

O'Hair_Chapter 2_TB

Key: Answer, Page, Type, Learning Objective, Level

Type

A=Applied

C=Conceptual

F=Factual

Level

(1)=Easy; (2)=Moderate; (3)=Difficult

LO=Learning Objective

SG=Used in Study Guide

p=page

O'Hair_Chapter 2_TB

Multiple Choice Single Select

M/C Question 1

The process of collecting information or possessing adequate information for effective communication is termed as

a) situational knowledge.

b) communication competence.

Consider This: In an organizational context, it also refers to employees' awareness of the communication issues involved in their jobs.

LO 2.1: Enumerate the four areas of achieving competence in strategic communication

c) anxiety management.

Consider This: In an organizational context, it also refers to employees' awareness of the communication issues involved in their jobs.

LO 2.1: Enumerate the four areas of achieving competence in strategic communication

d) goal setting.

Consider This: In an organizational context, it also refers to employees' awareness of the communication issues involved in their jobs.

LO 2.1: Enumerate the four areas of achieving competence in strategic communication

ANS: a

Objective=LO 2.1: Enumerate the four areas of achieving competence in strategic communication, Topic=Overview: The Model of Strategic Communication, Difficulty=Easy, Skill=Understand the Concepts

M/C Question 2

A company's progress is evaluated by its organizational ethics and values. This benefits the employees and the organization, which leads to

a) long-term integrity.

b) short-term commitment.

Consider This: Competent people are likely to search for organizations that maintain high ethical standards.

LO 2.2: Describe the importance of situational knowledge

c) long-term commitment.

Consider This: Competent people are likely to search for organizations that maintain high ethical standards.

LO 2.2: Describe the importance of situational knowledge

d) short-term benefits.

Consider This: Competent people are likely to search for organizations that maintain high ethical standards.

LO 2.2: Describe the importance of situational knowledge

ANS: a

Skill=Easy, Objective=LO 2.2: Describe the importance of situational knowledge,

Topic=Situational Knowledge, Difficulty=Understand the Concepts

M/C Question 3

Organizing meetings during lunch hours or team lunches is an effective way to communicate formally in an informal setup. This kind of grapevine is present in which type of organization?

a) Flat

b) Tall

Consider This:

Entrepreneurial units work best in an informal structure where horizontal communication is free flowing and unrestricted.

LO 2.4: Express guidelines to achieving communication competence

c) Virtual

Consider This:

Entrepreneurial units work best in an informal structure where horizontal communication is free flowing and unrestricted.

LO 2.4: Express guidelines to achieving communication competence

d) Physical

Consider This:

Entrepreneurial units work best in an informal structure where horizontal communication is free flowing and unrestricted.

LO 2.4: Express guidelines to achieving communication competence

ANS: a

Skill=Understand the Concepts, Objective=LO 2.4: Express guidelines to achieving communication competence, Topic=Communication Competence, Difficulty=Easy

M/C Question 4

When we choose factors such as the type of message, type of channel, and style of delivery that demonstrate our understanding of the organization's values and needs, what do we achieve?

a) Communication competence

b) Anxiety management

Consider This: This also entails adapting to situational demands.

LO 2.1: Enumerate the four areas of achieving competence in strategic communication

c) Goal setting

Consider This: This also entails adapting to situational demands.

LO 2.1: Enumerate the four areas of achieving competence in strategic communication

d) Situational knowledge

Consider This: This also entails adapting to situational demands.

LO 2.1: Enumerate the four areas of achieving competence in strategic communication

ANS: a

Skill=Understand the Concepts, Objective=LO 2.1: Enumerate the four areas of achieving competence in strategic communication, Topic=Overview: The Model of Strategic Communication, Difficulty=Easy

M/C Question 5

Which guideline does a communicator apply when that person shares all relevant information freely?

- a) Avoid deception
- b) Maintain candor
Consider This: Ethical communicators are always truthful.
LO 2.2: Describe the importance of situational knowledge
- c) Behave consistently
Consider This: Ethical communicators are always truthful.
LO 2.2: Describe the importance of situational knowledge
- d) Keep confidence
Consider This: Ethical communicators are always truthful.
LO 2.2: Describe the importance of situational knowledge

ANS: a

Objective=LO 2.2: Describe the importance of situational knowledge, Topic=Situational Knowledge, Difficulty=Easy, Skill=Understand the Concepts

M/C Question 6

Which types of organizations insist on following hierarchical structures for communications, thereby increasing the time it takes for information to flow through the organization?

- a) Tall
Consider This: The pyramid of authority has many hierarchical levels.
LO 2.2: Describe the importance of situational knowledge
- b) Flat
Consider This: The pyramid of authority has many hierarchical levels.
LO 2.2: Describe the importance of situational knowledge
- c) Virtual
Consider This: The pyramid of authority has many hierarchical levels.
LO 2.2: Describe the importance of situational knowledge
- d) Physical
Consider This: The pyramid of authority has many hierarchical levels.
LO 2.2: Describe the importance of situational knowledge

ANS: a

Skill=Understand the Concepts, Objective=LO 2.2: Describe the importance of situational knowledge, Topic=Situational Knowledge, Difficulty=Easy

M/C Question 7

How can people cultivate awareness of the norms, policies, procedures, politics, and accepted behaviors that govern the workplace?

- a) By developing specific knowledge of the organization
- b) By implementing adaptive learning in organizational communication
Consider This: A communication strategy benefits from knowledge about what rules and boundaries are in place.
LO 2.2: Describe the importance of situational knowledge
- c) By observing success and failure

Consider This: A communication strategy benefits from knowledge about what rules and boundaries are in place.

LO 2.2: Describe the importance of situational knowledge

d) By understanding the organizational values

Consider This: A communication strategy benefits from knowledge about what rules and boundaries are in place.

LO 2.2: Describe the importance of situational knowledge

ANS: a

Difficulty=Easy, Skill=Understand the Concepts, Objective=LO 2.2: Describe the importance of situational knowledge, Topic=Situational Knowledge

M/C Question 8

Which political strategy helps business communication build a consensus to enable decision-making?

a) Control the agenda of meetings

b) Conduct frequent meetings

Consider This: This results in a person's items of interest taking precedence over other topics.

LO 2.2: Describe the importance of situational knowledge

c) Give leverage to subordinates

Consider This: This results in a person's items of interest taking precedence over other topics.

LO 2.2: Describe the importance of situational knowledge

d) Distribute equal power to subordinates

Consider This: This results in a person's items of interest taking precedence over other topics.

LO 2.2: Describe the importance of situational knowledge

ANS: a

Skill=Understand the Concepts, Objective=LO 2.2: Describe the importance of situational knowledge, Topic=Situational Knowledge, Difficulty=Easy

M/C Question 9

Which dimensions are critical in influencing the communication climate?

a) Openness and candor

b) Performance goal and candor

Consider This: They can help resolve ethical issues in communication.

LO 2.2: Describe the importance of situational knowledge

c) Participative decision making and performance goal

Consider This: They can help resolve ethical issues in communication.

LO 2.2: Describe the importance of situational knowledge

d) Quality service and openness

Consider This: They can help resolve ethical issues in communication.

LO 2.2: Describe the importance of situational knowledge

ANS: a

Skill=Understand the Concepts, Objective=LO 2.2: Describe the importance of situational knowledge, Topic=Situational Knowledge, Difficulty=Easy

M/C Question 10

Which type of organization is structured through networked connections but does not exist physically?

a) Virtual organization

b) Flat organization

Consider This: People in such an organization can do their work from remote locations. They can use a computer linked to other people's computers via telephone lines or satellite transmission.

LO 2.2: Describe the importance of situational knowledge

c) Tall organization

Consider This: People in such an organization can do their work from remote locations. They can use a computer linked to other people's computers via telephone lines or satellite transmission.

LO 2.2: Describe the importance of situational knowledge

d) Physical organization

Consider This: People in such an organization can do their work from remote locations. They can use a computer linked to other people's computers via telephone lines or satellite transmission.

LO 2.2: Describe the importance of situational knowledge

ANS: a

Skill=Understand the Concepts, Objective=LO 2.2: Describe the importance of situational knowledge, Topic=Situational Knowledge, Difficulty=Easy

M/C Question 11

Layla, the CEO of a company, had the opportunity to meet the families of her employees during a charity event. She wanted to personally thank a few who contributed more to the event than others.

Which factor helped choose the channel of communication?

a) Selectivity

b) Appropriateness

Consider This: Highly sensitive or confidential messages may need to be directed to only some people.

LO 2.4: Express guidelines to achieving communication competence

c) Accuracy

Consider This: Highly sensitive or confidential messages may need to be directed to only some people.

LO 2.4: Express guidelines to achieving communication competence

d) Cost

Consider This: Highly sensitive or confidential messages may need to be directed to only some people.

LO 2.4: Express guidelines to achieving communication competence

ANS: a

Topic=Communication Competence, Difficulty=Moderate, Skill=Apply What You Know, Objective=LO 2.4: Express guidelines to achieving communication competence

M/C Question 12

When a speaker recognizes how to reduce nervousness and overcome anxiety in communication, everything else falls into place. Which is the most appropriate step that the person can take?

a) Know the relevant cause behind it

b) Choose the right channel

Consider This: Controlling anxiety requires understanding where you stand and how you feel about the stressfulness of the situation.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

c) Stop addressing large groups

Consider This: Controlling anxiety requires understanding where you stand and how you feel about the stressfulness of the situation.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

d) Overcome tension and fear

Consider This: Controlling anxiety requires understanding where you stand and how you feel about the stressfulness of the situation.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

ANS: a

Skill=Analyze It, Objective=LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication, Topic=Anxiety Management, Difficulty=Moderate

M/C Question 13

An event manager organized an outdoor rock concert toward the end of summer. He booked a large stadium and sold every single ticket. Two days before the event, it started to rain. By the day of the concert, the stadium was completely flooded. He had to cancel the show, which caused huge losses to the company. What did the manager fail to do?

a) Recognize contingencies that may arise

b) Identify specific problems

Consider This: This process helps people anticipate potential problems.

LO 2.3: Identify the steps of the organizational goal-setting process in business communication

c) Identify resources

Consider This: This process helps people anticipate potential problems.

LO 2.3: Identify the steps of the organizational goal-setting process in business communication

d) Set performance goals

Consider This: This process helps people anticipate potential problems.

LO 2.3: Identify the steps of the organizational goal-setting process in business communication

ANS: a

Difficulty=Moderate, Skill=Apply What You Know, Objective=LO 2.3: Identify the steps of the organizational goal-setting process in business communication, Topic=Goal Setting

M/C Question 14

What measure of communication does it reflect when a supervisor asks for suggestions from subordinates on critical issues and then makes a collective decision?

a) Openness

b) Credibility

Consider This: When there is a desire to communicate with other organizational members, they too will probably appreciate the efforts and respond positively.

LO 2.2: Describe the importance of situational knowledge

c) Supportiveness

Consider This: When there is a desire to communicate with other organizational members, they too will probably appreciate the efforts and respond positively.

LO 2.2: Describe the importance of situational knowledge

d) Trust

Consider This: When there is a desire to communicate with other organizational members, they too will probably appreciate the efforts and respond positively.

LO 2.2: Describe the importance of situational knowledge

ANS: a

Skill=Analyze It, Objective=LO 2.2: Describe the importance of situational knowledge, Topic=Situational Knowledge, Difficulty=Moderate

M/C Question 15

Mike approached his business leader to discuss supplements to the existing project. The business leader rejected Mike's proposal on grounds of vagueness and insignificance. What should Mike have done in preparation for the meeting?

- a) Set specific goals to mobilize energy and aid in developing relevant and innovative strategies.
- b) Know with whom to communicate and enhance the possibility of acceptance of his idea.

Consider This: When important goals are set, it is surprising how ingenious and innovative a person becomes in devising communication strategies to reach those goals.

LO 2.3: Identify the steps of the organizational goal-setting process in business communication

- c) Influence people's opinions to support his cause.

Consider This: When important goals are set, it is surprising how ingenious and innovative a person becomes in devising communication strategies to reach those goals.

LO 2.3: Identify the steps of the organizational goal-setting process in business communication

- d) Pose questions to others to achieve the required results.

Consider This: When important goals are set, it is surprising how ingenious and innovative a person becomes in devising communication strategies to reach those goals.

LO 2.3: Identify the steps of the organizational goal-setting process in business communication

ANS: a

Difficulty=Moderate, **Skill=**Apply What You Know, **Objective=**LO 2.3: Identify the steps of the organizational goal-setting process in business communication, **Topic=**Goal Setting

M/C Question 16

The vice president of sales and marketing sends the minutes of the weekly meeting and the decisions made by the CEO about how the company will approach the launch of the new product to his entire department. What type of communication is this?

- a) Downward communication
- b) Horizontal communication

Consider This: This is a message from a superior to a subordinate.

LO 2.4: Express guidelines to achieving communication competence

- c) External communication

Consider This: This is a message from a superior to a subordinate.

LO 2.4: Express guidelines to achieving communication competence

- d) Upward communication

Consider This: This is a message from a superior to a subordinate.

LO 2.4: Express guidelines to achieving communication competence

ANS: a

Skill=Analyze It, **Objective=**LO 2.4: Express guidelines to achieving communication competence, **Topic=**Communication Competence, **Difficulty=**Moderate

M/C Question 17

Arise Industries employs a large number of their employees from various countries. Although these employees work from remote locations, they are connected to the company headquarters through telephone lines or satellite transmission. Arise Industries is an example of which type of organization?

- a) Virtual
- b) Tall

Consider This: An increase in corporate restructuring, competition, and globalization has led to the emergence of such types of organizations.

LO 2.2: Describe the importance of situational knowledge

- c) Flat

Consider This: An increase in corporate restructuring, competition, and globalization has led to the emergence of such types of organizations.

LO 2.2: Describe the importance of situational knowledge

d) Wide

Consider This: An increase in corporate restructuring, competition, and globalization has led to the emergence of such types of organizations.

LO 2.2: Describe the importance of situational knowledge

ANS: a

Skill=Apply What You Know, Objective=LO 2.2: Describe the importance of situational knowledge, Topic=Situational Knowledge, Difficulty=Moderate

M/C Question 18

After being in the organization for two years, Jake anticipates a promotion that will enhance his career. He decides to analyze his contribution to the organization so that he can make his case for a promotion during his annual review. What kind of knowledge will be helpful to him?

a) Knowledge of the organization's reward system

b) Knowledge about the organization's hierarchical structure

Consider This: One of the biggest problems employees face is the lack of information about the value of their contribution to the organization.

LO 2.2: Describe the importance of situational knowledge

c) Knowledge of the effect of his contributions

Consider This: One of the biggest problems employees face is the lack of information about the value of their contribution to the organization.

LO 2.2: Describe the importance of situational knowledge

d) Knowledge of the person conducting his annual review

Consider This: One of the biggest problems employees face is the lack of information about the value of their contribution to the organization.

LO 2.2: Describe the importance of situational knowledge

ANS: a

Topic=Situational Knowledge, Difficulty=Moderate, Skill=Apply What You Know, Objective=LO 2.2: Describe the importance of situational knowledge

M/C Question 19

A project manager is tasked with completing a project in two months on a limited budget. What step should the manager take first to achieve the goal?

a) Identify necessary resources.

b) Request additional budget information.

Consider This: Anticipating these needs will strengthen the plans and actions that the project manager will take later.

LO 2.3: Identify the steps of the organizational goal-setting process in business communication

c) Map out a strategy.

Consider This: Anticipating these needs will strengthen the plans and actions that the project manager will take later.

LO 2.3: Identify the steps of the organizational goal-setting process in business communication

d) Obtain feedback on a regular basis.

Consider This: Anticipating these needs will strengthen the plans and actions that the project manager will take later.

LO 2.3: Identify the steps of the organizational goal-setting process in business communication

ANS: a

Skill=Analyze It, Objective=LO 2.3: Identify the steps of the organizational goal-setting process in business communication, Topic=Goal Setting, Difficulty=Moderate

M/C Question 20

A couple bought a house at a good price. After settlement, however, they realized the school district was not desirable, the resale value was lowest in the region, and the roofing and plumbing did not meet the county license standards. How could the couple have benefitted from setting effective goals?

- a) Goals help to direct attention and action during communication because they provide a target to aim for.
- b) Goals make you aware of the mental, emotional, and physical energy required to complete

communication tasks.

Consider This: During communication, you can become easily confused or distracted if you do not have a specific goal to work toward.

LO 2.3: Identify the steps of the organizational goal-setting process in business communication

- c) Goals hold you to specific results within specific time periods.

Consider This: During communication, you can become easily confused or distracted if you do not have a specific goal to work toward.

LO 2.3: Identify the steps of the organizational goal-setting process in business communication

- d) Goals can help you persist in your efforts over time.

Consider This: During communication, you can become easily confused or distracted if you do not have a specific goal to work toward.

LO 2.3: Identify the steps of the organizational goal-setting process in business communication

ANS: a

Difficulty=Moderate, **Topic=**Goal Setting , **Skill=**Analyze It, **Objective=**LO 2.3: Identify the steps of the organizational goal-setting process in business communication

M/C Question 21

An employee who goes through an orientation program, then followed by job training, then completes the probationary period by learning how to deal with various relationships in the organization, and finally masters knowledge about the company and the job is said to have gone through

- a) metamorphosis.
- b) assimilation.

Consider This: By this time, the person's situational knowledge has improved substantially.

LO 2.2: Describe the importance of situational knowledge

- c) internal communication.

Consider This: By this time, the person's situational knowledge has improved substantially.

LO 2.2: Describe the importance of situational knowledge

- d) external communication.

Consider This: By this time, the person's situational knowledge has improved substantially.

LO 2.2: Describe the importance of situational knowledge

ANS: a

Skill=Analyze It, **Objective=**LO 2.2: Describe the importance of situational knowledge, **Topic=**Situational Knowledge, **Difficulty=**Moderate

M/C Question 22

A new employee was given the task of arranging an emergency executive meeting on the company's customized application. Although the employee was technically sound, the application was new, so the person found it difficult to complete the task. What factor caused the employee to fail?

- a) Novelty
- b) Conspicuousness

Consider This: People are especially anxious when working in situations that are new or strange to them.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

c) Formality

Consider This: People are especially anxious when working in situations that are new or strange to them.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

d) Evaluation

Consider This: People are especially anxious when working in situations that are new or strange to them.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

ANS: a

Skill=Analyze It, Objective=LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication, Difficulty=Moderate, Topic=Anxiety Management

M/C Question 23

Anna's team was facing problems with getting support from the IT team. Anna thought the problem might lie in her team's method of communication, so she tried various ways to solve the problem. During a regular happy hour get-together, Anna learned that another department was facing the same issues that her team was facing. She relayed this message to her team the following day. What function did Anna perform?

a) Enhance morale

b) Afford a method for resolving the conflict

Consider This: It helps to know that other units experience similar frustration.

LO 2.4: Express guidelines to achieving communication competence

c) Facilitate problem solving

Consider This: It helps to know that other units experience similar frustration.

LO 2.4: Express guidelines to achieving communication competence

d) Allow information sharing across different work groups

Consider This: It helps to know that other units experience similar frustration.

LO 2.4: Express guidelines to achieving communication competence

ANS: a

Topic=Moderate, Skill=Analyze It, Objective=LO 2.4: Express guidelines to achieving communication competence, Difficulty=Communication Competence

M/C Question 24

A new spa in town decided to collect feedback on its various services such as hair cutting and styling, manicures and pedicures, and massage therapy. Management appointed one person to execute this task who aims to collect immediate and relevant results. What channel can the person adopt to complete the task?

a) Face-to-face interviews

b) Personal written correspondence

Consider This: Oral communication, when conducted in person, provides a great deal of immediate feedback.

LO 2.4: Express guidelines to achieving communication competence

c) Telephone surveys

Consider This: Oral communication, when conducted in person, provides a great deal of immediate feedback.

LO 2.4: Express guidelines to achieving communication competence

d) E-mail correspondence

Consider This: Oral communication, when conducted in person, provides a great deal of immediate feedback.

LO 2.4: Express guidelines to achieving communication competence

ANS: a

Skill=Analyze It, Objective=LO 2.4: Express guidelines to achieving communication competence, Difficulty=Moderate, Topic=Communication Competence

M/C Question 25

Jason, who is perceived to be a non-communicator, often faces anger from his manager, and is not given promotions or salary increases. His manager likely thinks Jason

- a) is not capable of leading a team.
- b) is not responsible.

Consider This: People who have trouble communicating with teammates are less likely to be chosen for positions of authority.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

- c) does not have the requisite knowledge about his job.

Consider This: People who have trouble communicating with teammates are less likely to be chosen for positions of authority.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

- d) cannot make any presentations.

Consider This: People who have trouble communicating with teammates are less likely to be chosen for positions of authority.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

ANS: a

Skill=Analyze It, Objective=LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication, Topic=Anxiety Management, Difficulty=Moderate

Essay

SA Question 26

Explain why communication is faster and more effective in a flat organization structure than in a tall organization structure.

Consider This: People who have trouble communicating with teammates are less likely to be chosen for positions of authority.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

Skill=Analyze It, Objective=LO 2.2: Describe the importance of situational knowledge, Topic=Situational Knowledge, Difficulty=Moderate

SA Question 27

When faced with conflicting choices, what are the ethical guidelines one needs to consider in decision making? Discuss them in detail.

Consider This: People who have trouble communicating with teammates are less likely to be chosen for positions of authority.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

Skill=Analyze It, Objective=LO 2.2: Describe the importance of situational knowledge, Topic=Situational Knowledge, Difficulty=Moderate

SA Question 28

List and describe the steps required to set goals to achieve effective communication.

Consider This: People who have trouble communicating with teammates are less likely to be chosen for positions of authority.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

Skill=Analyze It, Objective=LO 2.3: Identify the steps of the organizational goal-setting process in business communication, Topic=Goal Setting, Difficulty=Moderate

SA Question 29

Discuss the various guidelines that should be followed to achieve communication competence.

Consider This: People who have trouble communicating with teammates are less likely to be chosen for positions of authority.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

Skill=Analyze It, Objective=LO 2.4: Express guidelines to achieving communication competence, Topic=Communication Competence, Difficulty=Moderate

SA Question 30

What are the negative perceptions about anxious communicators? How do such perceptions affect a person's career?

Consider This: People who have trouble communicating with teammates are less likely to be chosen for positions of authority.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

Topic=Anxiety Management, Difficulty=Moderate, Skill=Analyze It, Objective=LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

Essay Question 31

Are ethics and values natural characteristics of a person or do people develop them after years of experience of working within an organization? Discuss this question and support your viewpoint by using examples.

Consider This: People who have trouble communicating with teammates are less likely to be chosen for positions of authority.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

Skill=Analyze It, Objective=LO 2.2: Describe the importance of situational knowledge, Topic=Situational Knowledge, Difficulty=Moderate

Essay Question 32

How can one balance the requirement of being flexible with setting specific goals to achieve effective communication? Analyze other methods to plan activities for a specific goal.

Consider This: People who have trouble communicating with teammates are less likely to be chosen for positions of authority.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

Objective=LO 2.3: Identify the steps of the organizational goal-setting process in business communication, Topic=Goal Setting, Difficulty=Moderate, Skill=Analyze It

Essay Question 33

Discuss the benefits of various methods of communication. How does choosing the appropriate channel lead to effective communication?

Consider This: People who have trouble communicating with teammates are less likely to be chosen for positions of authority.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

Skill=Analyze It, Objective=LO 2.4: Express guidelines to achieving communication competence, Topic=Communication Competence, Difficulty=Moderate

Essay Question 34

Analyze the various causes and effects of anxiety in communication and suggest methods to control them.

Consider This: People who have trouble communicating with teammates are less likely to be chosen for positions of authority.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

Skill=Analyze It, Objective=LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication, Topic=Anxiety Management, Difficulty=Moderate

Essay Question 35

Analyze the various communication patterns in a work environment, and suggest areas of improvement in this scenario without affecting the productivity of work groups.

Consider This: People who have trouble communicating with teammates are less likely to be chosen for positions of authority.

LO 2.5: Recount different causes for anxiety and the importance of managing anxiety in communication

Skill=Analyze It, Objective=LO 2.4: Express guidelines to achieving communication competence, Topic=Communication Competence, Difficulty=Moderate