

Management – Chapter 10 Answers

1. Business etiquette	8. Encoding	13. Informal	17. Nonverbal
2. Channel	9. Ethnocentrism	communication	communication
3. Clarity	10. Feedback	14. MBWA	18. Paralanguage
4. Communication	11. Formal	15. Noise	19. Proxemics
5. Cultural context	communication	16. Noncomplete	20. Receiver
6. Culture	12. Gangplank	clauses	21. Source
7. Decoding			22. Stereotyping

- 16 _____ Agreements barring an employee from accepting similar work with a direct competitor within a geographic range for a specific number of years.
- 15 _____ Anything that interferes with the communication process.
- 12 _____ Communication channels within departments and those extending from one department to another that are not shown on the organization chart.
- 13 _____ Communication exists outside the organization's formal structure and bypasses hierarchical levels of authority – often referred to as the “grapevine”.
- 11 _____ Communication that occurs within official organizational channels and is officially sanctioned by the organization.
- 2 _____ Connecting device between sender and receiver through which a message passes.
- 3 _____ Degree to which messages and meanings that are sent are clear, precise and understandable.
- 10 _____ Discussions with employees on the impact or consequences of their actions and an opportunity to provide input on the next steps to be taken.
- 9 _____ Judging other groups according to your own standards, behaviors and customs and deciding “our” way is superior.
- 5 _____ Pattern of physical cues, environmental stimuli and understanding that conveys meaning between two individuals of the same culture.
- 20 _____ Person or subject to which a message is directed.
- 14 _____ Practice of dealing with subordinates and learning what is occurring by waling around, talking with workers on an informal basis at their work sites and observing working conditions, employee behaviors and business operations.
- 4 _____ Process of sharing information and meaning, knowingly and unknowingly.
- 17 _____ Process of sharing information without the use of words. Messages are transmitted by behaviors, actions, body movements, office layout appearance, tone of voice and facial expressions.
- 7 _____ Receiver interprets the meanings of the message.
- 6 _____ Shared system of symbols, beliefs, attitudes, values, expectations and norms for behavior.
- 21 _____ Someone who wishes to send a message.
- 18 _____ Sounds that may be used to express words. The tone of voice pitch, pace, degree of loudness and accents are examples.
- 1 _____ Special code of behavior required in specific work situations.
- 19 _____ Study of spatial distances between individuals in different cultures.
- 8 _____ Translating communication into an understandable message, utilizing appropriate symbols.
- 22 _____ Trying to classify others into predictable groupings.