

Study Guide # 4

Chapter 10

1. The functional approach to group communication _____.
2. A vigilant thinker is focused on the _____ of problem solving.
3. During a recent meeting, group members shared in a give-and-take discussion and were responsive to the comments of others in the group. This type of discussion can be said to constitute _____.
4. The reflective thinking model refers to _____.
5. When a group establishes standards for evaluating possible solutions, they are developing their _____.
6. In the force field analysis technique, a driving force is one which _____.
7. The generation, application, combination, and extension of new ideas is called _____.
8. Which of the following would be a restraining force for the problem of saving money for college?

9. Nominal group technique includes _____.
10. Which of the following is true of consensus?

11. Which of the following is discussed as a cause of groupthink?

12. Which of the following is recommended as a way to combat groupthink?

13. Which approach to leadership assumes that leaders are born, not made?

14. A leader who guides and facilitates discussion rather than dominating it demonstrates which style of leadership?

15. The instructor assigned Jan to be the group's leader, but she has become a "dictator" in group meetings. She rarely allows other group members offer suggestions and always controls how much gets accomplished. What's the term for Jan's leadership style?
16. When might it be appropriate to utilize an authoritarian leadership style with your group?
17. Situational leadership is an interactive process in which a leader adapts his or her approach based on which of the following factors?
18. The readiness of group members plays an important role in which approach to leadership?
19. A transformational leader influences the group by
20. The types of goals discussed at most meetings include

Chapter 14:

1. Satoshi gave a speech explaining three types of Japanese writing. This is example of a speech to _____.
2. Cullen is preparing a speech about his visit to the Empire State Building. The type of informative presentation he is preparing is a presentation about _____.
3. With regard to presenting information it is important to remember which of the following?
4. A presentation about _____ would be a speech about a procedure.
5. A speech that describes how something works, or a process of how a particular outcome is produced, is a speech about a(n) _____.
6. When teaching a process, it is helpful to follow the acronym T-E-A-C-H, which stands for the following:

7. Tiffany presented an informative speech on the cognitive theory of stimulation. What type of informative speech was this?
8. Sean is informing his audience about the benefits of networking as a way to find as job. His speech is about which of the following?
9. Masayuki gave a speech on ways the high context values are reflected in the Japanese culture. His three main points were the language, the gift-giving customs, and the visual arts. Which pattern did he use to organize his speech?
10. Which of the following is recommended by your book when using an interpreter?
11. When having an interpreter working with you to present your speech, which of the following should be kept in mind?
12. One of the methods used to make your presentation interesting is to _____.
13. A word picture helps make your message more vivid and interesting by _____.
14. Descriptions that appeal to your senses are _____.
15. Kira describes sitting by the fire on a cold winter day, "The wood popped as the fire roared." What type of word picture is Kira using?
16. According to comedian Michael Klepper, humor is which of the following with regard to speeches?
17. What does your book say about the use of humor in a speech?
18. "Tell them what you are going to tell them, tell them, and tell them what you told them" is one way to describe the informative technique of _____.
19. When giving a presentation to adults, it is important to _____.

20. Adapting your presentation to your audience's "mental in-baskets" relates to which of the following?

Appendix A

Short Answers (10 points apiece)

1. What is the definition of an interview?

2. Name the five types of interviews.

3. What is the structure of an interview and how many parts does it have?

4. List five questions that you should not be asked during the interview?

5. How should you dress for an interview? (3)

Bonus: What questions should you not ask at the conclusion of an interview?