

Name _____

Communication Choices/Organizational Communication Test

Matching:

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|----------|--------------------|---|
| <u>A</u> | 1. Appropriateness | A. What is suitable for a specific situation. |
| <u>D</u> | 2. Communication | B. The situation in which communication occurs. |
| <u>B</u> | 3. Context | C. A stated or implied expectation. |
| <u>C</u> | 4. Norm | D. The process of creating and exchanging meaning through symbolic interaction. |
| <u>E</u> | 5. Role | E. A part played in a specific setting or situation. |

Multiple Choice:

- B 6. What is a competent communicator?
A. someone who talks a lot.
B. someone that incorporates knowledge, attitudes, and skill
C. someone that always puts aside their preferences, wants and needs.
- C 7. An established level of requirement of excellence is called a _____.
A. Context B. Appropriateness C. Standard
- A 8. Being sensitive to what is proper and appropriate in dealing with others, including the ability to speak or act without offending is called _____.
A. Tact B. Appropriateness C. Attitude
- B 9. A polite behavior, gesture or remark such as opening a door for a lady would be considered what?
A. Message B. Courtesy C. Tact
- A 10. What are three *relationship* skills that are good to have?
A. Tact, courtesy, and respect.
B. Verbal, nonverbal, and interpersonal communication.
C. Norm, standards, and appropriateness.

Short Answer:

11. Give an example of how a student can show respect to a teacher _____

12. Give **two** examples of nonverbal communication. _____

13. Explain what the "norm" would be at a wedding with regard to the way a person dresses, behaves, and talks. _____

Matching:

- E 14. Conflict A. Confusion or anxiety that results when faced with a different culture than your own.
- C 15. Culture B. A number of people with specific responsibilities who are united for some purpose.
- A 16. Culture Shock C. Set of life patterns passed down from one generation to the next.
- B 17. Organization D. An obligation or willingness to work toward the well-being of others.
- D 18. Social Responsibility E. The struggle between two or more parties who sense interference in achieving goals.

Multiple Choice:

- B 19. Which is *not* a primary function of an organization?
A. unity B. diversity C. identity
- B 20. Which is an example of an individual's culture clashing with an organization's culture?
A. a school rule banning backpacks.
B. a business requiring employees to work on religious holidays
C. a school dress code not allowing tank tops to be worn.
- C 21. Where are students in the school's decision-making hierarchy?
A. at the top. B. in the middle C. at the bottom
- C 22. People that seek love and affection are in the _____ level of Maslow's hierarchy.
A. Ego/Esteem B. Physical C. Belonging/Social
- B 23. People that do what they are "born to do" and have achieved perfection in their lives have reached the _____ level.
A. Safety B. Self-Actualization C. Ego/Esteem

True/False:

- True 24. You have the responsibility for establishing your own standards for the situations in which you find yourself.
- True 25. Attitudes influence the way you see yourself and other people.
- False 26. In Maslow's hierarchy, the first and most basic need is that of security.
- False 27. Because you're unique, you cannot contribute to the diversity of groups in which you participate.
- True 28. Food and water are physical needs that a person must have .

Short Answer:

29. Describe a tradition within your family or in an organization you belong to. Answer will vary but might be something like "we always have enchiladas on Thanksgiving."
30. Name a hero that is respected and admired for their contribution to an organization or society **and** why they are admired. Answer will vary but might be something like "Martin Luther King Jr. because of what he did for the rights of African Americans."