Chapter 2 Diversity and Ethics

True/False
Indicate whether the sentence or statement is true or false.

____ 1. A diverse workforce can help employers better meet the needs of growing global markets and an increasingly diverse U.S. population.
____ 2. Seeing and valuing the contributions of everyone in a workplace and treating everyone fairly is called prejudice.
____ 3. Predictions indicate that the U.S. workforce will become more diverse.
____ 4. Globalization has no affect on the workforce.
____ 5. Language is a common communication barrier.
____ 6. The body language of the sender has little effect on communication.
____ 7. The amount of personal space with which people are comfortable varies depending on individual preference and cultural background.
____ 8. Customs and etiquette are the same in most countries and cultures.
____ 9. Not being offended easily is one of the most important aspects of having a professional attitude.
____ 10. Cross-cultural communication occurs when people from different cultures share messages verbally, nonverbally, or in writing.
____ 11. When sharing messages with people from other cultures, you should keep your language simple and to the point.
____ 12. Employees should always address clients or customers by their last names.
____ 13. Personal ethics are not influenced by your experiences and the culture and society in which you learn and grow.
____ 14. Honesty is an ethical issue that influences business communication.
____ 15. In a nondisclosure agreement, employees promise not to share trade secrets with others for a certain period of time.

Multiple Choice
Identify the letter of the choice that best completes the statement or answers the question.

____ 16. The presence of a wide range of variation in qualities or attributes of people or things is called
   a. ethnicity
   b. diversity
   c. ethics
   d. discrimination
17. Failing to recognize workers’ differences and needs
   a. can cause low morale among workers
   b. can lead to low productivity
   c. can lead to claims of discrimination
   d. all the above

18. Predictions about the U.S. population and workforce indicate that
   a. the workforce will become less diverse
   b. the U.S. population is expected to decline in the next decade
   c. the female population in the U.S. will be higher than the male population
   d. all the above

19. As a result of globalization
   a. individuals may have to compete with job candidates from around the world
   b. companies may have a larger group of job candidates from which to choose
   c. some companies move part of their operations to other countries
   d. all the above

20. Which of the following cultural differences can be communication barriers?
   a. language
   b. body language
   c. personal space
   d. all the above

21. When your job involves working with someone from another culture
   a. show respect for the person and his or her culture
   b. learning appropriate business etiquette is not important
   c. depend on stereotypes about the culture to guide your behavior
   d. both b and c

22. An oversimplified belief about a group of people is called
   a. discrimination
   b. prejudice
   c. bias
   d. a stereotype

23. Most Americans appreciate personal space of
   a. 5 to 12 inches
   b. 12 to 18 inches
   c. 18 inches to 4 feet
   d. 12 inches to 2 feet

24. A person who has a professional attitude
   a. is ruled by his or her emotions
   b. does not keep an open mind
   c. refrains from making judgments about others
   d. both a and c

25. Shortened forms of words or expressions typically formed from the first letter of each word are
   a. acronyms
   b. idioms
   c. slang
   d. jargon
26. When speaking and corresponding with people from other cultures
   a. assume that the statements you have read about the culture are true
   b. expect others to adapt to your communication style
   c. be careful about using humor
   d. none of the above

27. To show fairness and sensitivity toward others at work
   a. treat everyone with respect
   b. be adaptable
   c. listen actively
   d. all the above

28. To deal ethically with clients or customers
   a. promise what the customer requests even if you are not sure you can deliver it
   b. be honest about the products or services your company offers
   c. offer your informed opinions as facts
   d. none of the above

29. The legal right of someone, usually the author or artist, to use or reproduce a work is called
   a. plagiarism
   b. copyright
   c. ethics
   d. none of the above

30. Trade secrets
   a. are data that give a business a competitive advantage
   b. can be easily accessed by the general public
   c. are the same as copyrighted data
   d. none of the above

Matching

Match the terms to their definitions below.

a. culture  
   b. discrimination  
   c. ethics  
   d. ethnicity  
   e. etiquette  
   f. globalization  
   g. identity theft  
   h. plagiarism  
   i. prejudice  
   j. stereotype

31. Principles of right and wrong that govern behavior
32. The integration of activities among nations in areas such as commerce and culture
33. A set of rules of behavior for a particular place or situation
34. A set of beliefs, attitudes, practices, and social customs that distinguishes a group of people
35. An oversimplified belief about a group of people
36. The act of claiming someone else’s words or ideas as your own
37. The division of people into groups that share a common ancestry, history, or culture
38. A bias that prevents objective thought about a person or thing
39. Stealing and illegally using a person’s private data
40. Unfair treatment of a person or group on the basis of prejudice
Chapter 2 Diversity and Ethics
Answer Section

TRUE/FALSE

1. ANS: T
2. ANS: F
3. ANS: T
4. ANS: F
5. ANS: T
6. ANS: F
7. ANS: T
8. ANS: F
9. ANS: T
10. ANS: T
11. ANS: T
12. ANS: F
13. ANS: F
14. ANS: T
15. ANS: T

MULTIPLE CHOICE

16. ANS: B
17. ANS: D
18. ANS: C
19. ANS: D
20. ANS: D
21. ANS: A
22. ANS: D
23. ANS: C
24. ANS: C
25. ANS: A
26. ANS: C
27. ANS: D
28. ANS: B
29. ANS: B
30. ANS: A

MATCHING

31. ANS: C
32. ANS: F
33. ANS: E
34. ANS: A
35. ANS:  J
36. ANS:  H
37. ANS:  D
38. ANS:  I
39. ANS:  G
40. ANS:  B