

Assessment

Virtual Teaming

First Edition

The objectives of this book are:

- To explain the fundamentals of launching a virtual team
- To describe the benefits and challenges of working in a virtual team
- To provide tools for assessing individual and team readiness for working in a virtual team
- To teach the core skills needed for working in a virtual team
- To provide effective communication techniques for working with members of a virtual team
- To explore the role of technology for virtual teams



Assessment Questions for *Virtual Teaming, First Edition*

Select the best response.

1. All but one of the following are reasons why virtual teams are becoming more common. Select the inappropriate response:
 - A. The pace of work is getting faster.
 - B. Companies are more diverse.
 - C. Organizations are developing more levels of hierarchy.
 - D. Workers are seeking more work/home balance.
2. For a group to be considered a virtual team, its members must share a common:
 - A. Organization or employer
 - B. Goal
 - C. Work site
 - D. National origin
3. A virtual team is characterized by:
 - A. Low interdependency and low impact
 - B. Low interdependency and high impact
 - C. High interdependency and low impact
 - D. High interdependency and high impact
4. Team members working in different locations can best deal with difference in culture by:
 - A. Avoiding the topic of culture and ethnicity
 - B. Downplaying differences
 - C. Understanding and appreciating the differences
 - D. Choosing team members from similar ethnic backgrounds

5. The practice of “following the sun” refers to:
 - A. Passing work off to the team member in the next time zone
 - B. Getting up early in order to communicate with someone in an earlier time zone
 - C. Taking a trip in order to work with a team member in person
6. An activity which builds trust is:
 - A. Publicly criticizing a team member
 - B. Letting others know your weaknesses
 - C. Giving vague instructions
 - D. Using hierarchical communication methods rather than informal ones
7. If a team has an urgent need to work together, they are likely to have:
 - A. Motivation to perform their work quickly
 - B. Goals that will benefit the advancement of the organization
 - C. One group leader responsible for major decision-making
 - D. A and B
 - E. B and C
8. Team members experiencing conflict should avoid:
 - A. Blaming others on the team
 - B. Expressing disagreement
 - C. Offering suggestions to improve the situation
9. At virtual team meetings, it is a waste of time to get personally acquainted with the other team members.
 - A. True
 - B. False
10. Select the clearest request:
 - A. “Let’s discuss the dates for the meeting.”
 - B. “Please tell me as soon as possible when I should schedule the conference room.”
 - C. “I’ll need meeting dates by 3:00 PM, October 5.”

11. Using multiple types of communication channels illustrates:
 - A. Confusing communications
 - B. Effective virtual communication skills
 - C. A harmful team communication practice
12. When you need to speak with someone by phone, the best message to leave is:
 - A. "Please call me Thursday or Friday before noon to discuss the budget."
 - B. "I need to speak to you about the budget by this Friday."
 - C. "When you get a chance, would you please call me about the budget?"
13. The team leader should do all the following except:
 - A. Establish ways to share group knowledge
 - B. Keep the organization up to date on the team's progress
 - C. Remind members of the team's mission and goals
 - D. Tell team members how to do their work
14. To enhance communication in a culturally diverse group, it is a good idea to use:
 - A. Jokes
 - B. Sarcasm
 - C. Slang
 - D. All of the above
 - E. None of the above
15. The person most likely to enjoy working virtually is someone who:
 - A. Prefers to work with those from a similar cultural background
 - B. Likes using new technology
 - C. Is more persuasive through gesture than words
 - D. Wants a set work schedule
16. You may not be ready to work on a virtual team if you:
 - A. Have trouble working from your home or car
 - B. Adapt slowly to change
 - C. Are assertive in communicating with others
 - D. A and B
 - E. B and C

17. When virtual team members work at widely different times and places, the most appropriate way to communicate would be:
- A. Electronic chat rooms
 - B. Faxing
 - C. Email
 - D. A and C
 - E. B and C
18. Email is not a good way to:
- A. Communicate with people in different time zones
 - B. Send important updates
 - C. Handle disciplinary problems
 - D. All of the above
19. The best voicemail message is one that is:
- A. Long and detailed
 - B. Clear and concise
20. When sending email, it is important to check spelling, punctuation, and grammar before sending.
- A. True
 - B. False
21. When emailing members of your virtual team, acronyms and symbols:
- A. Should be used frequently and liberally
 - B. Can be used sparingly to express emotion
 - C. Are unprofessional and should be avoided
22. Groupware, as opposed to email, is characterized by:
- A. The use of “push” technology to send a message to a particular recipient
 - B. Storage and disposal of messages in an individual’s own workstation
 - C. Visibility of queries and responses by an entire group

23. A successful virtual team member would probably be described as:
- A. A global thinker
 - B. An effective negotiator
 - C. Self-motivated
 - D. All of the above
24. Changes you will experience as a virtual team participant will probably include:
- A. A decrease in the amount of available resources and information
 - B. Exposure to a more limited variety of colleagues
 - C. An increase in time for reflection before responding
 - D. More time spent on commuting and traveling
25. Accountability for the virtual team's success belongs to:
- A. All the team members
 - B. The team members' managers
 - C. The team leader

Answer Key for *Virtual Teaming, First Edition*

Recommended response (Corresponding workbook page)

1. C (5)	6. B (14)	11. B (40)	16. D (57)	21. B (92)
2. B (3)	7. D (23)	12. A (38)	17. E (71)	22. C (90)
3. D (6)	8. A (30)	13. D (48)	18. C (80)	23. D (109)
4. C (11)	9. B (31)	14. E (51)	19. B (83)	24. C (55)
5. A (11)	10. C (37)	15. B (54)	20. A (88)	25. A (28)