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

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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 course. .

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.