

Chapter 10
Office Management
Key Terms

1. Business etiquette	I
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4. Communication	U
5. Cultural context	O
6. Culture	J
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- A. Communication channels within departments and those extending from one department to another that are not shown on the organization chart. **(12) Gangplank**
- B. Trying to classify others into predictable groupings. **(22) Stereotyping**
- C. The degree to which messages and meanings that are sent are clear, precise, and understandable. **(3) Clarity**
- D. The process of sharing information without the use of words. Messages are transmitted by behaviors and actions such as body movements, office layout appearance, tone of voice, and facial expression. **(17) Nonverbal communication**
- E. The process of translating communication into an understandable message, utilizing appropriate symbols. **(8) Encoding**
- F. Anything that interferes with the communication process. **(15) Noise**
- G. Judging other groups according to your own standards, behaviors, and customs, and deciding “our” way is superior. **(9) Ethnocentrism**
- H. The study of spatial distances between individuals in different cultures. **(19) Proxemics**
- I. A special code of behavior required in specific work situation. **(1) Business etiquette**
- J. A shared system of symbols, beliefs, attitudes, values, expectations, and norms for behavior. **(6) Culture**
- K. The person or object to which the message is directed. **20) Receiver**
- L. Discussions with employees on the impact or consequences of their actions and an opportunity to provide input on the next steps to be taken. **(10) Feedback**
- M. Sounds that may be used to express words. The tone of voice, pitch, pace, degree of loudness, and accents are examples. **(18) Paralanguage**
- N. The process by which the receiver interprets the meaning(s) of the message. **(7) Decoding**
- O. The pattern of physical cues, environmental stimuli, and understanding that conveys meaning between two individuals of the same culture. **(5) Cultural context**
- P. The practice of dealing with subordinates and learning what is occurring by walking around, talking with workers on an informal basis at their work sites, and observing working conditions, employee behaviors, and business operations. **(14) MBWA**
- Q. Agreements barring an employee from accepting similar work with a direct competitor within a geographic range for a specified number of years. **(16) Noncompete clauses**
- R. Someone who wishes to send a message. **(21) Source**
- S. Connecting device between sender (source) and receiver through which a message passes. **(2) Channel**
- T. Communication that occurs within official organizational channels and is officially sanctioned by the organization. **(11) Formal communication**
- U. The process of sharing information and meaning, knowingly and unknowingly. **(4) Communication**
- V. Communication that exists outside the organization’s formal structure and bypasses hierarchical levels of authority; often referred to as the “grapevine.” **(13) Informal communication**

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