

Assessment

Working Together ***Third Edition***

The objectives of this book are:

- To help you explore your thoughts, feelings, and attitudes about people different from yourself
- To explain techniques for improving how you communicate and in a diverse setting
- To increase your awareness of how you behave and interact with diverse colleagues and customers



Assessment Questions for *Working Together, Third Edition*

Select the best response.

1. In this course, culture is defined as the:
 - A. Tool we use to learn to survive and succeed in our part of the world
 - B. Lens through which we interpret events
 - C. Sum total of how we are taught to think and behave by our family and society
 - D. All of the above
 - E. B and C
2. It's unavoidable to pre-judge things.
 - A. True
 - B. False
3. Which of the following is an example of a subjective (rather than objective) statement?
 - A. The sales group is too noisy.
 - B. I'm having difficulty concentrating when so many people are talking at once.
 - C. The noise level in this office is unacceptable.
 - D. A and B
 - E. A and C
4. If someone says "That doesn't sound right to me," your most effective response to that person's thinking style would be:
 - A. "Here's how it looks. Imagine..."
 - B. "Let me touch on the details..."
 - C. "Well, then, listen to this..."
 - D. "It's the truth, and I'll stand by it..."

5. Teasing—using a bit of aggression to show affection—may be totally misunderstood by some cultural groups.
 - A. True
 - B. False
6. The basic questions that our minds automatically ask to help us understand our experiences include:
 - A. Is it good or evil?
 - B. Is it true or false?
 - C. Is it one or many?
 - D. All of the above
 - E. A and B
7. Gay people are diverse. They are found in every race, ethnic group, generation, profession, and social class.
 - A. True
 - B. False
8. Matching the pace and timing of the people with whom you are speaking can help establish rapport.
 - A. True
 - B. False
9. Which of the following are clues that the speaker has a different “time culture” than the listener?
 - A. “It’s past and done. When will you stop bringing this up?”
 - B. “Why are you calling me at this hour?”
 - C. “Why are you sacrificing short-term profit for long-term goals?”
 - D. All of the above
 - E. A and C
10. In some cultures, it is impolite to say “no” to someone’s request, even if the request is unreasonable.
 - A. True
 - B. False

11. The “halo effect” results in:
- A. Assuming that people who are good at one thing will be good at something else
 - B. Expecting a person who is bad at one thing to be bad at something else
 - C. Keeping us from seeing others as they really are
 - D. All of the above
 - E. None of the above
12. When under stress, it is more difficult to:
- A. Get “swept away by the crowd”
 - B. Be tolerant of people who are different
 - C. Separate rhetoric from facts
 - D. A and B
 - E. B and C
13. Steps for succeeding in multicultural groups include:
- A. Making cultural assumptions explicit
 - B. Agreeing on goals at the beginning of a project
 - C. Examining the reasons why each culture approaches the task in the manner it does
 - D. All of the above
 - E. A and C
14. Most gestures, such as shaking your head, are universally understood across cultures.
- A. True
 - B. False
15. When someone tells a joke that is unfair to a person or group, you should:
- A. Tell an even worse joke about the joke teller’s group
 - B. Laugh
 - C. Tell the person at a later time of your objection
 - D. Tell an appropriate joke to model the kinds of jokes that are acceptable

16. You can easily determine people's sexual orientation by simply observing them in the workplace.
- A. True
 - B. False
17. When talking with someone whose first language is not your own, you should:
- A. Imitate the person's limited use of the language
 - B. Speak louder
 - C. Speak more slowly
 - D. Ask questions so that the other person does most of the talking
18. When a co-worker touches another, it can only mean one thing: sexual harassment.
- A. True
 - B. False
19. If a person is not responding to your message as you expected, you must do something else to get your message across.
- A. True
 - B. False
20. In some cultures:
- A. It is considered impolite to admit you do not understand something
 - B. It is considered underhanded to communicate problems indirectly
 - C. It is acceptable to use a go-between to communicate bad news
 - D. All of the above
 - E. None of the above
21. The Americans with Disabilities Act may apply to people who have:
- A. Artificial limbs
 - B. Limited vision
 - C. Cancer
 - D. Learning disabilities
 - E. All of the above
 - F. A and B

22. A “virtual expatriate” is someone who:
- A. Moves regularly in order to find work
 - B. Lives in one country, but works in another via technology
 - C. Is disconnected from her native culture and traditions
 - D. Was forced to emigrate for political reasons but still considers herself a citizen of her original country
23. The more you know about a particular culture, the better able you will be to predict the behavior of all your co-workers who belong to that culture.
- A. True
 - B. False
24. Because people’s comfort zones about personal space differ, you should:
- A. Stay put and let the other person adjust to you
 - B. Close the space between you very slowly
 - C. Be flexible
 - D. Any of the above
25. In contrast to the “melting pot” analogy, the “mosaic” view of multiculturalism values:
- A. The unique qualities of many different cultures
 - B. The blending of differences into one uniform culture
 - C. The segregation of people

Answer Key for *Working Together, Third Edition*

Recommended response (Corresponding workbook page)

1. D (5)	6. D (13)	11. D (18)	16. B (68)	21. E (72)
2. A (19)	7. A (68)	12. E (98-99)	17. C (37)	22. B (97)
3. E (15)	8. A (38)	13. D (103)	18. B (60)	23. B (105)
4. C (67)	9. D (56)	14. B (53)	19. A (40)	24. D (59)
5. A (33)	10. A (44)	15. C (32, 111)	20. D (46)	25. A (109)