

**TEST BANK**

*to accompany*

Lannon/Gurak

**TECHNICAL COMMUNICATION**

*Thirteenth Edition*

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**PEARSON**

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## **PART 1     COMMUNICATING IN THE WORKPLACE**

### **CHAPTER 1. Introduction to Technical Communication**

#### **True/False Questions**

1. \_\_\_\_\_ Technical communication rarely focuses on the author's personal thoughts or feelings.
2. \_\_\_\_\_ Technical documents are almost always designed for expert readers.
3. \_\_\_\_\_ Phone calls, conversations, and meetings have largely replaced the need for written documents.
4. \_\_\_\_\_ Most technical writing is done in teams.
5. \_\_\_\_\_ All documents have some persuasive aspect.
6. \_\_\_\_\_ Employers seek technical communicators with portable skills.
7. \_\_\_\_\_ Technical communication includes digital media such as podcasts and online videos.
8. \_\_\_\_\_ In the United States, most people read documents from beginning to end.

#### **Fill-in-the-Blank Questions**

9. \_\_\_\_\_-centered documents focus on what people need to learn, do, or decide.
10. Four different types of technical communication documents are \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
11. Accessible and efficient technical documents include elements such as \_\_\_\_\_ and \_\_\_\_\_.

#### **Multiple-Choice Questions**

12. Technical communication seeks to
  - (a) anticipate and answer questions.
  - (b) help people perform a task.
  - (c) persuade people to do something.
  - (d) b and c
  - (e) All of these answers are correct.

13. When trying to make sense of information, people should never
- (a) determine which information is relevant.
  - (b) ask with whom the information should be shared.
  - (c) verify the accuracy of the source.
  - (d) let the data speak for themselves.
  - (e) All of these answers are correct.
14. Effective technical documents
- (a) use obfuscation.
  - (b) avoid combining text, visuals, and sound.
  - (c) are easy to navigate.
  - (d) a and c
  - (e) None of these answers is correct.
15. Of the following statements, which is *least* accurate?
- (a) As long as a document is persuasive, it need not be clear and efficient.
  - (b) Instructions and procedures are two types of technical documents.
  - (c) At some point, all professionals engage in technical communication.
  - (d) Technical documents focus on the reader.
  - (e) Technical documents must account for cultural differences among users.
16. Which of the following statements is *most* accurate?
- (a) Technical communication helps us interact with technology in our daily lives.
  - (b) Technical communication helps advance workplace goals.
  - (c) Technical communication helps specialists solve complex problems.
  - (d) Technical communication helps both to advance workplace goals and to assist specialists in solving complex problems.
  - (e) All of these answers are correct.
17. An effective technical communicator does all of the following *except*
- (a) works well as part of a team.
  - (b) dumbs down the document's content.
  - (c) anticipates readers' questions.
  - (d) considers global audiences as needed.
  - (e) uses appropriate media.

**ANSWER KEY**

1. T
2. F
3. F
4. T
5. T
6. T
7. T
8. F
9. Reader
10. Several options are possible: instructions, user manuals, memos, reports, procedures, emails, and so forth.
11. Any combination of the following is correct: worthwhile content, sensible organization, readable style, effective visuals, effective page design, and supplements.
12. e
13. d
14. c
15. a
16. e
17. b