

Question 50

TOOLS

ANSWER RATIONALE

QUESTION
ATTACHMENT

Talk that can send insulting messages that devalue people from marginalized communities are known as

1 microaggressions .

Answers 1 - 1

1.

microaggressions



Rationale

Correct Answer: Microaggressions. This term refers to subtle, often unintentional comments or actions that convey derogatory messages toward marginalized groups, contributing to their devaluation.

Question 51

A person is engaging in **1** microaggression when they use talk that can send insulting messages that devalue people from marginalized communities.

Answers 1 - 1

1. microaggression

Rationale

Correct Answer: Microaggressions. Microaggressions refer to subtle, often unintentional, statements or actions that convey demeaning messages about marginalized groups. The other choices do not specifically describe this behavior.

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Question 52

"CAT" refers to "Communication Accommodation Theory" and is a theoretical framework that explains how individuals form a sense of self and how they categorize themselves and others into social groups.

Currently Selected: B

A True



B False



Rationale

This statement is false because it describes Social Identity Theory. Communication Accommodation Theory (CAT) focuses on how people adjust their communication to others, not on forming self-identity. CAT explains how individuals modify their speech, gestures, and behaviors to converge or diverge with others in social settings, influenced by social identity and group dynamics but not identity formation.

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Question 53

The social groups you belong to, such as gender, race and religion are known as your social identities.

Currently Selected: A

A True



B False



Rationale

This statement is true. More people are now exposed to different social identities. Whether it be through international travel, work, school, friends, or family.

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Question 54

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The dominant European American culture in the United States enjoys silence and a positive communication trait.

Currently Selected: B

A True



B False



Rationale

The dominant European American culture in the United States practically fears silence; people often perceive silence as unintended and even embarrassing.

Question 55

A group that exists within a larger, dominant culture and differs from the dominant identities in one or more significant characteristics.

Currently Selected: A

A True



B False



Rationale

This is true because a nondominant identity is a group within a larger culture that has different features, like language or religion, from the main culture. Example in Malaysia: The Orang Asli are Indigenous people with their own language, customs, and beliefs. They are different from the larger Malay culture and are a nondominant group in Malaysia.

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Question 56

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Inclusive communication focuses on reducing stress in a relationship.

Currently Selected: B

A True



B False



Rationale

The statement is false. Inclusive communication focuses on reducing barriers so that everyone is included, feels valued, and has access to the communication situation.

Question 57

Ethnocentrism is the belief that another culture should be judged by its own context rather than measured against your culture.

Currently Selected: B

A True



B False



Rationale

This statement is false because ethnocentrism is the belief that one's own culture is superior and judges other cultures based on that standard. In contrast, cultural relativism emphasizes understanding and evaluating cultures based on their unique contexts and values, promoting respect and appreciation for diverse cultural practices and beliefs.

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Question 58

Having a **dominant identity** means being able to provide equal opportunities for all people without discriminating on the basis of identity.

Currently Selected: B

A True



B False



Rationale

The statement is false because having a dominant identity does not mean everyone gets fair chances. People with a dominant identity often have advantages that can make it hard to see others' challenges. Equity means understanding these differences and giving people what they need to have fair opportunities, instead of treating everyone the same. The exact definition of a dominant identity is "a cultural identity that gets its power and influence from traditional social structures like politics, religious institutions, schools, and businesses"; in the United States the dominant culture is white, male, married, and employed.

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Question 59

Psychologist Gordon Allport is credited with creating the **contact theory** which is a theory that explores the conditions under which positive attitudes and behaviors can develop between different social groups. For example, positive attitudes and friendships can grow between different groups when they interact in a friendly setting.

Currently Selected: A

A True



B False



Rationale

This is true because Gordon Allport developed Contact Theory, which suggests that positive attitudes and behaviors can grow between social groups under certain conditions. Example: In a high school, students from diverse backgrounds play on the same sports team. Through working together in a friendly, cooperative setting, they build understanding, respect, and friendships, reducing cross-cultural issues such as stereotyping, prejudice and group tensions.

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Question 60

Overaccommodation occurs when we misjudge the other person's needs and do too much. This would look like the younger person raising their vocal volume too much in a way that the older adult does not need.

Currently Selected: A

A True



B False



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Rationale

This statement is true because overaccommodation happens when someone assumes another person's needs and responds inappropriately. Example: A younger person might speak loudly and slowly to an older adult, believing they need extra help, even if the older adult can hear and understand just fine. This can be seen as disrespectful and may make the older person feel uncomfortable.

Question 61

Aspects of identity, such as race, ethnicity, gender, economic status, and ability, that are brought together in some way are known as our **culture**.

Currently Selected: B

A True



B False



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Rationale

This statement is false because aspects like race, ethnicity, gender, economic status, and ability make up diversity, not culture. Culture typically refers to shared values, beliefs, and practices within a group, while diversity describes the range of differences among people. These diverse identities together enrich a community, reflecting diversity.

Question 62

During a group project, Emma feels more comfortable working with Mia, who shares her love for hiking and similar cultural background, while she struggles to connect with Alexis, who has different interests. In this scenario Emma is displaying **1** affinity bias. To manage this, she would need to have some 1. **personal awareness**, 2. **acknowledge** the fact that she has this bias, 3. show some **2** empathy to Alexis, and 4. try to **3** educate herself about how unconscious bias affects her communication.

Rationale

Correct Answer: Affinity Bias. This bias refers to the tendency to build relationships with people who have similar interests and backgrounds, as seen in Emma's preference for working with Mia. The other options describe different types of biases. There are four steps to managing unconscious bias: 1. Have some personal awareness, 2. Acknowledge that she has unconscious bias, 3. Show some empathy to Alexis, and 4. Educate herself about the impact on her communication.

Answers 1 - 3

1. affinity ✓

2. empathy ✓

3. educate ✓

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Question 63

During a business meeting, Sarah, an American executive, notices her British colleagues use formal language and speak in a reserved tone. To improve communication, she adjusts her own language and tone to match theirs, making it easier for everyone to connect and work together. Experts who study such communication behaviours are researching known as **1** ~~communication accomadation~~ communication accommodation theory.

Answers 1 - 1

1. ~~communication accomadation~~ communication accommodation

Rationale

Correct answer: Communication Accommodation Theory: This explains how individuals modify their speech, tone, and body language to align with others in social interactions, enhancing understanding and fostering connection in diverse contexts.

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Question 64

During a flight from New York to London, flight attendants Sarah, a young Asian woman, and Ruth, an older Black woman, represent both race and age **1** diversity. Sarah helps a passenger with a tech issue, while Ruth connects with an elderly traveler, sharing stories. Their unique perspectives create a welcoming environment, ensuring all passengers feel valued and understood throughout the journey.

Answers 1 - 1

1. diversity ✓

Rationale

The correct answer is diversity. It reflects the inclusion of different races and ages, showcasing how these aspects contribute to a more welcoming and effective environment during the flight.

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Question 65

In a workplace initiative, the management ensures that all employees are treated with **1** equity, regardless of their backgrounds or identities. To do this, they make sure they all have access to training programs and promotion opportunities. For employees who are blind, they ensure the training materials are in the audio format and in braille, so, even though they are not using equally resources, the access. to different types of resources makes it fair for all employees.

Answers 1 - 1

1.

equity



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Rationale

Correct Answer: Equity. This principle involves providing equal opportunities for all individuals without discrimination based on identity, ensuring fair access to resources and opportunities. The other options relate to related but distinct concepts.

Question 66

In a workplace setting, two colleagues, Jessica, who is from Bolivia and Anna who is American, often collaborate on projects. Recently, Jessica has noticed that Anna frequently makes comments that seem harmless but subtly undermine the contributions of others, especially those from marginalized backgrounds like hers. For instance, during meetings, Anna might say, "That's a great idea for someone from your background," which leaves team members feeling invalidated. In order to take steps to address these microaggressions, Anna should be advised to 1. **1** Educate herself to better understand the feelings of marginalized groups, Jessica will need to 2. set **2** realistic conversation expectations because Anna may not change her perspective in only one conversation, and 3. Jessica will need to be aware of her **3** mental health as microaggressions can be emotionally laborious.

Answers 1 - 3

1. Educate ✓
2. realistic conversation ✓
3. mental health ✓

Rationale

Professor Nadal suggests addressing microaggressions with the following three steps: 1. Educate yourself. Watch documentaries and read personal essays, blogs, and research articles to understand the experiences of people in marginalized groups so you can understand how their experiences differ from your own. This ensures that you come to the conversation with information, rather than expecting the people from the marginalized group to be your main source of information. 2. Set realistic conversation expectations. As you prepare for the conversation, consider if the discussion will actually help and acknowledge that one conversation typically won't change a person's worldview. If motivation and interest are present, additional conversations could take place. 3. Be aware of your mental health.

Close Toolkit

The emotion of caring for others and/or being cared for.

→ Affection



Groups that are usually long term and exist to meet our needs for inclusion and affection.

→ Relationship-oriented groups



The state of being involved with others; a human need.

→ Inclusion



Someone who has been appointed or elected to a leadership position.

→ Designated leader



An expressed struggle between two or more members of a group.

→ Group conflict



Leaders who encourage members to participate in group decisions.

→ Democratic leaders



The ability to influence our environment.

→ Leadership Control



Groups that evolve out of a hierarchy whereby individuals are assigned membership to the group.

→ Assigned groups



Groups resulting from environmental conditions leading to the formation of a cohesive group.

→ Emergent groups



Behaviors that focus on the interpersonal relationships among group members.

→ Maintenance functions

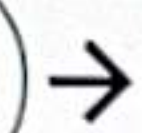


The standards by which a group must judge potential solutions.

→ Criteria



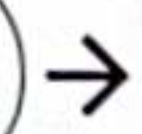
Leaders who maintain strict control over their group



Autocratic leaders



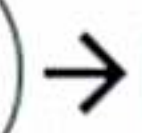
The part you play in various social contexts.



Role



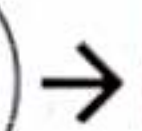
The emotional tone or atmosphere members create within the group.



Group climate



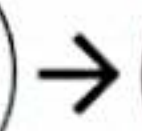
The socially negotiated system of rules that guide group behavior.



Norms Group culture



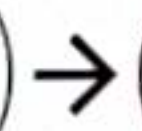
Informal rules for group interaction created and sustained through communication.



Group culture Norms



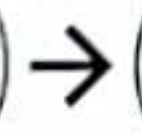
A process of using communication to influence the behaviors and attitudes of others for a goal.



Control Leadership



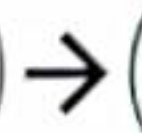
Someone who becomes an informal leader by exerting influence toward achieving a goal



Emergent leader



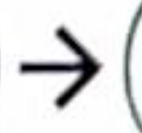
Also called behavioral role; a role that is developed spontaneously within a group



Informal role



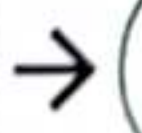
Interpersonal influence that forms the basis for group leadership.



Power



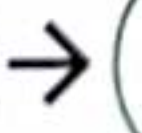
Also called positional role; an assigned role based on an individual's title in a group.



Formal role



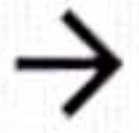
Interaction among three to nine people working together to achieve an interdependent goal.



Small-group communication



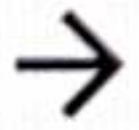
The collection and storage of documents and other multimedia from the web, covering a topic.



Content curation



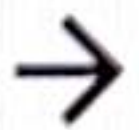
Leaders who take almost no initiative in structuring a group discussion



Laissez-faire leaders



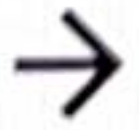
An unintended outcome of cohesion in where the group desires cohesion over critical analysis.



Groupthink



The presence of observable and implicit differences among group members.



Within-group diversity



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Question 69

What are absolute criteria in decision-making?

Currently Selected: A

A Standards that must be met without any exceptions.



B Criteria that can be flexible and changed later



C Suggestions that do not influence the final decision.



D Guidelines that are optional for the group.

**Rationale**

Answer: Standards that must be met without any exceptions. Rationale: Absolute criteria are essential requirements that a solution must fulfill; any option failing to meet them should be discarded.

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Question 70

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ANSWER RATIONALE

QUESTION
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A college student organization is planning to build a new student center. They have agreed that the center must be wheelchair-accessible and should not cost more than \$2 million. What type of criteria are these requirements?

Currently Selected: D

A Important criteria



B Optional criteria



C Flexible criteria



D Absolute criteria



Rationale

Answer: Absolute criteria Rationale: These requirements are absolute criteria because they must be met without exceptions.

Why is it important for group members to agree on criteria before making a decision?

Currently Selected: D

A It prevents any disagreements later in the process.



B It guarantees that all group members will be happy with the outcome.



C It helps ensure everyone has the same values and opinions.



D It allows for better ranking of solutions based on shared standards.



Rationale

Answer: It allows for better ranking of solutions based on shared standards. Rationale:

Agreeing on criteria enables the group to assess potential solutions consistently, leading to more informed decision-making.

Question 72

What is the main characteristic of an **emergent leader**?

Currently Selected: C

A They hold a formal title or role.



B They avoid decision-making responsibilities.



C They influence the group informally.



D They maintain strict authority over the group.



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Rationale

Answer: They influence the group informally.
Rationale: Emergent leaders do not have formal roles but gain influence by contributing to group goals and assisting with decision-making.

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