**Organizational Behavior**

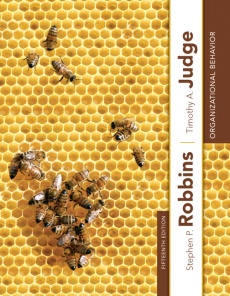
**Homework 3**

**Chapter 9 Foundations of Group Behavior**

**Chapter 10: Understanding Work Teams**

**Chapter 11: Communication**

**Chapter 14: Conflict and Negotiation**

 Following are 30 multiple choice/open questions, each worth 3.3 points. Indicate/provide the answer you think most correct.

**Chapter 9 Foundations of Group Behavior**

1) \_\_\_\_\_\_\_\_ is when we connect with others because of our roles.

A) Collective identification

B) Schadenfreude

C) Relational identification

D) Informal group identification

E) Formal group dynamics

2) \_\_\_\_\_\_\_\_ is when we connect with the aggregate characteristics of our groups.

A) Relational identification

B) Collective identification

C) Schadenfreude

D) Informal group identification

E) Formal group dynamics

3) Which of the following represents the first action in the group development process of a temporary group?

A) group direction is set

B) transition after half of time taken up

C) inertia and slow progress

D) second phase of inertia

E) accelerated activity

4) Which of the following represents the second action in the group development process of a temporary group?

A) group direction set

B) transition after half of time taken up

C) inertia and slow progress

D) second phase of inertia

E) accelerated activity

5) Which of the following represents the third action in the group development process of a temporary group?

A) transition after half of time taken up

B) inertia and slow progress

C) second phase of inertia

D) transition initiates major changes

E) accelerated activity

6) Which of the following represents the final action in the group development process of a temporary group?

A) transition after half of time taken up

B) accelerated activity

C) inertia and slow progress

D) second phase of inertia

E) transition initiates major changes

**Chapter 10: Understanding Work Teams**

1) Which of the following statements is true regarding a work team?

A) Today, work teams are rarely used in organizations.

B) Work teams are less flexible than traditional departments.

C) Work teams generate positive synergy through coordinated effort.

D) Work teams are less responsive to changing events than are traditional departments.

E) Work teams impede employee participation in decision making.

2) \_\_\_\_\_\_\_\_ results in a level of performance that is greater than the sum of the individual inputs.

A) Synergy

B) Positive affect

C) Emotional labor

D) Cognitive dissonance

E) Emotional dissonance

3) Which of the following is true of teams?

A) A team consists of two or more people who work independently, with distinct goals and strategies.

B) A team works over some time period to accomplish common goals related to some task-oriented purpose.

C) Groups are formed with a specific purpose in mind, while teams do not have a specific goal.

D) The members of a team operate relatively independently of each other, and other members are not essential to their accomplishment of goals.

E) Interactions among members within teams are more personal and informal than interactions between people in groups.

4) Teams differ from groups because \_\_\_\_\_\_\_\_.

A) teams have no limits on the number of members, while groups have a restricted membership

B) members of teams work independently of each other, while those in groups show greater dependence on each other

C) members of teams work toward individual goals that may or may not be related, while groups have a common goal

D) members of teams have a specific task-related purpose, while groups do not

E) teams have a no fixed duration, while groups have a fixed duration

5) Which of the following statements is true regarding a work group?

A) Individuals working in a work group work on different objectives and are not dependent on each other.

B) Work groups primarily engage in collective work that requires joint effort.

C) Work groups do not generate any positive synergy through coordinated effort.

D) Information sharing is not the primary function of a work group.

E) The performance level of the work group is greater than the summation of each group member's individual contribution.

6) Laski United is a rock group that has been around for 5 years and has just had their first #1 hit. This band would be best described as a \_\_\_\_\_\_\_\_.

A) work group

B) work team

C) problem-solving team

D) cross-functional team

E) self-managed team

7) After a successful 20 year career as a rock band, and 10 years apart, Laski United has reunited for a tour. Their lead singer, Chuck Corcoran, has returned to the band after a fairly successful solo album. In this scenario, Laski United could be most likely classified as a \_\_\_\_\_\_\_\_.

A) work group

B) work team

C) problem-solving team

D) cross-functional team

E) self-managed team

**Chapter 11: Communication**

1) With reference to the communication process, the \_\_\_\_\_\_\_\_ is the medium through which the message travels.

A) feedback

B) noise

C) encoder

D) channel

E) decoder

2) With reference to the communication process, the \_\_\_\_\_\_\_\_ is the one to whom the message is directed, who must first translate the symbols into understandable form.

A) editor

B) receiver

C) encoder

D) sender

E) channel

3) In a communication process, \_\_\_\_\_\_\_\_ is the check on how successful we have been in transferring our messages as originally intended.

A) editing

B) decoding

C) feedback

D) encoding

E) noise

4) Which of the following statements is definitely true regarding an informal communication channel?

A) It traditionally follows the authority chain within the organization.

B) It generally transmits messages related to the professional activities of members.

C) It is established by the organization.

D) It is generally used for communicating personal or social messages.

E) Information regarding change in the policies of the organization is transmitted through it.

5) Helena and Laura were talking on the phone. Laura's two-year-old son fell and started crying loudly. Laura could no longer hear what Helena said. This is an example of \_\_\_\_\_\_\_\_.

A) feedback

B) decoding

C) noise

D) encoding

E) filtering

6) The receiver of a communication must first \_\_\_\_\_\_\_\_ the message.

A) encode

B) reproduce

C) transfer

D) translate

E) discard

7) A receiver who translates a sender's message is engaging in the process of \_\_\_\_\_\_\_\_.

A) encoding

B) decoding

C) transmission

D) feedback

E) recoding

8) Which is not one of the five major functions which communication covers within a group or organization?

A) subordinates

B) feedback

C) emotional sharing

D) persuasion

E) information exchange

**Chapter 14: Conflict and Negotiation**

1) Which of the following is *false* about views of conflict?

A) There is no consensus over the role of conflict in groups and organizations.

B) The notion that conflict is good or bad is somewhat outdated.

C) Contemporary perspectives differentiate types of conflict based on their good or bad effects.

D) The idea that conflict is good or bad can be viewed as simplistic.

E) Contemporary perspectives differentiate types of conflict based on their effects.

2) When your work group disagrees, the disagreements usually concern how the group's work should be accomplished. The type of conflict experienced by your group is known as a \_\_\_\_\_\_\_\_ conflict.

A) task

B) relationship

C) process

D) traditional

E) reactive

3) Conflict that relates to the content and goals of work is called \_\_\_\_\_\_\_\_ conflict.

A) job

B) task

C) relationship

D) process

E) communication

4) Conflicts related to how the work gets done are called \_\_\_\_\_\_\_\_ conflicts.

A) communication

B) task

C) job

D) relationship

E) process

5) Mike and Keith are on the same team; they work well with other people in the same team but don't get along with each other. This type of conflict can best be described as \_\_\_\_\_\_\_\_.

A) intragroup

B) bilateral

C) intergroup

D) dyadic

E) dual

6) Conflict between two people is called \_\_\_\_\_\_\_\_ conflict.

A) intragroup

B) bilateral

C) intergroup

D) dyadic

E) dual

7) Studies demonstrate that in work settings, relationship conflicts are almost always dysfunctional. Why?

Answer:

8) Describe a functional conflict and dysfunctional conflict that could exist because of structure.

Answer:

9) Identify the three basic types of conflict from the perspective of where the conflict occurs and discuss why it is important to understand the loci of conflict in order to address conflict in the workplace.

Answer: