

TEST BANK

to accompany

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Technical Communication: Process and Product

Ninth Edition

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Forsyth Technical Community College

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CHAPTER ONE

An Introduction to Technical Communication

NAME: _____

TRUE/FALSE. Write “T” if the statement is true and “F” if the statement is false.

- 1) Technical writing focuses on products and services. 1) _____
- 2) Collaboration is more important than silo building in the workplace. 2) _____
- 3) About 30 percent of all jobs are described as “writing intense.” 3) _____
- 4) When team members from varied disciplines provide their input, it is called collaboration. 4) _____
- 5) Knowing how to communicate in the workplace will help you influence people. 5) _____
- 6) HPI can be used to solve problems in teamwork. 6) _____
- 7) To communicate successfully, you must adapt to different channels of communication. 7) _____

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 8) Diverse teams consist of 8) _____
 - A) people with different areas of expertise, such as engineers, accountants, technical communicators, and graphic artists.
 - B) people with different academic credentials, such as a GED, high school diploma, or some college coursework.
 - C) people who represent different cultures, ages, genders, and races.
 - D) All of these answers are correct.
 - E) A and C
- 9) The reason(s) dispersed teams may be used by a corporation is (are) 9) _____
 - A) employees are located across time and space.
 - B) employees work in different cities, states, or countries.
 - C) employees work different shifts.
 - D) All of these answers are correct.
 - E) A and B
- 10) How can you use a Wiki in your dispersed team? 10) _____
 - A) to asynchronously track group projects
 - B) for group authoring, editing, and reviewing older versions of text
 - C) for e-mailing and instant messaging
 - D) All of these answers are correct.
 - E) A and B

- 11) Technical communication channels generally include which of the following? 11) _____
- A) memos, letters, reports, and essays
 - B) brochures, proposals, resumes, and journal entries
 - C) e-mail, letters, newsletters, and Web sites
 - D) letters, reports, poetry, and memos
- 12) Oral communication channels in the field of technical communication include 12) _____
- A) a corporate Web site.
 - B) training sessions.
 - C) online help screens.
 - D) blogs.
 - E) instant messaging.
- 13) What is true about using technologies for collaboration? 13) _____
- A) Technologies are not equal.
 - B) Some allow for more interactivity than others
 - C) Some are more synchronous than others.
 - D) All of the above.
- 14) The textbook provides various reasons why technical communication is important. From an employer's perspective, which of the following is most important? 14) _____
- A) Technical and business writing differ from other types of writing.
 - B) This type of writing costs and earns money.
 - C) Technical and business writing depend on factual documentation.
 - D) Your purpose is determined by your audience.
- 15) Which of the following is a guideline for establishing teamwork? 15) _____
- A) Establish a team leader.
 - B) Hold yourself responsible for how well your audience understands your message.
 - C) Take a stand on an issue.
 - D) Avoid shun words.
- 16) Technical communication uses two main types of communication channels. Sometimes the channels can overlap. Which type of channel(s) would be best suited for initially informing an employee of a forthcoming layoff? 16) _____
- A) written
 - B) oral
 - C) either A or B
 - D) both A and B
- 17) Some HPI intervention techniques include 17) _____
- A) health and wellness incentives.
 - B) bonuses.
 - C) zero-tolerance rules.
 - D) All of these answers are correct.
 - E) A and B only

- 18) According to the National Commission on Writing for America's Families, Schools and Colleges, writing is a critical skill in 18) _____
- A) banking.
 - B) knowing your team.
 - C) banking, finance, insurance and real estate.
 - D) computer fields.
- 19) Electronic conferencing tools are one type of groupware used for collaboration in virtual teams. Such electronic tools include 19) _____
- A) message and discussion boards.
 - B) videoconferences and teleconferences.
 - C) instant messaging and e-mail.
 - D) All of these answers are correct.
 - E) A and B only
- 20) A team's collaborative approach can be which of the following? 20) _____
- A) segmented
 - B) individualistic
 - C) practical
 - D) A and C only
 - E) All of these answers are correct.

ESSAY. Write your answer in the space provided or on a separate sheet of paper.

- 21) Discuss how you would use collaboration channels for your dispersed team. Provide specific examples along with justifications for their uses.
- 22) HPI lists 10 possible causes of conflict in collaborative projects. Identify at least five of these causes and discuss the problems that come from each one; include examples of your own or from the textbook.

ANSWER KEY

- 1) TRUE
- 2) TRUE
- 3) FALSE
- 4) TRUE
- 5) TRUE
- 6) TRUE
- 7) TRUE
- 8) E
- 9) D
- 10) E
- 11) C
- 12) B
- 13) D
- 14) B
- 15) A
- 16) B
- 17) D
- 18) C
- 19) E
- 20) D
- 21) Answers will vary.
- 22) Answers will vary.