

TEST: Unit 4: Effective Communication Test

Question 1 of 10

Question

Which goal is one of the three main functions of communication in an organization?

- Transmission of information
- Coordination of competitive positions
- Enhancement of structural framework
- Establishment of a foundation for structural analysis

Correct! Transmission of information targets the communication within the organization itself. It is one of the three main functions.

Question 2 of 10

Question

Which fact should an individual consider when choosing a channel of communication?

- Choosing a channel may affect the communication budget
- Choosing a correct channel will ensure the delivery of an effective message
- Identifying the level of interaction and details for each channel provides important information
- Identifying the correct channel is the most important aspect of the communication process

Incorrect: Choice of a correct channel does not guarantee that the message will be received the way that it was intended.

Question 3 of 10

Question

Which benefit can occur by using good communication skills?

- Improvement in shareholder earnings
- Enhancement in accounting accuracy
- Increase in the chances of employment
- Boost in the organization's competitive position

Correct! Effective communication is essential in establishing and maintaining a well-balanced workplace and increasing the chances of gainful employment.

Question 4 of 10

Question

Two coworkers are discussing proposed options for a new department-wide computer system. Coworker A shares their opinions, addresses the pros and cons of the system, and explains why this would be the best option. After finishing, Coworker A asks Coworker B for feedback as well as input and thoughts on the options.

Which communication style is Coworker A exhibiting?

- Passive-aggressive
- Passive
- Assertive
- Aggressive

Correct! The assertive communication style is when someone clearly expresses their own thoughts and then seeks open and honest feedback.

Question 5 of 10

Question

After a message is developed, what should be considered in the delivery of the message?

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Andrew Peterson,Kelly Wood

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