**CHAPTER ONE**

**True or False Questions**

1. Communication is usually a linear process.

Answer: False

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1. If a group member sits in stone silence, he/she is exerting no influence on the group’s climate.

Answer: False

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1. A team is a coordinated group of individuals organized to work together to achieve a specific, common goal.

Answer: True

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1. An effective team member fears conflict and avoids accountability.

Answer: False

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1. Often, it is better to work in a group than to work alone because we learn more about ourselves from the experience.

Answer: True

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1. When you work in a group, you are more likely to be satisfied with a decision you help to make.

Answer: True

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1. Generally, study groups do not accomplish as much toward the learning task as those who study alone.

Answer: False

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1. A therapy group is a group of five to fifteen employees who meet regularly to examine work processes with the goal of improving productivity.

Answer: False

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1. Virtual small group communication is communication among group members who are not together in the same physical location.

Answer: True

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1. To enhance communication competence, one must be motivated, have appropriate knowledge, and have the skill to act appropriately.

Answer: True

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**Multiple-Choice Questions**

1. Generally, group work can be more productive than individual efforts because groups

A. have less information and knowledge available than an individual.

B. stimulate creativity.

C. have the potential for agreement with an idea just to avoid conflict.

D. take more time.

Answer: B

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1. Which of the following best meets the criteria for being labeled a “small group”?

A. Four college professors from the Communication Department listening to an address by the college president

B. Four people waiting for a bus

C. Four persons waiting in a line in a fast-food restaurant

D. Four office managers from various branches of a large corporation holding a conference telephone call to decide a question about a company policy

Answer: D

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1. A group whose sole purpose is to associate with one another for the joy of fellowship may be described as a

A. study group.

B. primary group.

C. therapy group.

D. committee.

Answer: B

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1. “I think group work is just terrific,” gushed Lucy after a particularly harmonious and productive group meeting. “Yes,” replied Marla, “but you also have to realize that group work has its disadvantages, including

A. less information and knowledge available than an individual would have.”

B. less chance of comprehending and remembering information.”

C. the potential for agreement with an idea just to avoid conflict.”

D. less chance of understanding your interpersonal behavior and communication style.”

Answer: C

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1. Which of the following is NOT one of the common characteristics of the definition of small group communication?

A. Members exert influence upon one another.

B. Members feel a sense of control.

C. Members meet with a common purpose.

D. Members feel a sense of belonging.

Answer: B

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1. To be a truly competent communicator, the following element(s) is/are involved

A. you must be motivated.

B. you must have appropriate knowledge.

C. you must have the skill to act appropriately.

D. all of the above.

Answer: D

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1. A medium or method of communication is said to be “media rich” if it has all of the following characteristics EXCEPT

A. a focus on a mass of people.

B. potential for feedback.

C. the variety of language that communicators use

D. several verbal and nonverbal cues that can be processed by senders and receivers.

Answer: A

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1. Characteristics that enhance team success include all of the following EXCEPT

A. experienced team members.

B. problem-solving abilities.

C. supportiveness.

D. strategic pondering.

Answer: D

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9. Collaboration is not necessary when

A. conflict becomes unmanageable.

B. information is readily available.

C. team has limited time.

D. not necessary for all of the above reasons.

Answer: D

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**Essay Questions**

1. Discuss the differences between a small group and a team.
2. What are the characteristics of an effective team?
3. By understanding both the advantages and disadvantages of working in groups, one is more likely to develop realistic expectations of group work. List and provide examples that describe five advantages and four disadvantages of working with groups.
4. Define and discuss virtual small group communication. Give three examples and state whether these would be considered media rich or media lean and why.