

**Fundamentals of Business Communication © 2012**  
**Chapter 4: Communicating and Working in Teams—Interactive Quiz Questions**

- \_\_\_\_\_ 1. \_\_\_\_\_ communication skills are necessary at all levels within an organization.
- A. Direct
  - B. Open
  - C. Positive
  - D. Respectful
- \_\_\_\_\_ 2. A team without a strong \_\_\_\_\_ and strong \_\_\_\_\_ will not be successful.
- A. leader; members
  - B. manager; mission
  - C. plan; vision
  - D. voice; desire
- \_\_\_\_\_ 3. Successful \_\_\_\_\_ takes place when everyone on the team presents their ideas without criticism or rejection of any idea.
- A. brainstorming
  - B. planning
  - C. protocol
  - D. team development
- \_\_\_\_\_ 4. There are four basic steps to team development. In what order should the following steps be placed? 1. Being successful. 2. Working together. 3. Getting to know each other. 4. Learning to work together.
- A. 4, 3, 2, 1
  - B. 1, 2, 3, 4
  - C. 3, 4, 2, 1
  - D. 2, 1, 4, 3
- \_\_\_\_\_ 5. The \_\_\_\_\_ leadership style means that the leader gives responsibility for completing a task to the group with little or no supervision.
- A. autocratic
  - B. democratic
  - C. dictator
  - D. laissez-faire
- \_\_\_\_\_ 6. The \_\_\_\_\_ leadership style means that the leader encourages team members to participate in the decision-making process.
- A. autocratic
  - B. democratic
  - C. dictator
  - D. laissez-faire

- \_\_\_\_\_ 7. The \_\_\_\_ leadership style means that the leader is dominant, and is also known as the top-down style of management.
- A. autocratic
  - B. democratic
  - C. dictator
  - D. laissez-faire
- \_\_\_\_\_ 8. One of the roles of the \_\_\_\_ is to ensure that meetings start and stop as planned.
- A. encourager
  - B. facilitator
  - C. recorder
  - D. timekeeper
- \_\_\_\_\_ 9. The \_\_\_\_ is also considered the leader of the group.
- A. encourager
  - B. facilitator
  - C. recorder
  - D. timekeeper
- \_\_\_\_\_ 10. One of the traits of the \_\_\_\_ is being an optimist.
- A. encourager
  - B. facilitator
  - C. recorder
  - D. timekeeper