

# Unit 15: Group Communication, Teamwork, and Leadership

Author: P. Wynn Norman

Professor @Saylor Foundation

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## 1. Unit 15: Group Communication, Teamwork, and Leadership

## 4. Chapter: Unit 15: Group Communication, Teamwork, and Leadership

### 1. Unit 15: Group Communication, Teamwork, and Leadership Questions

#### 4.1.1. A diverse team can produce better outcomes because of the differing...

Author: P. Wynn Norman

A diverse team can produce better outcomes because of the differing viewpoints and approaches members bring to problem solving. Which trait characterizes the dynamic leaders of such teams?

Please choose only one answer:

- Presence of mind
- Innate intelligence
- Engaging personalities
- Broad skill sets
- All of the above

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#### 4.1.2. A leader who gives creative talent a lot of freedom for experimenta...

Author: P. Wynn Norman

A leader who gives creative talent a lot of freedom for experimentation, exploration, or expression is referred to as what type of leader?

Please choose only one answer:

- Autocratic
- Laissez-faire
- Leader as conductor
- Leader as coach
- Leader as technician

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### 4.1.3. A procedure which ranks each solution according to its probable imp...

Author: P. Wynn Norman

A procedure which ranks each solution according to its probable impact is referred to as what?

Please choose only one answer:

- A SWOT analysis
- An impact analysis
- A traditional analysis
- A ROI analysis
- A cost-benefit analysis

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#### 4.1.4. According to the textbook, which of the following information manag...

Author: P. Wynn Norman

According to the textbook, which of the following information management plans have become more commonplace due to the increasing popularity of studying organizational communication?

Please choose only one answer:

- Marketing communication
- Crisis communication
- Interpersonal communication
- Cross-platform communication
- Social networking

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#### 4.1.5. Avril, a retired high school teacher, volunteers as the supervising...

Author: P. Wynn Norman

Avril, a retired high school teacher, volunteers as the supervising counselor at a rape crisis center and is very effective in her role. Rape crisis centers provide one-on-one counseling and support for rape victims and require individual counselors who can operate within a variety of unpredictable and emotionally stressful circumstances. Given these challenges and her success in providing leadership for the counselors, what type of leader is Avril most likely to be?

Please choose only one answer:

- Autocratic
- Laissez-faire
- Leader-as-technician
- Leader-as-conductor
- Leader-as coach

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#### 4.1.6. Dagmar sees a great deal of waste at her workplace, because employe...

Author: P. Wynn Norman

Dagmar sees a great deal of waste at her workplace, because employees are not shown how to use time and resources wisely and because operational standards vary widely between departments. What common outcomes can Dagmar benefit from if she studies organizational communication to resolve these issues?

Please choose only one answer:

- Greater efficiency
- Improved effectiveness
- Increased productivity
- Both A and B
- Both A and C

Check the answer of this question online at QuizOver.com:

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#### 4.1.7. Everyone is anxious and saddened by the announcement of future layo...

Author: P. Wynn Norman

Everyone is anxious and saddened by the announcement of future layoffs. Productivity plummets, conflicts between employees increase, and even suppliers grow suspicious and demand payment up front. Which results of the layoff announcement will be examined in the study of organizational communication?

Please choose only one answer:

- The employees' feelings
- The decreased productivity
- The employee conflicts
- The suppliers' attitudes
- All of the above

Check the answer of this question online at QuizOver.com:

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#### 4.1.8. If you want your group to encourage equal participation among its m...

Author: P. Wynn Norman

If you want your group to encourage equal participation among its members, which number of participants does the textbook recommend you not exceed?

Please choose only one answer:

- 4
- 5
- 6
- 7
- 8

Check the answer of this question online at [QuizOver.com](http://www.quizover.com):

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#### 4.1.9. Marnie's ad hoc group has been tasked with analyzing a surprising r...

Author: P. Wynn Norman

Marnie's ad hoc group has been tasked with analyzing a surprising rise in absenteeism at their company. Some conflicts have arisen as group members sought to create a baseline for normal absenteeism vs. the abnormal, but those conflicts also served the positive function of enabling the group to get to know each other. According to Tuckman's Linear Model of Group Development, what stage will Marnie's group probably enter next?

Please choose only one answer:

- Forming: they will determine their purpose.
- Norming: they will establish rules, roles and ranks.
- Storming: they will engage in more direct communication.
- Performing: they will fulfill their purpose.
- Adjourning: they will leave the group.

Check the answer of this question online at QuizOver.com:

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#### 4.1.10. Marnie's ad hoc group, tasked with analyzing the surprising rise in...

Author: P. Wynn Norman

Marnie's ad hoc group, tasked with analyzing the surprising rise in absenteeism at their company, encounters a number of conflicts among group members as they try to interpret the data they have received. Joe feels that they should focus on categories of workers, like experienced or inexperienced, but Keiko argues that correlating age or life-stage with the absentee rate will be more useful. Where in Dewey's seven-step sequence is Marnie's group at this point?

Please choose only one answer:

- They are defining the problem.
- They are analyzing the problem.
- They are establishing criteria.
- They are considering solutions.
- They are choosing a solution.

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#### 4.1.11. Marnie's ad hoc group, tasked with analyzing the surprising rise in...

Author: P. Wynn Norman

Marnie's ad hoc group, tasked with analyzing the surprising rise in absenteeism at their company, has concluded the absenteeism rate rose every time severe weather was predicted in their tornado-prone county. To solve the problem, Keiko proposes educating workers about the building codes and safety features of commercial and public buildings like their offices and the county's schools. Joe, however, feels that establishing a policy of shift cancellations when a tornado watch is announced. Marnie decides that the company pursue Keiko's solution. Which of the following statements did NOT contribute to the cost-benefit analysis that Marnie used to make her decision?

Please choose only one answer:

- Using education to reassure workers that they and their families are safer at school and work will be less expensive than absent workers.
- Cancelling entire shifts will be too expensive.
- Keiko's ability to analyze data has always been stronger than Joe's.
- Cancelling when a tornado watch is announced will result in many unnecessary cancellations since watches only indicate the possibility of, not the reality of, tornados developing.
- All of the above

Check the answer of this question online at QuizOver.com:

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#### 4.1.12. On many levels, companies share traits with people. They can commun...

Author: P. Wynn Norman

On many levels, companies share traits with people. They can communicate with each other, work together, "marry" their operations in a merge, and even take up residence in a community, like Silicon Valley. So, given this comparison, when the Ford Motor Company's manufacturing plants use other companies to provide some of the parts for their cars, what would you call that group of parts-supplying companies?

Please choose only one answer:

- A primary group
- A secondary group
- A tertiary group
- A sub-group
- An ancillary group

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#### 4.1.13. Remember that great problem solving requires clear and specific def...

Author: P. Wynn Norman

Remember that great problem solving requires clear and specific definitions early in the process. Making sure the problem is framed using the correct language is critical to the process of problem solving. Which of the following examples reflects the best way to define a problem?

Please choose only one answer:

- Our profits are weak, because higher absenteeism is lowering productivity.
- Productivity is down, absenteeism is up, and profits are weak.
- Due to absenteeism and decreased productivity, our profits have been weak.
- All of the above
- None of the above

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#### 4.1.14. Soon after Barack Obama was elected President of the United States,...

Author: P. Wynn Norman

Soon after Barack Obama was elected President of the United States, two leading voices among those who opposed his election made significant statements which would characterize and unify his opponents' reactions to his leadership: "Our top political priority over the next few years should be to deny President Obama a second term" and "I hope he fails." Which of the following statements from the textbook describes the results of what these statements presaged?

Please choose only one answer:

- "An appointed leader who lacks the endorsement of the group may experience challenges to his or her authority."
- "If a democratic leader fails to bring the group together, or does not represent the whole group, subgroups may form, each with an informal leader serving as a spokesperson."
- "If individual group members or constituent groups feel neglected or ignored, they may assert that the democratic leader does not represent their interests."
- "The appointed leader may know little about the topic or content, and group members will naturally look to the senior member with the most experience for leadership."
- "[An autocratic leader] resembles a military sergeant more than a politician."

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#### 4.1.15. The President of the United States is an elected leader who must pe...

Author: P. Wynn Norman

The President of the United States is an elected leader who must perform many tasks in many vital areas, including serving as the country's Commander-in-Chief and signing or vetoing laws sent to him by the legislature. The complexity of the president's responsibilities requires him to use the assistance of a "cabinet" of individuals who lead specialized departments and advise the President. Meanwhile, U.S. Congress and its Supreme Court provide checks and balances to each other and the presidency to prevent any branch or individual from usurping power. Given these traits of the U.S. government, which is the MOST LIKELY type of leader a U.S. President must be?

Please choose only one answer:

- Autocratic
- Laissez-faire
- Leader-as-technician
- Leader-as-conductor
- Leader-as coach

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#### 4.1.16. Two individuals in a newly formed group have conflicting views about...

Author: P. Wynn Norman

Two individuals in a newly formed group have conflicting views about which one should lead the group. The conflict is resolved when the members take a vote. These two actions (the conflict and the vote) represent which of Tuckman's stages in group development?

Please choose only one answer:

- Forming and norming
- Forming and storming
- Storming and norming
- Norming and performing
- Performing and adjourning

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#### 4.1.17. Using the table shown below, match the type of group member with th...

Author: P. Wynn Norman

Using the table shown below, match the type of group member with the traits of that member by selecting the correct pairing of numbers and letters:

|                     |  |
|---------------------|--|
| 1. Potential Member | A. Knows the "rules" and is looked to for leadership   |
| 2. New Member       | B. No longer involved                                  |
| 3. Full Member      | C. Focuses on differences                              |
| 4. Divergent Member | D. Joined the group but still an outsider, and unknown |
| 5. Marginal member  | E. No longer considered a member                       |
| 6. Ex-Member        | F. Curiosity and interest                              |

Please choose only one answer:

- 1-F, 2-D, 3-A, 4-C, 5-B, 6-E
- 1-D, 2-F, 3-C, 4-A, 5-E, 6-B
- 1-E, 2-F, 3-B, 4-A, 5-C, 6-D
- 1-E, 2-F, 3-B, 4-C, 5-A, 6-D
- 1-A, 2-B, C-3, 4-D, 5-E, 6-F

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#### 4.1.18. What do the following actions, perceptions, and intangibles have in...

Author: P. Wynn Norman

What do the following actions, perceptions, and intangibles have in common: rites of initiation, a sense of mission, traditions, symbols, values, and history?

Please choose only one answer:

- They can be used to define working groups.
- They can be used to define a business climate.
- They can be used to characterize a business culture.
- They can be used to characterize a market segment.
- All of the above

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#### 4.1.19. What is the Theory of Marginal Survival?

Author: P. Wynn Norman

What is the Theory of Marginal Survival?

Please choose only one answer:

- Many businesses hire people from other cultures to help them train staff on how to best communicate with those of other cultures.
- A tradition disappears from its original geographic home but flourishes elsewhere.
- Many businesses require employees to learn customs of other cultures.
- A tradition flourishes in its original geographic home but disappears elsewhere.
- People survive in the margins of society.

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4.1.20. When you are setting up a team, which of the following is NOT a sui...

Author: P. Wynn Norman

When you are setting up a team, which of the following is NOT a suitable objective?

Please choose only one answer:

- Promote cooperation
- Clarify goals
- Establish norms and values
- Instill prompt action
- Select a responsible leader

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#### 4.1.21. Whether the discussion is about the workplace or the society, it is...

Author: P. Wynn Norman

Whether the discussion is about the workplace or the society, it is a fact that members of groups always have something in common. Given this fact, which of the following statements is false?

Please choose only one answer:

- If they did not have something in common, they would not be members.
- Having something in common is one way a group is defined.
- Groups cannot exist if their members do not share something.
- If they did not have something in common, they would be members of a team, not a group.
- All of the above

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#### 4.1.22. Which of the following elements, studied under the auspices of orga...

Author: P. Wynn Norman

Which of the following elements, studied under the auspices of organizational communication, are also relevant in group and interpersonal communication?

Please choose only one answer:

- Context
- Environment
- Productivity
- Climate
- Interaction

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#### 4.1.23. Which of the following is a team?

Author: P. Wynn Norman

Which of the following is a team?

Please choose only one answer:

- A pet lover's society
- A construction crew
- An account executive and his or her assistant
- B and C only
- None of the above

Check the answer of this question online at [QuizOver.com](http://www.quizover.com):

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#### 4.1.24. With wisdom, courage, and compassion, Duncan grew the non-profit or...

Author: P. Wynn Norman

With wisdom, courage, and compassion, Duncan grew the non-profit organization (NPO) he founded from two employees and no volunteers to two hundred employees and thousands of volunteers. Everyone worships Duncan for the leader he has been. However, Duncan is aging and has a choice to make. Should he hand over the reins to his son, Ewan, who has been around the organization his whole life but is currently attending graduate school. Or, should he allow his board of directors (BOD) to search outside the NPO for its next executive director or perhaps poll all of the nonprofit's stakeholders to find out who they would select from within the organization? Identify the type of leaders this scenario has introduced.

Please choose only one answer:

- Duncan: democratic, Ewan: emergent, BOD-chosen: appointed, poll-chosen: democratic
- Duncan: emergent, Ewan: appointed, BOD-chosen: appointed, poll-chosen: democratic
- Duncan: appointed, Ewan: appointed, BOD-chosen: appointed, poll-chosen: democratic
- Duncan: democratic, Ewan: emergent, BOD-chosen: appointed, poll-chosen: emergent
- Duncan: emergent, Ewan: emergent, BOD-chosen: appointed, poll-chosen: democratic

Check the answer of this question online at QuizOver.com:

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