

COM 325-002 Unit Test #4 (Relational Challenges: Chapters 10-13 and Postscript)

The test on **Tuesday, November 26th, at 2:00 p.m.** will cover the introductory materials from Chapters 10, 11, 12, & 13 in the Modaff & DeWine text as well as the handouts and course materials provided in class. Test questions will include multiple choice, true/false, short answer, definitions, short essay, and longer essay questions. *Paper will be provided.*
KNOW THE FOLLOWING:

Chapter Ten: Superior-Subordinate Communication

What are the primary differences inherent in the superior-subordinate relationship?

What are the two types of information communicated between supervisors and subordinates?

What are the distinctions between semantic-information distance and perceptual incongruence?

Distinguish between upward distortion and strategic ambiguity?

Why would researchers want to study leadership as a dyadic construct as opposed to traits or behaviors?

Vertical Dyadic Linkage Theory (VDL) is also known by what name? Why?

Which of the communications strategies (upward distortion or strategic ambiguity) is most ethically suspect? Why?

What role does sex/gender play in the superior-subordinate relationship?

Explain the inherent gap in understanding between supervisor and subordinate.

Chapter Eleven: Peer and Co-worker Communication

Why is it in the organization's best interest to foster co-worker relationships?

Are people more involved, satisfied, and participative in dyads as compared to groups?

How does physical space affect office relationships?

What contributes most to worker relationship development (e.g., 5 principles of developing work relationships)?

What are the positive and negative consequences of work relationships?

Explain the criteria (e.g., individual excellence, importance, interdependence, investment, information, integration, institutionalization, integrity) for healthy work relationships.

What are two or three specific strategies for strengthening work relationships?

Chapter Twelve: Organizational Teams

Why do employees identify more with their teams than with the organization?

What are the general characteristics inherent in any group or team?

Explain the importance of relational communication in groups.

What is the single biggest influence on the quality of group's decision making?

Describe the seven features identified by Wageman (1997) that characterize effective teams?

What makes teams successful?

What suggestions do Modaff & DeWine provide for becoming a successful team member?

What do Hirokawa & Keyton (1995) identify as the three organizational structures necessary for team success?

Understand the general characteristics of teams, what makes them successful, and how a member can contribute to that success.

Chapter Thirteen: Communication Technology in the Organization

Be ready to discuss the criteria for selection of mediate communication.

What are the advantages and disadvantages of communication technology in organizations?

How does technology change organizational relationships?

How does technology impact organizational communication?

What are the problems and challenges associated with technology in organizations?

What are the five dimensions of the CIT Model (Finn & Lane, 1998).

Postscript

Why was it important for the King's daughter to learn to tame tigers?

What is the significance of the story about the King to the study of organizational communication?

How can information about theoretical foundations, organizational challenges, and relational challenges be applied to better understand organizational communication in an actual communication?

What is an executive summary? Why is it important in your application/analysis project?

Explain how you will analyze communication flow in the company you selected for your final project.

Theories

Be prepared to explain each of the following theories:

Leader-Member Exchange Theory

The "Pelz" Effect

Social Exchange Theory

Groupthink

Social Presence Theory

Media Richness Theory

Contingency Theory

Definitions from Chapters 10, 11, 12, 13 and Postscript

Superior-Subordinate Communication

Semantic-information distance

Perceptual incongruence

Upward distortion

Strategic ambiguity

Immediacy

Feedback

Compliance Gaining

Upward Influence

Proxemics

Metacommunication

Task teams

Stuckness

Communication Technology

Technophobia

Organizational Communication