

Unit 13: Intrapersonal and Interpersonal Business Communication

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Published 2014

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1. Unit 13: Intrapersonal and Interpersonal Business Communication

4. Chapter: Unit 13: Intrapersonal and Interpersonal Business Communication

1. Unit 13: Intrapersonal and Interpersonal Business Communication Questions

4.1.1. At the 2011 Indiana Black Expo's 41st Summer Celebration, Timothy M...

Author: P. Wynn Norman

At the 2011 Indiana Black Expo's 41st Summer Celebration, Timothy M. Harris, co-founder of Harris & Ford, LLC, received the Governor's Award for Achievement in Business and Entrepreneurship. If Mr. Harris's accomplishments in leading a successful minority-owned company encourage you to pursue your goals in spite of the social, ethnic, or personal handicaps you face, your decision to do so is an example of what activity related to your self-concept?

Please choose only one answer:

- Social comparison
- Internal monologue
- Self-reflection
- All of the above
- A and C only

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

Question: [At the 2011 Indiana Black Expo's 41st P. Wynn Norman @South Corporate](http://www.quizover.com/question/at-the-2011-indiana-black-expo-s-41st-p-wynn-norman-south-corporate?pdf=1509)

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4.1.2. Fill in the blanks in the following statement. Interaction that tak...

Author: [P. Wynn Norman](#)

Fill in the blanks in the following statement. Interaction that takes place in the mind without _____ relies on previous interaction with _____.

Please choose only one answer:

- Thought, other thoughts
- Emotion, thoughts and logic
- Externalization, external world
- Visualization, external world
- Distraction, cognition

Check the answer of this question online at [QuizOver.com](#):

Question: [Fill in the blanks in the following P. Wynn Norman @South University](#)

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4.1.3. Gisella nods compassionately during her employment interview to non...

Author: P. Wynn Norman

Gisella nods compassionately during her employment interview to nonverbally imply that she agrees with the litany of complaints her interviewer, Ms. Buonosera, has been inappropriately indulging in for the past five minutes. Which of the following conflict management concepts could have been critiqued by someone observing the interview?

Please choose only one answer:

- Face-saving
- Empathy
- Gunnysacking
- A and B
- B and C

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

Question: [Gisella nods compassionately during her P. Wynn Norman @South Corporate](#)

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4.1.4. Hermione is sitting in the waiting room with five other applicants ...

Author: P. Wynn Norman

Hermione is sitting in the waiting room with five other applicants for a secretarial position. Surreptitiously, she examines each individual's clothing, posture, and other traits that may mark them as competition. She decides that she needs to only worry about the distinguished-looking, older gentleman sitting back in his chair, reading a magazine that he has rested on his comfortably crossed legs. What aspect of her self-concept has Hermione been engaged in?

Please choose only one answer:

- Internal monologue
- Critical thinking
- Dynamic processing
- Self-affirmation
- Social comparisons

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

Question: [Hermione is sitting in the waiting room P. Wynn Norman @South Corporate](http://www.quizover.com/question/hermione-is-sitting-in-the-waiting-room-p-wynn-norman-south-corporate?pdf=1509)

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4.1.5. Hermione is sitting in the waiting room with five other applicants ...

Author: P. Wynn Norman

Hermione is sitting in the waiting room with five other applicants for a secretarial position. She is so involved in comparing herself to the self-assured gentleman sitting across from her that she failed to hear the human resources manager call her name and consequently missed her chance to interview for the position. Hermione's obsession with her competition illustrates what self-concept driven aspect of intrapersonal communication that can be a barrier to effective communication?

Please choose only one answer:

- Social comparisons
- Internal monologue
- Dimensions of Self
- All of the above
- None of the above

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

Question: [Hermione is sitting in the waiting room P. Wynn Norman @South Corporate](http://www.quizover.com/question/hermione-is-sitting-in-the-waiting-room-p-wynn-norman-south-co-1081193?pdf=1509)

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4.1.6. Hermione relies on spell checkers in word processing programs to he...

Author: P. Wynn Norman

Hermione relies on spell checkers in word processing programs to help her avoid the significant spelling problem she has. Of course, she never admits this when she is interviewed for the secretarial position she is seeking. In which quadrant in Luft and Ingram's Dimensions of Self would you place this information about Hermione?

Please choose only one answer:

- The first
- The second
- The third
- The fourth
- None of the above because lying is an outcome not a dimension

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

Question: [Hermione relies on spell checkers in word P. Wynn Norman @South Corporate](#)

Flashcards:

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Interactive Question:

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4.1.7. Horace is struggling to find the right words to tell Dan that he is...

Author: P. Wynn Norman

Horace is struggling to find the right words to tell Dan that he is being laid off. He knows Dan has a temper and feels younger workers are always slacking off on the loading dock. Horace does not want a confrontation with Dan, but he is not sure how to avoid it. Which of the following does NOT describe the intrapersonal communication Horace is experiencing?

Please choose only one answer:

- Planning
- Problem solving
- Internal conflict resolution
- Judgment
- Aversion

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

Question: [Horace is struggling to find the right P. Wynn Norman @South Corporate](#)

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4.1.8. In 2009, John Pickup received the Stelios Award for Disabled Entrep...

Author: [P. Wynn Norman](#)

In 2009, John Pickup received the Stelios Award for Disabled Entrepreneurs in the UK. When you meet him in person, you admit to him that he has been a motivating force in your life. Your admission is BEST described as what?

Please choose only one answer:

- Social penetration
- Outcome value
- Self-disclosure
- Interpersonal communication
- Intercultural communication

Check the answer of this question online at [QuizOver.com](#):

Question: [In 2009 John Pickup received the Stelios P. Wynn Norman @South Corporate](#)

Flashcards:

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Interactive Question:

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4.1.9. On September 29, 2010, Monika Montilla, President and CEO of Altura...

Author: P. Wynn Norman

On September 29, 2010, Monika Montilla, President and CEO of Altura Capital, received the Hispanic Heritage Foundation's Hispanic Heritage Award for Business. Altura Capital manages billions of dollars in assets for a global roster of investors. When Ms. Montilla makes plans to go to an Italian restaurant instead of ordering pizza, that decision was a result of which type of communication?

Please choose only one answer:

- Intrapersonal
- Interpersonal
- Intracultural
- Intercultural
- All of the above

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

Question: [On September 29 2010 Monika Montilla P. Wynn Norman @South University](#)

Flashcards:

<http://www.quizover.com/flashcards/on-september-29-2010-monika-montilla-p-wynn-norman-south-university?pdf=1509>

Interactive Question:

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4.1.10. One of the recipients of the 2011 Georgia Minority Business Awards ...

Author: P. Wynn Norman

One of the recipients of the 2011 Georgia Minority Business Awards was Samuel Jackson, founder and CEO of the Economic Empowerment Initiative, Inc. If Mr. Jackson becomes your role model as you strive for great accomplishments as a business person, which level of Maslow's hierarchy of needs does Mr. Jackson represent for you?

Please choose only one answer:

- Level 3
- Level 4
- Level 5
- Level 6
- Level 7

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

Question: [One of the recipients of the 2011 Georgia P. Wynn Norman @South Corporate](#)

Flashcards:

<http://www.quizover.com/flashcards/one-of-the-recipients-of-the-2011-georgia-p-wynn-norman-south-corporat?pdf=1509>

Interactive Question:

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4.1.11. Until he has had a cup of coffee and time to read a few newspaper h...

Author: P. Wynn Norman

Until he has had a cup of coffee and time to read a few newspaper headlines, Quamar's boss is practically unapproachable in the morning. As a result, Quamar has learned to avoid scheduling any meetings before ten o'clock. Does uncertainty theory or predicted outcome theory explain Quamar's scheduling decision, and why?

Please choose only one answer:

- Uncertainty theory, because it explains why we seek knowledge about people with whom we interact
- Uncertainty theory, because it describes how the more we know about others, the better we can predict what they will do
- Predicted outcome theory, because not only do we want to reduce uncertainty, we also want to maximize outcomes
- Predicted outcome theory, because if we can predict how people will interact with us, we can avoid conflicts and maximize rewards
- Both theories, for all of the reasons stated above

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

Question: [Until he has had a cup of coffee and time P. Wynn Norman @South Corporate](#)

Flashcards:

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4.1.12. What three concepts associated with interpersonal communication doe...

Author: P. Wynn Norman

What three concepts associated with interpersonal communication does William Schutz present as an alternative to Maslow's hierarchy of needs?

Please choose only one answer:

- Underpersonals, overpersonals, and personal individuals
- Autocratic, abdicrats, and democrats
- Undersocials, oversocials, and social persons
- Affection, control, and belonging
- Security, success, and self-actualization

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

Question: [What three concepts associated with P. Wynn Norman @South University](#)

Flashcards:

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4.1.13. When we reveal something about ourselves, we expect that others wil...

Author: P. Wynn Norman

When we reveal something about ourselves, we expect that others will reciprocate. What is the formal term for this phenomenon?

Please choose only one answer:

- Self-disclosure
- Dyadic effect
- Risk
- Trust
- Social penetration

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

Question: [When we reveal something about ourselves P. Wynn Norman @South Corporate](#)

Flashcards:

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4.1.14. When you listened to his acceptance speech at the awards dinner, Sa...

Author: P. Wynn Norman

When you listened to his acceptance speech at the awards dinner, Samuel Jackson, the winner of the 2011 Georgia Minority Business Award, impressed you so much that you decide to take a more active approach to expanding your business. This new sense of determination actually illustrates how you were already what type of individual, according to William Schultz?

Please choose only one answer:

- Republican
- An autocrat
- An abdicrat
- A democrat
- Independent

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

Question: [When you listened to his acceptance speech P. Wynn Norman @South](#)

Flashcards:

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4.1.15. When you start a conversation with a discussion about the weather b...

Author: P. Wynn Norman

When you start a conversation with a discussion about the weather before the moving on to the topic you are really interested in, which function does discussing the weather serve?

Please choose only one answer:

- It signals an openness to interact.
- It initiates the communication process.
- It helps establish a level of comfort by acknowledging shared experiences.
- It represents the ritual of "small talk."
- All of the above

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

Question: [When you start a conversation with a P. Wynn Norman @South University](#)

Flashcards:

<http://www.quizover.com/flashcards/when-you-start-a-conversation-with-a-p-wynn-norman-south-university?pdf=1509>

Interactive Question:

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4.1.16. Whenever her officemates ask Lohita where she wants to go for lunch...

Author: P. Wynn Norman

Whenever her officemates ask Lohita where she wants to go for lunch, she just accepts whatever the group decides rather than introducing her own preferences. Eventually, her officemates stop asking her to come with them for lunch. Which of the following principles of self-disclosure damaged Lohita's relationship with her colleagues?

Please choose only one answer:

- Self-disclosure is reciprocal.
- Self-disclosure involves risk.
- Self-disclosure moves from impersonal to intimate.
- Self-disclosure usually moves in small steps.
- Self-disclosure involves trust.

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

Question: [Whenever her officemates ask Lohita where P. Wynn Norman @South Corporate](#)

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4.1.17. Which of the following are examples of intrapersonal communication?

Author: P. Wynn Norman

Which of the following are examples of intrapersonal communication?

Please choose only one answer:

- Imagining what you would do if you won a million dollars
- Recalling the last time you smelled a rose
- Picturing yourself on a boat on a river with tangerine trees and marmalade skies
- All of the above
- None of the above

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

Question: [Which of the following are examples of P. Wynn Norman @South Corporate](#)

Flashcards:

<http://www.quizover.com/flashcards/which-of-the-following-are-examples-of-p-wynn-norman-south-corporate?pdf=1509>

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4.1.18. Which of the following is associated with defensive communication?

Author: P. Wynn Norman

Which of the following is associated with defensive communication?

Please choose only one answer:

- Face-saving strategies
- Face-detracting strategies
- Empathetic listening
- Gunnysacking
- None of the above

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

Question: [Which of the following is associated with P. Wynn Norman @South Corporate](#)

Flashcards:

<http://www.quizover.com/flashcards/which-of-the-following-is-associated-with-p-wynn-norman-south-corporat?pdf=1509>

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4.1.19. Which of the following is NOT an effective strategy for giving or r...

Author: P. Wynn Norman

Which of the following is NOT an effective strategy for giving or receiving criticism in the workplace?

Please choose only one answer:

- Displaying listening behavior
- Leading with praise
- Anticipating the speaker's intent
- Using paraphrase
- Focusing on issues

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

Question: [Which of the following is NOT an effective P. Wynn Norman @South](#)

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4.1.20. You would like to settle down and start a family, but you cannot ev...

Author: P. Wynn Norman

You would like to settle down and start a family, but you cannot even find the time to go out on a date, because you are working so much to afford the cost of living in super-expensive New York City. Which levels of Maslow's hierarchy of needs are you stuck between?

Please choose only one answer:

- Levels 1 and 2
- Levels 2 and 3
- Levels 3 and 4
- Levels 4 and 5
- Levels 5 and 6

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

Question: [You would like to settle down and start P. Wynn Norman @South Corporate](#)

Flashcards:

<http://www.quizover.com/flashcards/you-would-like-to-settle-down-and-start-p-wynn-norman-south-corporate?pdf=1509>

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