

**Test Bank**

***Management Communication: A Case-Analysis Approach, 5/e***

**Chapter 1: Management Communication in Transition**

1. According to Harvard Business School professor John Kotter, managers today spend only a quarter of their time:
  - a. Working with the boss
  - b. Working with people outside the organization
  - c. Working alone
  - d. Working with their subordinates
  - e. Working with clients
2. In his study of managers and their jobs, Professor Harvey Mintzberg identified this as a core management role:
  - a. Interpersonal roles
  - b. Informational roles
  - c. Decisional roles
  - d. All of the above
  - e. None of the above
3. The core management skill of the twenty-first century is:
  - a. Conflict management
  - b. Efficiency
  - c. Flattery
  - d. Satisfying everyone
  - e. Crafting persuasive messages
4. Deirdre Borden has documented that 75 percent of a manager's time is spent in verbal interactions, which include:
  - a. Telephone conversations
  - b. Video Teleconferencing
  - c. Public speaking
  - d. A and C
  - e. All of the above

5. According to a series of scientific studies, most managers spend the majority of their day:
  - a. Talking
  - b. Listening
  - c. Writing
  - d. A and B
  - e. B and C
  
6. The greatest challenge managers face regarding communication is:
  - a. Being a good listener
  - b. Admitting to flaws in their communication skills
  - c. Writing and editing their own speeches
  - d. Speaking to larger audiences
  - e. None of the above