

Advanced Organizational Management – Chapter 10 Answers

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|--------------------------|---------------------------|-----------------------------|--------------------------|
| 1. Active listening | 6. Decoding | 10. Grapevine | 15. Receiver |
| 2. Channels | 7. Downward communication | 11. Informal communication | 16. Upward communication |
| 3. Communication | | 12. Lateral communication | |
| 4. Common ground | 8. Encoding | 13. Message | 17. Sender |
| 5. Cooperative principle | 9. Formal communication | 14. Nonverbal communication | |

_____ A receiver determines how a message was encoded, why it was sent and what to do with it once it is received.

_____ All the messages other than official directives or requests made in an organization.

_____ Belief that someone speaking is making an honest attempt to be understood.

_____ Can be conveyed in both oral and written forms. Consisting of gestures, body positions, voice inflection, eye contact, use of humor, confidence etc.

_____ Exchange of information between peers or workers at the same organizational level.

_____ Individual responsible for encoding a message in a manner that can be decoded by the receiver

_____ Informal network pattern of communication that moves in any direction (information, gossip, rumors)

_____ Information flow from individuals at higher levels within an organization to those at lower levels.

_____ Medium in which the message is sent.

_____ Messages flow from workers at lower levels to managers and workers at higher levels of an organizational structure.

_____ Putting information into a form or code that can be sent and understood by a receiver.

_____ Requires that a listener devote complete attention to the speaker and take responsibility for understanding the message.

_____ Shared interests, beliefs or opinions among people or groups who disagree about most other subjects.

_____ Specific physical form given to information so that it can be sent to a receiver.

_____ Successful transmission of a message between a source and a receiver.

_____ The target of the message.

_____ Written or oral messages that are sent in the context of an official action or otherwise are presented as the directive of an office or officer of an organization or as following the directive or request of an officer.