture where men are dominant, she may be wise to go along with their standards, at least at first.

34. Cultures that rely heavily on subtle nonverbal cues to convey meaning have a _____ orientation.
A. low-context
B. high-context
C. parallel-context
D. sign language

High-context cultures rely heavily on nonverbal communication for meaning.

35. Which of the following indicates a low-context culture?
A. Legal contracts are lengthy.
B. Communicators often rely on subtle, nonverbal cues to convey meaning.
C. Social contexts reveal much information about relationships.
D. It is considered impolite to say "yes" or "no" directly.

In low context cultures, legal documents are often detailed and lengthy.

36. Which of the following ways of saying "no" illustrates a high-context culture?
A. That would be difficult.
B. I refuse to do that.
C. I'm sorry; we just can't do that.
D. No way, man. Can't you see I'm busy?

In a high context culture, saving face is important, so it would usually be inappropriate to say no directly.

37. Members of a collectivist culture such as China will typically
A. try hard to achieve personal success.
B. believe that the welfare of an organization they belong to is as important as their own welfare.
C. place their own interests ahead of community interests.
D. strive to become an organizational "star."

Members of a collectivist culture typically believe that the welfare of an organization they belong to is as important as their own welfare.

38. In Mexico, (a culture with high-power distance), a person who frequently questions the feasibility of a manager's proposals would probably
A. be thought of as a troublemaker.
B. be encouraged to ask more questions.
C. be promoted quickly.
D. be rewarded for his or her creativity.

In a high power-distance culture, a person who questions a manager's proposal would probably be considered a troublemaker.

39. In some cultures, employees have a great deal of respect for persons in positions of authority. This cultural dimension is called
A. high-context versus low-context.
B. power distance.
C. uncertainty avoidance.
D. short-term versus long-term orientation.

In a high power-distance culture employees have a great deal of respect for persons in positions of authority.

40. The Greek culture (a culture that avoids uncertainty) tends to
A. value tradition.
B. have few formal rules.
C. encourage new ideas.
D. enjoy the challenge of risk taking.

Cultures that avoid uncertainty place high value on the role of tradition.

41. In Scandinavian countries, whose culture is classified as "feminine," work teams tend to emphasize
A. individual competence.
B. cooperative problem solving.
C. personal performance.
D. individual job advancement.

Feminine cultures tend to emphasize the process of teamwork more than just getting the task done.

42. Which activities would members of masculine societies typically choose as the most effective way to improve team competency?
A. creating a friendly atmosphere
B. making the working conditions more pleasant
C. team cooperation
D. using the most up-to-date methods

Feminine cultures tend to emphasize job advancement, up-to-date methods, and individual success more than cooperative problem solving.

43. Which of the following attitudes would be most helpful if you encounter a practice in another country that you think is unethical?
A. "I won't interact with these people as long as they're acting like that."
B. "My culture's values are the purest in the world. This country is immoral."
C. "Perhaps I should be open to this practice, because I know that even back home not everyone agrees what the right approach is."
D. "Even though this is a morally significant problem, I will just do as they do while I'm in this country."

If we encounter a practice we think is unethical while we are traveling in another culture, it is often advisable to try to be open-minded to the interpretations of the locals.

44. In order to learn about other cultures, which of the following is not necessary?
A. open-mindedness
B. willingness to learn new ways to approach an issue
C. observing how others conduct themselves
D. completely abandoning your own preferences

You don't have to completely abandon your own preferences as you learn about other cultures' ways of acting.

45. Which of the following is NOT recommended as a way to improve your own communication with members of other cultures?
A. Gain more knowledge about other cultures.
B. Recognize that persons of differing backgrounds can offer useful insights.
C. Lower your expectations for good performance when you are working with minorities.
D. Talk about differences openly but respectfully.

When communicating with minorities, avoid acting in a condescending manner, such as lowering your expectations for their performance.

46. In organizations with a diverse workforce, it is usually constructive to
A. ignore cultural differences and just hope everyone will get along OK.
B. express pity for minorities and disabled persons.
C. divide the workforce into teams, with each team comprised only of persons from a single culture.
D. discuss cultural differences openly, as long as you avoid inflammatory remarks.

It is often constructive to discuss cultural differences openly, if this can be done without using inflammatory language or disrespectful statements.

47. One way to start investigating a company's culture is to visit the company to observe how you are treated.
TRUE

It's a good idea to visit a company you're thinking of working for, to see how you are treated, before you accept a job there.

48. It isn't important to learn about an organization's culture before you accept a job because organization's cultures change quickly.
TRUE

Organizational cultures are relatively stable. Take time to learn about the company before you accept a job there.

49. Employees whose values match the values of their supervisors and of the organization tend to be more satisfied, more committed to their jobs, and more successful on the job.
FALSE

Employees tend to be more satisfied, more committed to their jobs, and more successful on the job if their values match the values of their supervisors and of the organization.

50. An organization's culture can be described as the personality of the organization.
TRUE

An organization's culture can be described as the personality of the organization.

51. An organization's culture can be described as its members' shared perception of "the way things are" in the organization.
TRUE

An organization's culture can be described as its members' shared perception of "the way things are" in the organization.

52. Most of us can fit comfortably in any organizational culture, as long as we are earning a good salary.
FALSE

Reduced productivity may arise when employees don't understand the unspoken rules of their organization.

53. Some of the most powerful rules of an organization's culture are unspoken, yet they are clearly understood by the members.
TRUE

The unspoken rules of an organization are often powerful.

54. Recent demographics suggest that by the year 2050 only about 50 percent of the total population of the U.S. will be non-Hispanic whites.
TRUE

Recent demographics suggest that by the year 2050 only about 50 percent of the total population of the U.S. will be non-Hispanic whites.

55. Culture is defined as a set of shared interpretations that each person of a particular race is born with.
FALSE

Culture is a set of learned behaviors; it is not innate.

56. We are born with knowledge of our culture's expectations; we do not need to learn them through experience.
FALSE

Culture is a set of learned behaviors; it is not innate.

57. Our own culture impacts our behaviors significantly, yet it is hard for us to describe those cultural expectations, because we follow them unconsciously.
TRUE

It's difficult for those within a culture to be consciously aware of their culture's norms.

58. Smaller groups that have their own clear identities within a large culture are called "sub-cultures."
FALSE

Smaller groups that have their own clear identities within a large culture are called "cu-cultures." In the past they were called sub-cultures, but this term is no longer considered correct.

59. A group that exists within a larger culture, yet has a clear identity of its own, is called a sub-culture.
FALSE

A group that exists within a larger culture, yet has a clear identity of it own, is called a co-culture.

60. If we think that each ethnic group has one unified style of communication, we are oversimplifying.
TRUE

Within each ethnic group, a variety of styles of communication are exhibited.

61. Euro-Americans tend to be more silent than African Americans, Puerto Ricans, and Mexican Americans.
FALSE

Most Native American cultures and many Asian American cultures value silence more than mainstream U.S. culture does.

62. Native Americans prefer to deal with conflict through silence rather than directly addressing the issues openly.
TRUE

Most Native American cultures value silence more than mainstream U.S. culture does.

63. Rules for most nonverbal behaviors, such as eye contact, are universal.
FALSE

Rules for most nonverbal behaviors vary from one culture to another.

64. In all cultures, a person who avoids eye contact during a conversation is showing dishonesty or disrespect.
FALSE

In Native American cultures, a person who avoids eye contact during a conversation is showing respect toward the speaker.

65. In the U.S., social class can have a major impact on how people communicate on the job.
False
TRUE

Although we like to think that the U.S. is an egalitarian society, social classes have different sets of values, which have an impact in the workplace.

66. Employees who were raised in working class families often need to adopt different styles of language, nonverbal, and clothing in order to gain acceptance in middle-class careers.
TRUE

Most middle and upper-class workplaces expect different styles of language, nonverbal, and clothing than do lower-class jobs.

Adler - Chapter 02 #66
Topic: Culture and Communication in a Diverse Society: Social Class

67. The style of writing used in text messages (brevity and lack of attention to correct spelling) is viewed by the baby boomer generation as careless and incompetent.
TRUE

The style of writing used in text messages (brevity and lack of attention to correct spelling) is viewed by the baby boomer generation as careless and incompetent.

Adler - Chapter 02 #67
Topic: Culture and Communication in a Diverse Society: Generational Differences

68. Members of generation Y are good at multitasking, but tend to ignore tasks they aren't interested in (which can be detrimental to their jobs and to themselves).
Culture and Communication in a Diverse Society: Regional Differences
TRUE

Members of the Y generation are good at multitasking, but tend to ignore tasks they aren't interested in (which can be detrimental to their jobs and to themselves).

Adler - Chapter 02 #68
Topic: Culture and Communication in a Diverse Society: Generational Differences

69. Those who speak a nonstandard dialect of English in the U.S. tend usually end up in lower level jobs than those who speak standard English.
TRUE

Speakers of nonstandard dialects of English are likely to end up in lower-level jobs than speakers of standard English.

Adler - Chapter 02 #69
Topic: Culture and Communication in a Diverse Society: Regional Differences

70. The unwritten rules for smiling differ from one part of the U.S. to another.
TRUE

The unwritten rules for smiling differ from one part of the country to another.

Adler - Chapter 02 #70
Topic: Culture and Communication in a Diverse Society: Regional Differences

71. Don't treat persons who have disabilities as if they are "different."
TRUE

Don't treat persons who have disabilities as if they are "different."

Adler - Chapter 02 #71
Topic: Culture and Communication in a Diverse Society: Disabilities

72. The phrase "paraplegic" has exactly the same significance as the phrase "a person who is using a wheelchair."
FALSE

We can show respect to persons with disabilities by describing the disability as a feature (e.g. a wheelchair user) rather than an intrinsic part of who they are (wheelchair-bound or paraplegic).

Adler - Chapter 02 #72
Topic: Culture and Communication in a Diverse Society: Disabilities

73. A disability is not a defining characteristic of any person; it is simply one feature of their lives.
TRUE

We can show respect to persons with disabilities by describing the disability as one feature of their lives (e.g. a wheelchair user) rather than an intrinsic part of who they are (wheelchair-bound or paraplegic).

Adler - Chapter 02 #73
Topic: Culture and Communication in a Diverse Society: Disabilities

74. Before you speak to a person with a visual impairment, identify yourself.
FALSE

Identify who you are when you encounter a person who has a visual impairment.

Adler - Chapter 02 #74
Topic: Culture and Communication in a Diverse Society: Disabilities

75. It is rude to lean on someone's wheelchair.
TRUE

Leaning on someone's wheelchair may be considered a violation of the wheelchair user's personal space.

76. If you have trouble understanding a person who has a speech disability, pretend you understand so they won't have to repeat themselves.
FALSE

If you have trouble understanding a speaker, ask them to repeat themselves. Don't pretend you understand if you don't.

77. You don't need to ask persons with disabilities whether they would like help; just step forth quickly to assist them with tasks that may be hard for them (such as opening doors).
TRUE

Ask before you help. Some persons with disabilities have different preferences than others.

78. Within any culture, we can find a wide variety of communication styles displayed; for this reason, we should avoid stereotyping members of that culture.
TRUE

Within every culture, we can find a wide variety of communication styles, so it's important not to stereotype.

79. In Mexico and Germany, you are expected to use a person's formal title unless that person has specifically invited you to address him or her casually.
TRUE

In formal cultures such as Mexico and Germany, it's expected that you will address people using their formal title until they invite you to talk to them on a first-name basis.

80. Wal-Mart does not use greeters at its stores in Germany, because in that culture it is not customary to talk to strangers.
TRUE

Wal-Mart does not use greeters at its stores in Germany, because in that culture it is not customary to talk to strangers.

81. In some parts of Eastern Asia, socializing at a karaoke bar after business hours with work colleagues is considered to be an essential element of building working relationships.
TRUE

In some parts of Eastern Asia, socializing at a bar after business hours with work colleagues is considered to be an essential element of building working relationships.

82. If you are interacting in foreign business settings, you would be well advised to wear something trendy rather than dressing in a traditional, conservative style.
FALSE

If you are interacting in foreign business settings, it's recommended that you dress in a traditional, conservative style until you learn otherwise.

83. A culture where tasks are performed in a scheduled order, one at a time, with full attention given to each task, is called a polychronic culture.
FALSE

In a monochronic culture, tasks are typically performed in a scheduled order, one at a time, with full attention given to each task.

84. In polychronic cultures, being punctual is not considered important at all.
FALSE

In a polychronic cultures, punctuality is often considered less important than being social.

85. In the Middle East, negative emotional expression is usually suppressed, because it is so important to show harmony.
FALSE

In the Middle East, direct emotional expression is given priority over creating harmony.

86. In some cultures it is considered impolite to directly say "no" to a request, because it could embarrass the person who made the request.
TRUE

In conflict avoidant cultures, it is considered impolite to directly say "no" to a request, because it could embarrass the person who made the request.

87. It is not possible to hold a productive meeting when participants are from cultures with differing conflict styles (e.g., some from an assertive society and some from a society that emphasizes harmony) because the differences in conflict style will prevent the group from reaching any agreements.
FALSE

If you participate in a meeting with members from a variety of cultures, it is important to learn to appreciate, adapt to, and accept others' ways of communicating. Then all can conduct business with a shared set of expectations.

88. Gender roles and expectations for feminine behavior are consistent across cultures.
FALSE

Expectations for gender roles vary from culture to culture.

89. If a female manager from the United States is conducting business in a country where men are treated as superior, she can gain immediate respect by explaining that she is a U.S. citizen so she should be treated as an equal.
FALSE

If a high-ranking professional woman visits a culture where men are dominant, she may be wise to go along with their standards, at least at first.

90. In high context cultures such as Asian societies, receivers rely heavily on social rules, the history of the relationship, and nonverbal cues to decode the message.
TRUE

High-context cultures rely heavily on nonverbal communication and social context for meaning

91. In low context cultures, an important goal of communicators is to help each other save face and maintain social harmony.
FALSE

In high context cultures, an important goal of communicators is to help each other save face and maintain social harmony.

Adler - Chapter 02 #91
Topic: Cultural Differences in International Business: Fundamental Dimensions of Cultural Diversity

92. The U.S. and Canada are typical examples of high-context cultures.
FALSE

The U.S. and Canada are classified as relatively low-context cultures.

Adler - Chapter 02 #92
Topic: Cultural Differences in International Business: Fundamental Dimensions of Cultural Diversity

93. Individualistic cultures emphasize personal freedoms and the right of each person to achieve their own success.
TRUE

Individualistic cultures emphasize personal freedoms and the right of each person to achieve their own success.

Adler - Chapter 02 #93
Topic: Cultural Differences in International Business: Fundamental Dimensions of Cultural Diversity

94. In collectivist cultures, it is considered dishonorable to become a star worker, because this would be perceived as a disgrace to the other team members.
TRUE

In collectivist cultures, it is considered dishonorable to exceed other workers.

Adler - Chapter 02 #94
Topic: Cultural Differences in International Business: Fundamental Dimensions of Cultural Diversity

95. Western cultures often have an individualist orientation.
TRUE

Western cultures often have an individualist orientation.

96. In a culture where high power distance is the norm, an employee who challenged the managers' decisions and asked probing questions would probably be labeled as an aggressive troublemaker.
TRUE

In a high power-distance culture employees have a great deal of respect for persons in positions of authority.

97. Sanjay comes from a culture where people are not comfortable taking risks and do not accept behaviors that differ from the norm. This type of culture is called a high uncertainty avoidance culture.
TRUE

Cultures that avoid uncertainty shy away from behaviors that deviate from the norm.

98. Scandinavian countries approach organizations from a social orientation, which means they focus on team cooperation, good working conditions, and maintaining a friendly atmosphere.
TRUE

Cultures with a high degree of social orientation tend to emphasize the process of teamwork more than just getting the task done.

99. The U.S. has a long-term orientation, which means members tend to focus on working hard today so they can have rewards in the future, not on immediate satisfaction.
FALSE

In cultures with short-term orientation, such as the U.S., people focus on quick payoffs, and often lack the patience needed to work toward long-term rewards.

Adler - Chapter 02 #99
Topic: Cultural Differences in International Business: Fundamental Dimensions of Cultural Diversity

100. A behavior that you consider to be immoral may be considered entirely appropriate in another culture.
TRUE

A behavior that you personally consider to be immoral may be considered entirely appropriate in another culture.

Adler - Chapter 02 #100
Topic: Diversity and Ethical Issues

101. Business leaders from Japan, Europe, and the U.S. have developed a code of ethics that includes many principles of ethical communication.
TRUE

Business leaders from Japan, Europe, and the U.S. have developed a code of ethics that includes many principles of ethical communication.

Adler - Chapter 02 #101
Topic: Diversity and Ethical Issues

102. The text recommends that if you are visiting a culture that operates according to a different set of ethical principles than you do, the best way to communicate is always to conform to the practices of the country you are in.
FALSE

If we encounter a practice we think is unethical while we are traveling in another culture, it is often advisable to try to be open-minded to the interpretations of the locals.

Adler - Chapter 02 #102
Topic: Diversity and Ethical Issues

103. There is a single best answer for every ethical dilemma, and a person who does not enact that one best behavior is acting unethically.
FALSE

There is no widespread agreement about the best behavior to follow in many situations involving ethical questions.

Adler - Chapter 02 #103
Topic: Diversity and Ethical Issues

104. A person who is different from the norm has almost no chance of getting a job in the U.S. today.
FALSE

Today, diversity can enhance your career if you learn to communicate your advantages effectively.

Adler - Chapter 02 #104
Topic: Career Tip: Difference as Advantage

105. If you overemphasize your ethic identity at work and expect to be treated uniquely, you risk being treated as a "token minority employee."
TRUE

Don't overemphasize your ethnic identity; you might end up being treated as a "token minority employee."

Adler - Chapter 02 #105
Topic: Career Tip: Difference as Advantage

106. If your cultural background differs from the norm, it's a good idea to figure out why this could be an asset to you in your job, and help your boss understand your advantages.
TRUE

Today, diversity can enhance your career if you learn to communicate your advantages effectively.

Adler - Chapter 02 #106
Topic: Career Tip: Difference as Advantage

107. Lack of cultural knowledge can lead to misunderstandings in the workplace.
TRUE

Lack of cultural knowledge can lead to misunderstandings in the workplace.

108. Patricia believes her own culture is better than other cultures. This attitude is called ethnocentrism.
TRUE

Ethnocentrism in the inclination to see all events from the perspective of your own culture and to believe that your culture is superior to others.

109. A statement such as "I never even notice that you're black" is an effective way to demonstrate an attitude of equality.
FALSE

When communicating with minorities, avoid acting in a condescending manner.

110. It can be helpful to talk about ethnic differences openly in an organization, but only if attitudes are constructive and language is non-inflammatory.
TRUE

It is often constructive to discuss cultural differences openly, if this can be done without using inflammatory language or disrespectful statements.

111. If you come from a cultural background that differs significantly from mainstream U.S. culture, you should not reveal the differences in the workplace; just observe and try to fit in.
FALSE

It is often constructive to discuss cultural differences openly, if this can be done without using inflammatory language or disrespectful statements.

112. Explain why patterns of communication that have worked well with traditional American organizations don't always succeed with a culturally diverse workforce. In your answer, describe several types of cultural patterns that might clash with mainstream workplace practices in the U.S.

Answer will vary.

113. If you were seeking a job with a company located in a different state, what things would you want to review to understand the culture of that company? Describe four ways you would find out about the organizational culture, and tell why these are important factors to be aware of.

Answer will vary.

114. Using the features of organizational culture identified in your text, analyze the culture of an organization you are familiar with.

Answer will vary.

115. Define the following terms: culture, cultural norms, and co-culture. Give an example of each. Explain why it is important to know what these terms mean.

Answer will vary.

Adler - Chapter 02 #115
Topic: The Nature of Culture

116. Summarize at least four guidelines for effective communication with people who have disabilities. Include best practices as well as communicative behaviors you should typically avoid.

Answer will vary.

Adler - Chapter 02 #116
Topic: Culture and Communication in a Diverse Society

117. Choose two communication practices and two concerns (goals) of Chinese societies. Compare them with the communication practices and concerns of Western cultures. Provide an example to illustrate each.

Answer will vary.

Adler - Chapter 02 #117
Topic: Culture and Communication in a Diverse Society

118. Select three of the cultural differences in doing business that were discussed in your text. Explain each difference, provide an example of each, and offer advice concerning this difference for a person from the U.S. who is doing business overseas

Answer will vary.

Adler - Chapter 02 #118
Topic: Cultural Differences in International Business

119. Identify key differences between high- and low-context cultures; illustrate both types with examples.

Answer will vary.

Adler - Chapter 02 #119
Topic: Cultural Differences in International Business

120. Explain the differences between individualistic and collectivistic cultures; provide examples of both types.

Answer will vary.

121. You are on a job assignment in a foreign country. On the job, you are assigned to participate in a business practice which is typical for that culture, but it challenges your fundamental sense of what's right and wrong. You know that your foreign co-workers expect you to participate in this practice. What questions would you ask yourself to help decide on your course of action? Suggest at least two possible approaches you could take to manage this dilemma. Which of those would you prefer, and why?

Answer will vary.

122. Identify several assumptions often held by minorities and several assumptions often held by majorities. Suggest alternative assumptions that would promote authentic relations.

Answer will vary.

123. You are a member of a culturally diverse work team. Your boss has asked you to develop a training seminar for your team in which you identify and describe five attitudes that would improve relationships among members of various cultures. Prepare a detailed sentence level outline you could use to present this seminar.

Answer will vary.

c2 Summary

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