## Applying the Concept Answers

**Applying the Concept 13-1: Communication Flow**

Identify the form of communication flow occurring for each statement.

A. Vertical downward

B. Vertical upward

C. Horizontal--identify as between (1) peers or (2) departments

D. Grapevine

**1. “Kyra, here is the report you asked me to complete for you. Check it, and I’ll make any changes you want.”**

B. Vertical upward. The manger had the authority to tell the other person to write a report (downward). The employee is now reporting upward with the report completed.

**2. “Tomas, I just sold products to two new customers who want to set up charge accounts. Please rush the credit check so we can increase business.”**

C(2). Horizontal/departmental. This is communication between colleagues in different departments.

**3. “Juanita, please take this stamped auto registration form to the Registry of Motor Vehicles for me right away.”**

A. Vertical downward. A manager is delegating down the chain of command.

**4. “Hey, Bubba, have you heard that Paul and Betty Sue were caught . . . ?”**

D. Grapevine. This gossip about a mistake that is going through the grapevine.

**5. “Arjun, will you please hold this so we can get it straight and finish the job?”**

C(1). Horizontal/peer. They are working on a job together as peers.

**Applying the Concept 13-2: Communication Barriers**

Identify the communication barrier indicated by each statement.

A. Perception

B. Information overload

C. Channel selection

D. Noise

E. Trust and credibility

F. Not listening

G. Emotions

H. Filtering

I. Language/culture

**6. “Ramzie, I don’t like texting back and forth, and it takes longer, so please call me so we can talk.”**

C. Channel selection. The person prefers a different channel.

**7. “Joe, how many times do I have to tell you to put down the phone when I’m giving you instructions?”**

F. Not listening. The manager believes the phone is a distraction to communications

**8. “Eliana, please shut the loud music off. I need to talk to you about your incident with Kara.”**

D. Noise. Music can be a noise that distracts communications.

**9. “Jose, please come over here and tell me what Juan is talking about because I can’t understand him.”**

I. Language/culture. They don’t seem to speak the same language.

**10. “Ronnie, you shouldn’t be upset, so chill out, will you?”**

G. Emotions. Being told to chill out is a sign of emotions running high.

**11. “So, Billy Jean, do you understand?” She doesn’t respond (thinking, “You just went through 14 steps, and I was lost back on step 2”).**

B. Information overload. The listener is so overwhelmed with all the information given, he or she doesn’t know what to say.

**12. “Yes, Deondre. We are right on schedule” (meanwhile thinking, “We are actually behind, but we’ll catch up”).**

H. Filtering. The person is making performance sound better than it actually is.

**13. “Paul, I said I’d do it in a little while. It’s only been 10 minutes, so why do you expect it to be done by now?”**

A. Perception. There is a difference in the interpretation of “a little while.”

**14. “Kasandra, you don’t know what you are talking about. I’ll keep doing it my way.”**

E. Trust and credibility. If the person had credibility, the other person would do the job his or her way.

**Applying the Concept 13-3: Channel Selection**

For each of the communication situations, select the most appropriate channel for transmitting the message.

**Oral communication**

A. Face-to-face

B. Meeting

C. Presentation

D. Telephone

**Written communication**

E. Email/text

F. Memo

G. Letter

H. Report

I. Bulletin board, poster, newsletter

**15. Jose is applying to colleges and asked you for a recommendation.**

G. Letter. College often ask for a letter of recommendation.

**16. You are running late for a meeting and want your boss to know you are on your way and will be around five minutes late.**

E. Email/text. A quick text is appropriate as most people check text instantly.

**17. Your boss likes your creative idea for a new product and told you to come to a meeting with higher-level managers to pitch it to them.**

C. Presentation. Speaking at the meeting is giving a presentation to managers.

**18. HR came out with a new policy and wants to inform employees internally of the change.**

F. Memo. Memos are used for sending internal information.

**19. You are waiting for UPS to deliver an important package, and you want to know if it is in the mailroom yet.**

D. Telephone. The phone is the fastest way to find out if the package is at the mail room. To text, you would likely have to know the person in the mailroom and their personal number.

**20. Employees have been leaving the lights on in the break room when no one is in it, so you decided to send a message to them to shut them off.**

I. Poster. A sign on the wall near the light switch should help remind them to turn off the lights. You could tell them of the problem at a meeting (b) or by memo (e), in addition to the poster.

**21. You need to explain a new project to three of your ten employees.**

B. Meeting. Getting together as a group would be an effective way to give the assignment. A memo/written instructions (e) could also be used at the meeting.

**22. Chris is late again, and you need to take some action.**

A. Face-to-face. An oral discussion and reprimand are in order. Also, a memo/written warning (e) may be placed in the employee’s file.

**23. “Sandy, I need you to go into our big database and run these statistics for me. Can you please have the numbers to me by noon?”**

H. Report. It is best to give a written record that can be placed in your file. Face-to-face communication (a) could also be used to reinforce the report.

**Applying the Concept 13-4: Response Styles**

Identify the response style exemplified in each statement.

A. Advising

B. Diverting

C. Probing

D. Reassuring

E. Reflecting

*Administrative Assistant*: Carl, do you have a minute to talk?

*Boss*: Sure, what’s up, Mary?

*AA*: Are you aware of all the swearing people do in the operations department? It carries through these thin walls into my work area. It’s disgusting.

**24. “Tell me what specific swears are being said that you find offensive.”**

C. Probing. Asking for details of the situation is probing.

**25. “No. I didn’t know anyone was swearing because I don’t spend much time in the ops department. But, I’ll look into it.”**

D. Reassuring. In essence, the boss is saying, “Don’t worry; I’ll take care of it.”

**26. “Don’t let it bother you; just ignore the swearing.”**

A. Advising. To ignore the swearing is advice.

**27. “Are you going to the company picnic?”**

B. Diverting. Talking about health is changing the subject.

**28. “So you don’t like swearing**--**is that it?”**

E. Reflecting. This statement essentially paraphrases the message to the sender.