

## Communications Management Session Test

1. Non-verbal communications includes:
  - a. Body movement
  - b. Tone of voice
  - c. Using words that everyone understands
  - d. Speaking loudly to get people's attention
  
2. How do the project manager and project team select which communications technology to use?
  - a. They select a technology vendor they are familiar with
  - b. They determine the critical path for the project
  - c. They analyze the anticipated project environment
  - d. They check with their boss
  
3. To ensure effective project team communication, the message should be oriented to the \_\_\_\_\_.
  - a. Initiator
  - b. Receiver
  - c. Medium
  - d. Sponsor
  
4. The sender of project information is responsible for making the information:
  - a. Clear and complete
  - b. Understandable and ambiguous
  - c. Positive in nature
  - d. Full of jargon
  
5. Management calls a meeting to explain to all employees the new benefits package. This is an example of:
  - a. Upward communication
  - b. Downward communication
  - c. One-way communication
  - d. Two-way communication

6. Personal values are basic convictions of right and wrong. A project team member could have a problem interpreting a project manager's message because:

- a. The project manager respects the values and opinions of team members
- b. Senior management shares no values with team members
- c. It is hard for the team member to see right from wrong
- d. Values can distort the member's understanding of what message was sent

7. In order for the project manager to listen properly to a team member as part of a decision-making process, the project manager should:

- a. Check with her boss before discussing with the team member
- b. Make the decision and then ask the team member for solutions and ideas
- c. Be willing to see the problem through the eyes of the team member
- d. Ask the team member to see things the project manager's way

8. Which of the following communication channels is least accepted by organizations as a source of information?

- a. Tactile
- b. Auditory
- c. Extrasensory
- d. Olfactory

9. Across the majority of industries, in which of the following organizational structures is the need for communication the greatest?

- a. Traditional
- b. Departmental
- c. Bureaucratic
- d. Matrix

10. Project team members interpret and understand project information using which of the following methods?

- a. Common sense
- b. Writing long reports
- c. Complex computer programming
- d. Making decisions quickly

## **Communications Management Session Test Answers**

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