

## Chapter 11 Meetings: Forums for Problem Solving

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### Multiple-Choice Questions

- 1) An agenda is a \_\_\_\_\_ that specifies what is to be discussed, in what order, and for how long.
- A) report                      B) goal                      C) meeting                      D) guide

Answer: D  
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- 2) Which of the following agenda items is considered unimportant if the group is meeting only once or for the first time?
- A) Finished business  
B) Reading of the minutes from the previous meeting  
C) Roll call  
D) Requests for additional topics

Answer: B  
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- 3) What three levels of goals do effective groups have to consider in directing group efforts?
- A) Organizational, leader, and group goals  
B) Leader, group, and individual goals  
C) Group, organizational, and individual goals  
D) Strategic, individual, and group goals

Answer: C  
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- 4) When a higher authority forms a group and specifies a "charge," what does this mean?
- A) The charge serves as the topic the group will discuss.  
B) The charge serves as an indication of what will not happen.  
C) The charge serves as the agenda.  
D) The charge serves as the fundamental goal for the group.

Answer: D  
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5) What is a process goal?

- A) A process goal is a method for improving the quality of a group's members.
- B) A process goal is a guide to every meeting.
- C) A process goal is a charge.
- D) A process goal is an agenda item.

Answer: A  
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6) If you decide that you want to get involved in a group at work to meet new people or gain new information, yours is a(n) \_\_\_\_\_ goal.

- A) group
- B) individual
- C) process
- D) leader

Answer: B  
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7) Engaging in certain planning activities, such as knowing all the conditions of a meeting beforehand, is what part of the strategic communication model?

- A) Learning communication competence
- B) Managing anxiety
- C) Setting goals
- D) Gaining situational knowledge

Answer: D  
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8) When a planner is considering where to hold a meeting, what question must he or she answer before deciding which room to use?

- A) "Are the physical dimensions of the room suitable for the people planning to attend?"
- B) "Are there audiovisuals in the room?"
- C) "Do I know the group well enough?"
- D) "Does the agenda suit the room?"

Answer: A  
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9) Which of the following room setups is most conducive to meetings that require discussion between participants as well as presentation capacity?

- A) Conference
- B) U-shape
- C) Auditorium
- D) Satellite tables

Answer: B  
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- 10) As you prepare visual and audio aids for a meeting, what question should you ask yourself first?
- A) "Where can I get them from?"
  - B) "Does the equipment work?"
  - C) "Given the requirements of the meeting, what can I use that will be most effective and productive?"
  - D) "Given the room setup, can everyone see the aids?"

Answer: C  
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- 11) Why is it important to use established rules of order in a meeting?
- A) Decision making will occur more quickly.
  - B) The group leader will be less likely to use, or be accused of using bias.
  - C) Group members' credibility will not be affected.
  - D) Formal rules of order will make informal, as well as formal groups, more productive.

Answer: B  
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- 12) What part of the strategic communication model deals with learning critical-thinking skills?
- A) Situational knowledge
  - B) Communication competence
  - C) Anxiety management
  - D) Goal setting

Answer: B  
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- 13) Which critical-thinking skill involves knowing how to tear apart an issue, examine each component, and understand how they relate to one another?
- A) Sign reasoning
  - B) Analogies
  - C) Analysis
  - D) Example reasoning

Answer: C  
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- 14) \_\_\_\_\_ uses a three-part argument containing a general truth, a related claim, and a conclusion.
- A) Analogy
  - B) Example reasoning
  - C) Analysis
  - D) Syllogism

Answer: D  
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