Chapter 3 Nonverbal Communication and Teamwork

True/False

Indicate whether the sentence or statement is true or false.

1. Nonverbal communication is composed of the messages sent without or in addition to words.
2. Receivers interpret nonverbal symbols by using their senses: sight, hearing, touch, taste, and smell.
3. The personal space a person prefers is the same in all cultures.
4. Your level of self-confidence does not affect how others think of your competence.
5. Characteristics of a physical setting, such as lighting and furnishings, can send nonverbal messages.
6. Reading is the most frequently used form of communication.
7. The speaker’s tone of voice, gestures, facial expressions, and posture can add meaning to a message.
8. Casual listening is sometimes called passive listening.
9. Emphatic listening involves judging the importance or accuracy of what a speaker is saying.
10. Attitudes about the speaker can be a barrier to listening.
11. When trying to resolve a conflict, center your discussions on the people involved, not the issues.
12. A coworker may be considered anyone who works for the same company as you do.
13. Poor communication among team members can limit the team’s accomplishments.
14. A virtual team is one with members who share a physical workspace.
15. Communicating openly and tactfully is one of the most important guidelines for the success of any team.

Multiple Choice

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

16. A role of nonverbal communication may be to
   a. reinforce a verbal message
   b. contradict a verbal message
   c. substitute for a verbal message
   d. all the above

17. Body language
   a. does not include gestures
   b. includes facial expressions
   c. does not include eye contact
   d. all the above

18. Personal space
   a. is the physical distance between individuals
   b. size does not depend on the relationships of the people involved
   c. includes a social zone of 1 to 4 feet
   d. all the above
19. Important aspects of your image
   a. are not related to your enthusiasm and sincerity
   b. are not related to your appearance and use of eye contact
   c. are based on your level of confidence
   d. both a and b

20. Nonverbal symbols in the environment
   a. may include furnishings and room temperature
   b. do not include lighting and sound
   c. can send nonverbal messages
   d. both a and c

21. The most frequently used form of communication is
   a. listening
   b. reading
   c. writing
   d. speaking

22. The listening process involves
   a. hearing
   b. understanding
   c. remembering
   d. all the above

23. Paying attention to the speaker and what she or he says is
   a. hearing
   b. focusing attention
   c. understanding
   d. remembering

24. Hearing and trying to understand and remember a message is
   a. casual listening
   b. passive listening
   c. active listening
   d. both a and b

25. Trying to understand the speaker's point of view, attitudes, or emotions is
   a. informative listening
   b. evaluative listening
   c. emphatic listening
   d. reflective listening

26. To resolve conflicts with coworkers
   a. begin by deciding who is at fault in the situation
   b. listen and talk with coworkers about the situation
   c. center your discussions on the people involved, not the issues
   d. avoid admitting that you make a mistake

27. Effective team members
   a. are reliable and responsible
   b. share confidential information about the team's work with everyone in the company
   c. focus first on personal goals and then on team goals
   d. all the above
28. To work effectively with others in a team
   a. do not waste time talking about team goals
   b. do not wait for needed approvals to begin working on a project
   c. break large tasks into small parts
   d. none of the above

29. In your relationship with coworkers
   a. you should be fair and honest
   b. using tact is not important
   c. never admit that you made a mistake
   d. share all work-related information, even that which is confidential

30. In your relationship with your workplace manager
   a. following lines of authority for communication is not important
   b. you should respect your manager’s position of authority
   c. you should not ask for feedback about your work
   d. none of the above

Matching

Match the terms to their definitions below.

a. conflict  f. posture
b. enthusiasm  g. self-confidence
c. gesture  h. sincerity
d. leadership  i. synergy
e. paralanguage  j. teamwork

31. The use of your arms and hands to express an idea or feeling
32. Nonverbal symbols, such as voice pitch, rate of speech, laughing, and sighing
33. A disagreement or quarrel
34. Belief in yourself and your abilities
35. Providing guidance and inducing others to act
36. Two or more people acting together to achieve a goal
37. The way a person sits or stands
38. Showing excitement or a lively interest
39. Being open and genuine or earnest
40. The interaction of people or things that creates or accomplishes more than the sum of the individual efforts or parts
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Answer Section

TRUE/FALSE

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

MULTIPLE CHOICE

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

MATCHING

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