

Test Bank

For

Strategies for Technical Communication in the Workplace

Fourth Edition

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Pearson



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CHAPTER 1. Technical Communication: Global, Collaborative, and Digital

True/False Questions

1. _____ Technical communication helps us interact with technology in our daily lives.
2. _____ An effective way to manage team conflicts is to listen passively.
3. _____ Technical documents are typically written by teams.
4. _____ All documents are at least partly persuasive.
5. _____ Technical communication does not include digital media such as blogs, apps, and wikis.
6. _____ A collaborative document should be written in a style that emphasizes the different voices of the individual writers.
7. _____ The definition of technical communication is any communication that provides complex information for technical experts; it is not intended for broader audiences.
8. _____ Paying attention to “face saving” is key to working across cultures.

Fill-in-the-blank Questions

9. The oldest form of virtual collaboration, _____ takes place when multiple callers meet by telephone.
10. _____ involves making a document more precise and readable at the word and sentence level.
11. To outline a work schedule, team member responsibilities, and other components of a project, fill out a _____.
12. The three purposes of technical documents are to _____, _____, and _____.

Multiple-Choice Questions

13. Technical communication seeks to

- (a) anticipate and answer questions.
- (b) help people perform a task.
- (c) persuade people to do something.
- (d) b and c.
- (e) All of these answers are correct.

14. Effective technical documents

- (a) use obfuscation.
- (b) avoid combining text, visuals, and sound.
- (c) are easy to navigate.
- (d) a and c.
- (e) None of these answers are correct.

15. Which of the following statements is *most* accurate?

- (a) Technical communication helps us interact with technology in our daily lives.
- (b) Technical communication helps advance workplace goals.
- (c) Technical communication helps specialists solve complex problems.
- (d) b and c
- (e) All of these answers are correct.

16. Sources of conflict in collaborative groups include

- (a) interpersonal differences.
- (b) cultural differences.
- (c) gender differences.
- (d) All of these answers are correct.
- (e) b and c.

17. Choose which strategy below helps support running successful meetings.

- (a) Allow the conversation to stray as the group desires.
- (b) Set an agenda with specific time limits for items of discussion.
- (c) Don't waste the group's time by summarizing minutes from the last meeting.
- (d) Highlight points of disagreement.
- (e) Avoid appointing roles; instead, let the roles spontaneously evolve.

18. Which statement below is *most* accurate?

- (a) Blogs are not a useful medium for collaboration.
- (b) An intranet is an external company Web site.
- (c) Instant messaging is an easy means of holding real-time team meetings.
- (d) E-mail is the preferred way to address conflict.
- (e) None of these answers are correct.

19. When communicating with someone from another culture,

- (a) use humor on first contact to break the ice.
- (b) use humor only in email correspondence.
- (c) use humor only in face-to-face contact.
- (d) always use humor to facilitate strong interpersonal connections.
- (e) avoid humor.

20. Which of the following statements about organizing a team project is *least* accurate?

- (a) Work without a manager; allow all team members to take charge.
- (b) Compose a purpose statement.
- (c) Develop a file-naming system for documents.
- (d) Decide on a specific meeting schedule.
- (e) All of these answers are correct.

ANSWER KEY

True/False

1. T
2. F
3. T
4. T
5. F
6. F
7. F
8. T

Fill-in-the-blank

9. teleconferencing
10. editing
11. project planning form
12. inform, instruct, persuade

Multiple-Choice

13. e
14. c
15. e
16. d
17. b
18. c
19. e
20. a

CHAPTER 2. The Research Process in Technical Communication

True/False Questions

1. _____ Reviews or commentaries about a source are not helpful in determining the credibility of the source. .
2. _____ Sources known as “gray literature” is available only through libraries.
3. _____ Google Scholar can be a helpful tool for searching for credible, reliable secondary sources.
4. _____ Commercial sites should never be used as reliable sources of information since they are inherently biased.
5. _____ Social media may provide some credible secondary source content.
6. _____ Questionnaires use closed-ended questions, not open-ended questions.
7. _____ Loaded questions are effective tactics for in-depth informational interviews.
8. _____ Hard-copy sources are easier to preserve and keep secure than Web-based sources.
9. _____ Key words and search phrases should be as general as possible.

Fill-in-the-blank Questions

10. Dissertations and medical pamphlets are examples of _____ literature.
11. Conducting _____ research means getting information directly from the source.
12. A _____ is a community encyclopedia that allows users to edit the content.
13. A large, identifiable group of people is called a _____ population, while representatives of that group are called a _____.
14. An _____ is a controlled form of observation designed to verify an assumption.

Multiple-Choice Questions

15. Reference works include all of the following *except*

- (a) encyclopedias.
- (b) indexes.
- (c) abstracts.
- (d) conference papers.
- (e) almanacs.

16. Thinking critically about research depends on all of the following *except*

- (a) finding a definite answer.
- (b) looking at the research from many viewpoints.
- (c) achieving sufficient depth.
- (d) asking the right questions.
- (e) evaluating the reliability and completeness of sources.

17. When doing research, do all of the following *except*

- (a) combine Google searches with library searches.
- (b) use your own subjective interpretations.
- (c) add your own finding to existing findings whenever possible.
- (d) carefully track each source you are using.
- (e) consider a balance of views.

18. When conducting informational interviews, you should

- (a) put words in the respondent's mouth.
- (b) avoid providing questions in advance to create a more spontaneous and authentic reaction.
- (c) use open-ended questions instead of closed-ended questions.
- (d) always record them.
- (e) get the most sensitive questions out of the way from the start.

19. When creating a survey,

- (a) phrase questions precisely.
- (b) use loaded questions.
- (c) keep it simple and brief.
- (d) a and b.
- (e) a and c.

20. Web-based sources

- (a) are always very reliable.
- (b) can often be found in a hard-copy equivalent.
- (c) are inefficient to research.
- (d) are more current than hard-copy sources.
- (e) All of these answers are correct.

21. Which of these statements about Web-based research is *most* accurate?

- (a) The more design elements on a site, the more reliable the information.
- (b) Since Web sites are always accessible, you do not need to save any of the material you find on them.
- (c) Web sites with the domains .gov and .edu will most likely not contain reliable information.
- (d) Social media sites should be discounted as credible sources.
- (e) Web-based research is usually sufficient to meet your research needs, since it is so massive in its scope.