

Chapter 1: Communication Competence

Answers

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

Chapter 2: Groups as Systems

Answers

1. c
2. d
3. d
4. d
5. d
6. False
7. True
8. False
9. True
10. False

Chapter 3: Group Development

Answers

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

Chapter 4: Developing the Group Climate

Answers

1. c

2. b
3. d
4. a
5. a
6. True
7. False
8. False
9. False
10. False

Chapter 5: Roles in Groups

Answers

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

Chapter 6: Leadership in Groups

Answers

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

Chapter 7: Developing Effective Teams

Answers

1. b
2. b
3. a
4. a

5. b
6. False
7. True
8. False
9. False
10. False

Chapter 8: Defective Decision Making and Problem Solving

Answers

1. a
2. d
3. d
4. a
5. d
6. False
7. True
8. False
9. True
10. True

Chapter 9: Effective Decision Making and Problem Solving

Answers

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

Chapter 10: Power in Groups: A Central Dynamic

Answers

1. c
2. d
3. c
4. c
5. d
6. False
7. True

8. False
9. False
10. False

Chapter 11: Conflict Management in Groups

Answers

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

Chapter 12: Technology and Virtual Groups

Answers

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