

Topic: Diverse Workplace Communications
Subtopic: Diverse Workforce Challenges
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Multiple-Choice Question Type

<question type="mc">

1. According to cultural anthropologist Edward T. Hall, low-context communicators are
- a. logical, analytical, and action oriented.
 - b. intuitive and contemplative.
 - c. difficult to read, words have lower meaning in their words than their context.
 - d. inherently more collaborative, since they tend to listen more than they speak.

Analysis:

- a. Correct. Low-context communicators require less context (surrounding information) to inform their words. They tend to rely on logic, analysis of information, and clear decisive action.
- b. Incorrect. Being intuitive and contemplative are antithetical qualities to being low-context communicators.
- c. Incorrect. Low-context communicators are very easy to understand or read, since their meaning is not veiled in contextual clues such as tone, facial expression, context, or body language.
- d. Incorrect. Low-context communicators do not necessarily focus more on listening than on speaking.

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Level of difficulty: Medium

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2. Which groups would best represent what cultural anthropologist Edward T. Hall calls low-context communicators?
- a. people communicating using American Sign Language.
 - b. Asian or Middle Eastern cultures
 - c. Swiss or Germans
 - d. less sophisticated communicators like people who are transacting business in a language other than their first language.

Analysis:

- a. Incorrect. People communicating through American Sign Language might be either low-or high context communicators depending on how much information other than the actual words are informing what is being said.

- b. Incorrect. People from Asian or Middle Eastern cultures tend to have their communication shrouded in context. The actual meaning of what they are saying is very much informed by context, tone, body language, inflection and many other pieces of important information.
- c. Correct. Swiss and German people exemplify the direct, logical, analytical mode of low-context communication. These people tend to mean what they say, and allow their words to speak for themselves.
- d. Incorrect. Low-context communications have nothing to do with linguistic sophistication. People can be either low- or high-context communicators in second, third, or fourth languages.

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Level of difficulty: Medium

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3. According to cultural anthropologist Edward T. Hall, high-context communicators are
- a. logical, analytical, and action oriented.
 - b. intuitive and contemplative.
 - c. simple to read, since the meaning of their words are always clear and obvious.
 - d. inherently more collaborative, since they tend to listen more than they speak.

Analysis:

- a. Incorrect. It is low-context communicators who tend to rely on logic, analysis of information, and clear decisive action.
- b. Correct. Being intuitive and contemplative are the benchmarks of high-context communicators, whose communications depend on many contextual clues to reveal what they actually mean..
- c. Incorrect. The words of high-context communicators are heavily contextual by such clues such as tone, facial expression, context, or body language. Their communications require deciphering.
- d. Incorrect. High-context communicators do not necessarily focus more on listening than on speaking.

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Level of difficulty: Medium

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4. Which groups would best represent what cultural anthropologist Edward T. Hall calls high-context communicators?
- a. Aboriginal Australians, since their language includes clicks and whistles that most languages do not.
 - b. Asian or Middle Eastern cultures
 - c. Swiss or Germans

d. less sophisticated communicators like people who are transacting business in a language other than their first language.

Analysis:

a. Incorrect. The intricacy and complexity of the language have little to do with whether they are high-context or low-context communicators.

b. Correct. People from Asian or Middle Eastern cultures tend to have their meaning of their communication informed by context, tone, body language, inflection and many other pieces of important information. This is the definition of high-context communicators.

c. Incorrect. Swiss and German people exemplify the direct, logical, analytical mode of low-context communication, not high-context communicators.

d. Incorrect. High-context communications have nothing to do with linguistic sophistication. People can be either low- or high-context communicators in second, third, or fourth languages.

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Level of difficulty: Medium

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5. Why is it important to encourage and support equal degrees of communications in a diverse workforce?

a. It is not important to encourage people to communicate; everyone will do it in their time, and when they are comfortable. Leave them alone.

b. If you do not do this you open yourself and your company up to potential legal action.

c. Team members who are more reluctant to open up are likely to have valid thoughts and a different perspective than those who dominate the discussions.

d. People who do not participate may be feeling out of place, and it is the kindest thing you can do to help them over their social disabilities.

Analysis:

a. Incorrect. People may not speak out in their own time and when they are comfortable. If individuals are not participating in discussions, you must create an environment in which they feel comfortable doing so..

b. Incorrect. There are no potential legal ramifications to not encouraging people to participate more completely.

c. Correct. Helping people to find their voice in discussion is to invite a different perspective into the room. Hearing from them will deepen the range of the discussion..

d. Incorrect. While it may be kind to help people with their various personal issues, this is not the business reason why it is important to get equal buy-in from all team members..

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Level of difficulty: Medium

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6. Which of the following is a reason to try to employ gender-neutral language and to avoid archaic terms that might be dismissive, offensive, or conversation in the diverse workforce?

- a. Some team members might feel marginalized and resigned to traditional gender roles.
- b. Somebody might report you to your superiors, and you might find yourself out of a job.
- c. Don't worry about this – if someone complains then apologize and move forward.
- d. Failing to do so is actionable by law.

Analysis:

- a. Correct. Use of such language may very well make team members uncomfortable and less likely to fully participate in the collaborative act..
- b. Incorrect. You will not be reported or fired for saying "mail man" instead of "mail carrier or "postal worker".
- c. Incorrect. You should pay attention to being sure that the words you use are not only spoken from a place of inclusion, but that they are heard that way as well..
- d. Incorrect. Failing to attempt to find gender-neutral language is not actionable by law..

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Level of difficulty: Medium

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7. Which of the following is NOT considered a line along which diversity can be drawn?

- a. ethnic group
- b. grade point average
- c. gender
- d. age

Analysis:

- a. Incorrect. Ethnic group is absolutely one line along which diversity can be drawn. Gathering people from different ethnic backgrounds can help provide a diverse and inclusive perspective.
- b. Correct. While you might make a case that level of education could be considered a line along which diversity could be drawn, differences in grade point average do not necessarily represent diverse perspectives, cultures or backgrounds.

- c. Incorrect. Gender is definitely a line along which diversity can be drawn. Bringing people of different genders and gender-identifications together can provide a diverse and inclusive perspective.
- d. Incorrect. Age can absolutely be a line along which diversity can be drawn. People of different ages bring different perspectives and understandings of the world. Bringing them together can only enhance the range of vision.

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Level of difficulty: Moderate

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<question type="mc">

8. Which of the following is NOT one of the four essential styles of work traditionally found in any group.

- a. logical and analytical
- b. supportive and emotionally-oriented
- c. organized and sequential
- d. collaborative and welcoming

Analysis:

- a. Incorrect. Logical and analytical is one of the four work styles.
- b. Incorrect. Supportive and emotionally-oriented is one of the four work styles.
- c. Incorrect. Work that is based on organized and sequential thinking is one of the four work styles.
- d. Incorrect. While a collaborative and welcoming work style is good, and something to strive for, it is not one of the four essential styles of work.

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Level of difficulty: Medium

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True/False Question Type

<question type="true-false">

9. Questions of diversity in the workforce restricted to ethnicity?

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Incorrect. Diversity simply refers to a cultural difference

F

Correct. Issues of diversity can refer to a range of different population divisors including much more than ethnicity.

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Level of difficulty: Easy
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