Business Communication

1) Which one of the following is the term that best describes the socialization process one goes through to adapt to your society?
   a. acculturation
   b. enculturation
   c. culture
   d. frontage culture

   **Competency:** Format and style differences with international communications

2) What does ethnocentrism mean?
   a. Being a part of a macro culture
   b. being a part of a larger society
   c. belief that your own cultural background is the only correct culture
   d. cultural principles which believe only correct and incorrect behaviors should be maintained

   **Competency:** Format and style differences with international communications

3) Which country has the largest economy in the world?
   a. United States
   b. Germany
   c. England
   d. China

   **Competency:** Format and style differences with international communications

4) Which one of the following is the ethnic group who is verbose, repetitious, and shouts when excited?
   a. Arabian
   b. German
   c. American
   d. Chinese

   **Competency:** Format and style differences with international communications
5) A fear of strangers and foreigners is known as?
   a. ethnocentrism
   b. cultural pluralism
   c. stereotyping
   d. xenophobia

   **Competency:** Format and style differences with international communications

6) Which one of the following is true about nonverbal signals?
   a. They can rarely replace spoken messages.
   b. They are more ethical.
   c. They can strengthen a spoken message.
   d. They can't weaken a spoken message.

   **Competency:** Listening, oral, and nonverbal concepts

7) Which one of the following is **not** a way to communicate ethically?
   a. being truthful
   b. separating facts from opinions
   c. presenting a balanced point of view or not being biased
   d. saying what your listener wants to hear

   **Competency:** Listening, oral, and nonverbal concepts

8) Which one of the following is **not** a bad listening habit?
   a. dismissing subjects as uninteresting
   b. watching the speaker
   c. faking attention
   d. allowing disruptions

   **Competency:** Listening, oral, and nonverbal concepts

9) Which one of the following is **not** a direction for communication flow?
   a. upward
   b. horizontal or lateral
   c. circular
   d. downward

   **Competency:** Listening, oral, and nonverbal concepts
10) Which one of the following is **not** a vocal element?
   
   a. volume  
   b. pace  
   c. pitch  
   d. gesture  

   **Competency:** Listening, oral, and nonverbal concepts

**ANSWER KEY**

1. b  
2. c  
3. a  
4. a  
5. d  
6. d  
7. b  
8. c  
9. a  
10. d