**Introduction to Management**

**HW 11**

**Managing Communication**

Following are 25 questions: each worth four points. Indicate the answer you think correct.

***Communication***

1) For communication to be successful, meaning must be imparted and \_\_\_\_\_\_\_\_.

A) received by the other person

B) acknowledged by the receiver

C) feedback must be sent back to the sender

D) understood by the receiver

2) Good communication occurs only when the recipient \_\_\_\_\_\_\_\_.

A) agrees with the sender's message

B) acknowledges the message

C) understands the speaker's meaning

D) makes eye contact with the speaker

3) In which one of the following cases has communication occurred?

A) Gary updates his blog regularly, even though no one reads it.

B) Brian attends all the Algebra lectures, but is unable to understand the subject.

C) Jen has sent an urgent e-mail to her Japanese colleague, but a translator is not yet available.

D) Ana tells her manager that she needs a new computer, but he says that the company can't afford it.

4) \_\_\_\_\_\_\_\_ consists of all the patterns, networks, and systems of communication within an organization.

A) The grapevine

B) Interpersonal communication

C) Organizational communication

D) Formal communication

5) When a communication requires employees to follow their job description, or to comply with company policies, communication is being used to \_\_\_\_\_\_\_\_.

A) control

B) motivate

C) provide a release for emotional expression

D) persuade

6) Amber has called her work group together to assign tasks for the day. In this instance, Amber is using communication to \_\_\_\_\_\_\_\_.

A) control behavior

B) provide feedback

C) express emotions

D) challenge her employees

7) Alan has just given his subordinates a very difficult project. Now he is telling them he has every confidence they will be successful. Alan is using communication to \_\_\_\_\_\_\_\_.

A) inspire

B) motivate

C) control

D) manipulate

8) Disturbances that interfere with the transmission, receipt, or feedback of a message are called \_\_\_\_\_\_\_\_.

A) screens

B) filters

C) distractors

D) noise

***Effective Leader***

1) Persons who are able to influence others and who possess managerial authority are termed \_\_\_\_\_\_\_\_.

A) entrepreneurs

B) leaders

C) managers

D) visionaries

2) Susan has a reputation of being fair, helpful, and understanding. She even helped her subordinate overcome a personal crisis. Which one of the following dimensions of leadership is Susan displaying here?

A) consideration

B) initiating structure

C) employee orientation

D) task orientation

3) Early research on leadership traits \_\_\_\_\_\_\_\_.

A) sought to prove that charisma was an essential trait of leadership

B) focused on behavioral traits rather than physical traits of a leader

C) found consistent and unique traits that would apply to all effective leaders

D) focused on characteristics that might differentiate leaders from nonleaders

4) In his speech the previous day, the new CEO had discussed his experience in the industry and his education. Carrie thought that the new CEO would do a great job given these characteristics, coupled with his good oratory skills and the fact that he just looked like a CEO. Carrie realized that she had been judging the new CEO in a manner consistent with the \_\_\_\_\_\_\_\_ theories of leadership.

A) trait

B) behavioral

C) contingency

D) situational

5) Which one of the following describes the leadership style in which a leader tends to centralize authority, dictate work methods, make unilateral decisions, and limit employee participation?

A) authoritarian style

B) autocratic style

C) democratic style

D) laissez-faire style

6) In working with his employees, Carlos involves them in decision making and encourages them to participate in deciding their work methods and goals. Carlos's leadership style can best be described as \_\_\_\_\_\_\_\_.

A) autocratic

B) laissez-faire

C) democratic

D) participative

7) Which one of the following describes the leadership style in which the leader generally gives the group complete freedom to make decisions and complete the work in whatever way it sees fit?

A) facilitative style

B) delegative style

C) democratic style

D) laissez-faire style

8) According to the Ohio State studies, \_\_\_\_\_\_\_\_ refers to the extent to which a leader is likely to define and shape his or her role and the roles of group members in the search for goal attainment.

A) people orientation

B) production orientation

C) initiating structure

D) consideration

***Monitoring and Controlling***

1) \_\_\_\_\_\_\_\_ refers to the process of monitoring, comparing, and correcting work performance.

A) Controlling

B) Checking

C) Measuring

D) Verifying

2) \_\_\_\_\_\_\_\_ is the final step in the management process, which provides a critical link back to \_\_\_\_\_\_\_\_.

A) Organizing; planning

B) Planning; controlling

C) Controlling; planning

D) Leading; organizing

3) Which one of the following management responsibilities determines if organizational goals are being achieved?

A) designing the organization's structure

B) motivating employees

C) formulating business strategy

D) measuring firm performance

4) Which one of the following observations best explains why the control function is important?

A) An effective control system includes employee empowerment.

B) An effective control system assures that the organization will meet or exceed its goals.

C) An effective control system is the only way managers know whether organizational goals are being met.

D) Organizational strategies are formed during the controlling stage.

5) Which one of the following represents the controlling function?

A) The die cast machine operator adjusts the settings on the machine.

B) The shift supervisor checks the production schedule for the day.

C) The production manager schedules a new customer order.

D) The quality auditor selects one piece every 15 minutes from the batch of molded products and, using very precise gauges, measures key dimensions on the part.

6) The first step in the control process is \_\_\_\_\_\_\_\_.

A) setting the desired standards

B) measuring actual performance

C) comparing performance against expectations

D) enforcing managerial control

7) Which one of the following sources of information for measuring performance is time consuming, obtrusive, and subject to personal biases?

A) oral reports

B) personal observations

C) statistical reports

D) written reports

8) Blanca nods as she watches her new employee as he executes the steps in making French fries. Her purpose is to make sure he follows the instructions exactly as given. Blanca is using \_\_\_\_\_\_\_\_.

A) personal observation

B) statistical reports

C) mentoring

D) nonverbal feedback

9) Barry wants to use a tool that makes the data easy to visualize and is effective for showing relationships. Which one of the following tools is best suited for this?

A) personal observation

B) spreadsheets

C) written reports

D) statistical reports