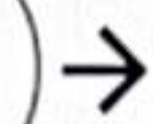


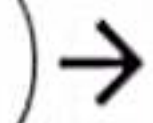
Patterns of relationships through which information flows in an organization.



Communication networks



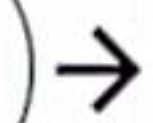
Messages flowing from superiors to subordinate



Downward communication



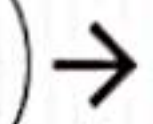
Messages between members of an organization who have equal power.



Horizontal communication



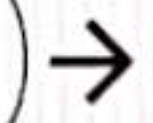
Jobs in which employees are expected to display certain feelings in order to satisfy expectations



Emotional labor



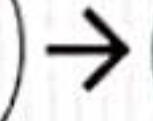
Organizations that manufacture products and/or offer services for consumers.



Economic orientation



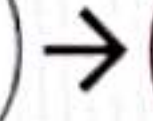
intentionally and unintentionally learn about occupational choices and sets career expectations.



Anticipatory socialisation



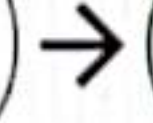
Organizations that help mediate and resolve discord among members of society.



Pattern-maintenance orientation Integration orientation



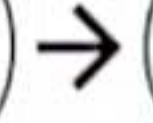
An individual who shares information between groups to collaborate.



Boundary spanner



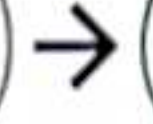
A web of contacts and relationships that can help you gain job leads.



Personal network



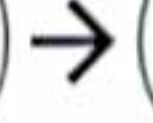
The process of moving beyond the entry phase, gaining skills and confidence in a role.



Metamorphosis



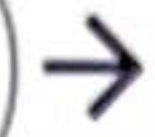
Communication behaviors intended to create perceptions of psychological closeness with others



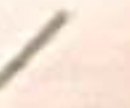
Immediacy



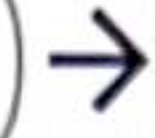
A web of contacts and relationships that can help you gain job leads.



Personal network



The process of moving beyond the entry phase, gaining skills and confidence in a role.



Metamorphosis



Communication behaviors intended to create perceptions of psychological closeness with others



Immediacy



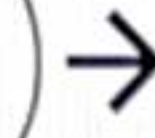
The moment of interaction between the customer and the firm.



Customer service encounter



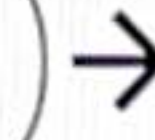
Messages that follow prescribed channels of communication throughout the organization.



Formal communication



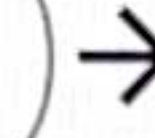
Interactions that do not follow the formal upward and downward structures of the organization.



Informal communication



Organizations that promote cultural and educational regularity and development within society.



Integration orientation

Pattern-maintenance orientation



Question 101

Which type of aggressive workplace communication involves attempts to isolate a person from a larger group?

Currently Selected: C

A incivility



B bullying



C social undermining



D abusive supervision



TOOLS

ANSWER RATIONALE

QUESTION ATTACHMENT

Rationale

Correct Answer: social undermining. Rationale: Social undermining is a type of aggressive workplace communication that involves attempts to isolate a person from a larger group. It includes behaviors that damage a person's social relationships, such as spreading rumors or excluding them from team activities. Abusive supervision refers to hostile behavior from a supervisor, bullying involves repeated aggressive actions towards an individual, and incivility includes rude or disrespectful behavior. However, social undermining specifically targets the social connections of a person within a group.

Close Toolkit

TOOLS

ANSWER RATIONALE

QUESTION
ATTACHMENT

Question 102

A school is what type of organization?

Currently Selected: B

A economic production



B pattern-maintenance



C integration



D political



Rationale

Correct Answer: pattern-maintenance.
Rationale: A school and a university are a pattern-maintenance organization as it plays a crucial role in socializing students and maintaining societal norms, values, and traditions. Schools help establish behavioral patterns and cultural continuity through education. While schools can also have elements of economic production, integration, and political functions, their main focus is on the socialization and development of individuals within the context of the community.

Close Toolkit

TOOLS

ANSWER RATIONALE

QUESTION ATTACHMENT

Question 103

A conflict management style that involves negotiation is also known as

Currently Selected: C

A competition



B accomodation



C compromise



D avoidance



Rationale

Correct Answer: compromise. Compromise is a conflict management style that involves negotiation where both parties make concessions to reach a mutually acceptable solution. It balances the interests of both sides, allowing for a win-win outcome, unlike competition, which focuses on one party's win, accommodation, which prioritizes one side's needs over the other, and avoidance, which disregards the conflict altogether.

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Question 104

A cover letter is designed to achieve

Currently Selected: D

A encouragement, information, assessment, and dedication.

B interest, knowledge, availability, and motivation.

C drive, knowledge, requirements, and personality.

D attention, interest, desire, and action

Rationale

Correct Answer: attention, interest, desire, and action. Rationale: A cover letter is designed to capture the reader's attention, generate interest in the applicant, create a desire for an interview, and prompt action from the employer, such as scheduling an interview. This framework is often referred to as the AIDA model (Attention, Interest, Desire, Action), which is effective in persuasive writing, particularly in job applications. The other options do not accurately represent the primary goals of a cover letter.

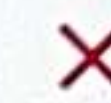
Close Toolkit

Question 105

Which of the following statements about emotional labor is **NOT** true?

Currently Selected: C

A Emotional labor can benefit the client.



B Emotional labor can benefit the organization.



C Emotional labor can decrease turnover.



D Emotional labor can decrease job satisfaction.



Rationale

Correct Answer: Emotional labor can decrease turnover. Rationale: Emotional labor typically involves the effort required to manage and display emotions as part of job performance, which can lead to burnout and job dissatisfaction. While it might seem that effectively managing emotions could help retain employees, the emotional toll of continuous emotional labor often contributes to increased turnover rather than decreasing it. The other statements accurately reflect the potential benefits of emotional labor for both the organization and the client.

Close Toolkit

Question 106

Informal communication consists of all of the following EXCEPT

Currently Selected: D

A grapevine communication.

B informal networks.

C less formal interactions.

D downward communication.

Rationale

Answer: Correct Answer: Downward communication Rationale: Downward communication refers to the formal flow of information from higher levels of an organization to lower levels, such as directives or memos from management to employees. In contrast, informal communication encompasses grapevine communication, informal networks, and less formal interactions, which do not follow the official hierarchy of an organization.

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Previous

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Question 107

During which stage of organizational assimilation should one use a job description to prepare for an interview?

Currently Selected: D

A organizational encounter



B metamorphosis



C onboarding



D anticipatory socialization



Rationale

Correct Answer: anticipatory socialization.
Rationale: During the anticipatory socialization stage, individuals gather information about a job and organization before starting. Using a job description to prepare for an interview is part of this stage, as it helps candidates understand the role's responsibilities and requirements. The organizational encounter stage occurs after being hired, onboarding refers to the process of integrating new employees into the organization, and metamorphosis is when an employee fully adapts to the organization's culture and practices.

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TOOLS

ANSWER RATIONALE

QUESTION
ATTACHMENT

Question 108

The military is what type of organization?

Currently Selected: B

A integration



B pattern-maintenance



C political



D economic production



Rationale

Correct Answer: Political. Rationale: The military is primarily classified as a political organization because it operates under the power and authority of the state and is responsible for maintaining national security, enforcing laws, and protecting the interests of a nation. While it may engage in economic production and play roles in pattern maintenance and integration within society, its core functions align with political objectives and governance.

Close Toolkit

Question 109

When you organize your experiences by type, which format of résumé are you using?

Currently Selected: C

A problem-based



B spatial



C functional



D chronological



Rationale

Correct Answer: Functional. Rationale: A functional résumé organizes experiences by type or category rather than by the chronological order in which they occurred. This format emphasizes skills and qualifications, making it ideal for individuals who want to highlight specific abilities or who have gaps in their employment history. The other formats, such as chronological, focus on the timeline of experiences, while spatial and problem-based formats are less commonly used in traditional résumé writing.

Close Toolkit

Question 110

Which workplace communication competence category includes behaviors surrounding giving and receiving feedback?

Currently Selected: A

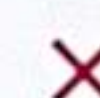
A information sharing



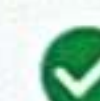
B organizing



C avoiding negative emotion



D relationship maintenance



Rationale

Correct Answer: relationship maintenance.
Rationale: The category that includes behaviors surrounding giving and receiving feedback is relationship maintenance. This aspect of workplace communication competence involves managing interpersonal relationships and ensuring effective interactions, which includes providing constructive feedback and responding to it appropriately. Organizing refers to structuring information, avoiding negative emotion focuses on managing emotional responses, and information sharing involves distributing knowledge, but none specifically address the dynamics of feedback in relationships.

Close Toolkit

Question 111

Sam is a helper at a local charity. He talks with people in the charity and city government. Sam shares ideas and needs from the community. He helps everyone work together to make better programs for people in need. His role can also be described as a **1** boundary spanner .

Answers 1 - 1

1.

boundary spanner



Question 112

A document that defines a job in terms of its content and scope is known as a **1** job description .

Answers 1 - 1

1. job description



Question 113

An articulation of your career goals written on your resume is known as an **1** ~~objective statment~~ **objective statement** .

Answers 1 - 1

1. ~~objective statment~~ **objective statement**



Question 114

Your personal attributes and values that can be consistently communicated to others are known as your **1** - ~~personal identity~~ personal brand .

Answers 1 - 1

1.

~~personal identity~~ personal brand



Question 115

People in your **1** personal network include your family, friends, people you have met at social functions, and people with whom you have worked and studied, can be invaluable in your job search.

Answers 1 - 1

1.

personal network



Question 116

A statement on your résumé that highlights your skills, experiences, and accomplishments is known as a **1** summary statement.

Answers 1 - 1

1.

summary



Question 117

After reading the scenario, answer the question that follows. Jack works for a large bank in Tennessee. He is a teller and spends most of his day working with other tellers. Most of his work with other tellers includes problem solving to help customers. He also has casual conversations with other people who work at the bank about their families and their lives. When Jack works with other tellers to solve problems for customers, he is participating in **1** horizontal communication.

Answers 1 - 1

1.

TOOLS ANSWER RATIONALE QUESTION ATTACHMENT

Rationale

Correct Answer: horizontal. Rationale: When Jack works with other tellers to help customers, he is using horizontal communication. This means he is talking to people who are at the same level as him in the bank. Horizontal communication helps workers share ideas and solve problems together. Upward communication goes from workers to their bosses, and downward communication goes from bosses to workers. Informal communication is casual talk but does not focus on working together to solve problems.

Close Toolkit

Question 118

A group of local artists works together to make art for parks. They create murals and sculptures to make the area look nice. This teamwork helps them meet local businesses and plan fun events for the community as they grow. This type of community is known as an **1** ~~informal communication~~ organisational community.

Answers 1 - 1

1. ~~informal communication~~ organisational community



Question 119

Emily is a graphic designer who wants to build her **1** ~~social network~~ **personal brand** . She loves creating colorful and modern designs. To show her style, she shares her work on social media every week. Emily also writes blog posts about design tips and trends. She attends local art events to meet other designers and potential clients. Over time, people start to see her as a creative expert in graphic design, which helps her get more job offers and freelance projects.

Answers 1 - 1

1. ~~social network~~ **personal brand**



TOOLS

ANSWER RATIONALE

QUESTION
ATTACHMENT

Question 120

After reading the scenario, answer the question that follows. Juan is preparing to graduate from college and has started looking for a job. He goes to his college career centre, and they recommend that Juan prepare a list that articulates his strengths. His career counsellor also suggests that Juan needs to develop a personal network, which can help him as he searches for a job. Juan also gets advice on preparing cover letters and a résumé from the career centre. His career counsellor recommends that Juan prepares a **1** ~~skills-resume~~ **self-inventory.** that articulates his strengths.

Answers 1 - 1

1. ~~skills-resume~~ self-inventory.

Rationale

Correct Answer: self-inventory. Rationale: Juan's career counsellor recommends that he prepares a self-inventory. A self-inventory is a list that helps individuals identify and articulate their strengths, skills, and experiences. This is useful for job searching and preparing application materials. The other options do not specifically refer to the process of assessing personal strengths for career purposes. A self-study generally refers to an examination of one's learning or knowledge, while personal study and personal inventory are less commonly used terms in this context.

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TOOLS

ANSWER RATIONALE

QUESTION ATTACHMENT

Question 121

Among the five approaches to managing conflict, there is an approach called the "surrender" approach, whereby you give up the conflict.

Currently Selected: B

A True



B False



Rationale

Answer: False Rationale: The "surrender" approach is not typically identified as one of the primary approaches to conflict management. Common approaches include collaboration, compromise, avoidance, accommodation, and competition

Close Toolkit

Question 122

Supportive communicators listen with empathy that means they are usually are poor at acknowledging the feelings of others and tend to judge others.

Currently Selected: B

A True



B False



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ANSWER RATIONALE

QUESTION ATTACHMENT

Rationale

Answer: False Rationale: Supportive communicators excel at acknowledging and validating the feelings of others, which is a critical aspect of empathetic communication.

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