Student name:\_\_\_\_\_\_\_\_\_\_

1. People who cheat in school are more likely to cheat in the workplace.
* true
* false

1. In the post-trust era, the public has returned to having trust that a business is operating in the best interest of its customers.
* true
* false

1. Natalie, who wants to be a lawyer, has lined up a summer internship working for a local law firm. That kind of experience will help her develop competence.
* true
* false

1. Jessa pursues business opportunities aggressively because she believes that doing nothing can be very costly. Jessa demonstrates a focus on action.
* true
* false

1. A manager who acts out of self-interest is more likely to be viewed as credible than one who does not.
* true
* false

1. The COVID-19 pandemic gave even more prominence to the importance of caring leaders.
* true
* false

1. Bree wants to cultivate a sense of community. Her first step should be to explain her personal needs to the team.
* true
* false

1. Character-based traits are instrumental in establishing trust in the workplace.
* true
* false

1. Someone who has an enlarged vision of those affected by their business activities has a sense of transparency.
* true
* false

1. In the phrase s *takeholder view*, the word *stakeholder* refers only to someone who owns a share of the business.
* true
* false

1. A company president often states in her written and oral communications that she is answerable to the people who use the company's products. By repeating this so frequently, she most likely causes people to mistrust her.
* true
* false

1. An example of a trust-building behavior is sharing information.
* true
* false

1. In recent years, transparency has become the dominant business ethic for communications.
* true
* false

1. Employees usually speak up when they observe potentially unethical behavior.
* true
* false

1. In recent years, employees have increasingly judged their organizations to be ethical.
* true
* false

1. A person of integrity will have one set of values for his or her personal life and another set of values for his or her work life.
* true
* false

1. Because business problems are expensive and time-consuming to solve, experts recommend avoiding open discussion of serious issues.
* true
* false

1. Today, workplace cultures are becoming more closed off and independent.
* true
* false

1. The FAIR test is a way for companies to predict how consumers will respond to a new product.
* true
* false

1. In high-trust relationships, communication is easier and more effective.
* true
* false

1. The post-trust era is a period of time

when the government no longer allows monopolies or trusts to form.

characterized by the formation of trusts to manage the wealth of businesses.

when people put more of their trust in big business than in big government.

when the government allows financial trusts to try to make the economy safer.

when people have lost the trust they once had in the business community.

1. The post-trust era means that managers and executives often have to focus on

their personal needs rather than business needs.

establishing their credibility.

furthering their education.

the practice of outsourcing jobs.

more hands-on tasks.

1. What is the key characteristic of the post-trust era?

The public believes businesses operate against the public's best interests.

The majority of employees have faith in their leaders and colleagues at work.

Transparency is no longer important in the workplace.

Stakeholders do not require businesses to be accountable to them.

Character-based traits play a very small role in establishing credibility.

1. In one study, nearly 80 percent of students surveyed felt that\_\_\_\_\_\_\_\_ was not a serious offense.

Internet plagiarism

stealing office supplies

lying on social media

cheating on a boy/girlfriend

padding a resume

1. What is true about competence in the workplace?

It has grown less important in the post-trust era.

It is most often evaluated by one's track record of achievements.

It is innate and cannot be gained through experience.

It increases when individuals focus on connecting with others.

It depends mainly on the ability to build a sense of community.

1. Bryan’s boss told him that he needs to demonstrate more competence on the job. What action will help him do so?

taking on fewer projects at one time

asking co-workers what their needs are

working independently and not consulting others

hiding his mistakes from his team members

setting specific work goals and achieving them

1. The *Morning Wire* just hired five young reporters. Which new employee seems to demonstrate the most competence for the job?

The employee who made top grades in journalism at a prestigious university and then traveled for a year

The employee who has a degree in English and wants to write for a literary magazine one day

The employee who earned a journalism degree and interned at a local newspaper for two summers

The employee who earned a degree in philosophy and spent a year writing for a school newspaper

The employee who made top grades at a small college and graduated with a degree in English

1. Lisa is the general manager of a global manufacturing company. She wants to give one of her managers an "Employee of the Year" award. Which manager should she choose if she is looking for the employee with the highest level of competence?

The manager who is completely trustworthy with confidential information

The manager who is the first one to explain what she needs in any situation

The manager who develops effective action plans to achieve team goals

The manager who considers company interests above those of customers

The manager who keeps a low profile and does not draw attention to himself

1. Which action will help a manager establish a sense of caring?

holding regular meetings to ask about employee concerns

setting clear and measurable goals for each employee

taking a course in making teams function more efficiently

assigning people to projects without their input

encouraging people to use the pronouns "I" and "me" in communication

1. Which communication technique shows that someone has a team orientation?

discussing only positives rather than focusing on negatives

being open and transparent about the company's confidential matters

using the FAIR test to evaluate what other people say

using the pronouns "you" and "we" to discuss goals and needs

keeping personal motivations hidden in the workplace

1. How does caring help establish credibility in the business world?

It helps people understand serious business problems.

It encourages people to work as individuals instead of as teams.

It promotes closed communication structures.

It helps people connect with others.

It makes individuals less transparent.

1. Roan and James are both on the staff of a home improvement store. Roan is always asking colleagues to cover his shifts, but he never returns the favor. James often covers shifts for colleagues even though he rarely takes time off himself. Which statement best describes the difference between Roan and James?

James adheres to the company ethics policy, and Roan does not.

James relies on personal values, and Roan relies on corporate values.

James is an effective communicator, and Roan is not.

James is a giver, and Roan is a taker.

James trusts his colleagues, and Roan does not.

1. The Hillside Office Furniture Company has been around for almost a century and generally has a good reputation for accountability. Which action might *harm* its reputation for taking a stakeholder view?

The company consistently pays its shareholders high dividends.

The company offers its employees good benefits packages.

The company develops products that meet customer needs.

The company helps its employees develop professional skills.

The company keeps profits high by eliminating pollution controls.

1. How can a middle manager at a software company build a sense of community among team members?

assign all the team roles without explaining why decisions are made

emphasize how the quality of the team's work affects their chance at promotion

empower each team member to set personal career goals

put more emphasis on immediate results than on developing skills

encourage team members to compete to improve productivity

1. Gustaf is an editorial manager at a greeting card company. He wants to give one of his supervisors an "Employee of the Year" award. Which supervisor should he choose if he is looking for an employee with a strong sense of caring?

The employee who sets short- and long-term deadlines for every project and meets them promptly

The employee who always takes on extra work to help the department meet its deadlines

The employee who is the best copy editor and proofreader in the department

The employee who helps her employees develop the skills that will allow them to advance

The employee who communicates openly whenever he has doubts or questions

1. Character refers to

the stated and lived values of a company.

the knowledge and skills needed to accomplish business tasks.

a reputation for adhering to high moral and ethical values.

a set of principles that govern behavior in the workplace.

the ability to cultivate a sense of community in the workplace.

1. Which statement is true of character?

It is central in establishing trust.

It is innate and cannot be cultivated.

Its importance has decreased in the post-trust era.

It is seldom important in long-term, collaborative relationships.

It increases when the level of transparency decreases.

1. The is the purchasing manager for a lawn equipment manufacturer knows he could save the company money by using cheaper steel when fabricating parts but he says, "Our customers count on us to provide a durable product. I do not want to let them down." What quality does this demonstrate?

competence

character

experience

expertise

community

1. When business executives were asked what the most important determinant of trust in the workplace was, the number one answer was

positive attitude.

honesty.

intelligence.

motivation.

experience.

1. The product development manager at Schilling Manufacturing demonstrates honesty and fairness in her work. In addition, she focuses on the success of her entire team—not just her own success. However, she decided to ignore the environmental affects related to the department’s new product introduction. What aspect does this manager need to improve on?

kindness

relatability

character

accountability

competence

1. Performing at the highest standards, not just for oneself, but for the team, for the supervisor, for the consumer, and for the company's shareholders, indicates a sense of

individuality.

accountability.

opportunity.

future-orientation.

endurance.

1. During performance evaluations, the department manager is consistently praised for her ability to see how corporate decisions will affect stakeholders. What does this characteristic demonstrate?

accountability

competence

expertise

transparency

honesty

1. Business ethics are defined as

the skills needed to identify and overcome business problems.

the practice of sharing all relevant information with stakeholders.

a written code of conduct designed to guide the actions of a company.

the commonly accepted beliefs and principles in the business community for acceptable behavior.

a set of guidelines for evaluating how much honesty to use in a given situation.

1. Safeguarding proprietary information and avoiding misuse of company assets are two aspects of

the post-trust era.

transparency.

the FAIR test.

credibility.

business ethics.

1. Why has transparency become so important in the post-trust era?

It creates the feeling among employees that managers care about their interests and needs.

It helps reduce the fear that unethical or dishonest practices are being conducted in secret.

It reduces incompetence by stressing the acquisition of necessary skills and knowledge for the job.

It empowers each individual employee to think primarily about his or her career needs.

It focuses on action and results so it helps businesses address their most pressing issues.

1. Pashma saw her best friend, Liz, take office supplies from the workplace. Liz said it was no big deal, and Pashma didn’t want to turn her in, but she knew it was ethically wrong and felt guilty that she was being disloyal to the company. Pashma discovered that making the right choice isn’t always easy. This is an example of

viewing coworkers' motives with suspicion.

feeling resistant to new ways of doing things.

rationalizing keeping the secret.

keeping one's motives to oneself.

an ethical dilemma.

1. What should you do if you observe unethical behavior in the workplace?

Assume that the person knows what he or she is doing and ignore it.

Accuse the person of acting with bad motives or criminal intent.

Ask questions that challenge the rationalization of the behavior.

Report the behavior to the media or to law enforcement immediately.

Make a joke about the behavior to subtly convey your discomfort with it.

1. Which document do companies use to express their expected norms of conduct?

mission statement

bill of lading

vision statement

code of ethics

profit and loss statement

1. The general manager of a recycling facility wants to give one of her employees an "Employee of the Year" award. Which individual should she choose if she is looking for an employee with a strong sense of ethics?

The employee who shares all relevant information with stakeholders

The employee who went to night school to acquire more job-related skills

The employee who shares the company's trade secrets with its competitors

The employee who created a spreadsheet to help track production stages

The employee who conducts personal business on company time

1. What type of company is required by the Sarbanes-Oxley Act to have a code of ethics available to all employees?

all companies that employ more than 100 people

all companies that trade internationally

all companies that have more than a single owner

all companies that are publicly traded

all companies that make more than a million dollars

1. While the department manager is well-known for his ability to bring in new business and maintain an efficient staff, there are rumors that his treatment of recent hires is demeaning and causing many of them to leave the company. In this situation, the manager’s corporate values and personal values do not seem to align and demonstrate a lack of

transparency.

prosperity.

integrity.

viability.

personality.

1. What is the relationship between honesty and competition?

Too much honesty destroys competition.

Businesses must commit fraud to compete.

Truly honest businesses do not need to compete.

Honesty and competition have no relationship.

Honesty allows performance based on merit.

1. Manuel is the chief financial officer of his company. At the annual meeting, he gives a presentation that contains only positive financial news even though the company had a layoff in the previous year. What impact is Manuel’s presentation likely to have on the employees?

It will create hope that the coming year will be better than the previous year.

It will cause employees to forget about the previous year's problems.

It will create mistrust because the presentation did not offer the whole truth.

It will not have much effect because employees do not listen to such presentations.

It will impress the employees with Basir’s team orientation and positive attitude.

1. Jessa works for a wealth management firm. She discloses a client's confidential information publicly. This action is an example of a

business ethics violation.

low-trust relationship.

conflict between personal and corporate values.

failure to be transparent.

rationalization of unprofessional practices.

1. What is the term for the stated and lived values of a company?

corporate values

corporate relationship

code of ethics

business ethics

professional practices

1. Dina is director of human resources, and as such she is tasked with creating a document that states the company’s most important values and rules of conduct. This is called

a code of conduct.

an ethical standards statement.

a company rules bulletin.

a human resources manual.

organizational guidelines.

1. What does the "A" in the FAIR test of ethical business communication stand for?

Accommodate stakeholders

Access to information

Align interests

Appreciate end users

Accountable actions

1. What does the "I" in the FAIR test of ethical business communication stand for?

Intent of communicator

Interest of audience

Impacts on stakeholders

Insight into motives

Illustration of credibility

1. What can the FAIR test help you avoid?

showing preference to one employee over another

revealing confidential or proprietary information

receiving low ratings from subordinates

rationalizing unethical behaviors

being disrespectful to other people

1. Jackson is a manager who is preparing to send a memo to members of his team. What will best help him evaluate the memo before sending it?

asking questions to challenge rationalizations

consulting the Ethics Resource Center

surveying team members

applying the FAIR test

reviewing the company's code of ethics

1. Parul is the general manager of an organic coffee company. She wants to give one of her employees an "Employee of the Year" award. Which individual should she choose if she is looking for an employee who communicates fairly in business?

the employee who always discloses her sources of information

the employee who often draws conclusions from assumptions

the employee who often says that customers never know what they want

the employee who builds team spirit by reminding people when birthdays are

the employee who seldom checks his programs for bugs

1. In the text’s example of Amazon’s response during the early days of the COVID-19 pandemic, the FAIR test was especially important since this involved

consumer goods.

high-stakes communication.

an online company.

no end-users.

a smaller segment of the population.

1. Warren Buffet says that he looks for three characteristics when hiring people: intelligence, energy, and

commitment.

education.

resilience.

integrity.

sincerity.

1. When Celia read the news release from her company she was shocked to see that it talked about the 1,500 employees who were happy in their work but did not talk about the 300 employees who were on the picket line to gain attention about their excessive work hours on the factory floor. Which aspect of the FAIR test is Celia focusing on?

the representation of facts

access to motives and reasoning

the impact on stakeholders

return on investment

activity levels of employees

1. Using the FAIR test involves providing access to\_\_\_\_\_\_\_\_ and explaining how you made your decisions, particularly in complicated and emotionally charged situations.

your real motivations

research and data

employee records

in-house documents

all communications

1. Why has establishing credibility become so important in the post-trust era?

1. List the three factors that help managers and executives establish credibility.

1. What role does understanding the interests of others play in the establishment of credibility? Give a specific example.

1. Why should a business take a stakeholder view of groups in society that are not part of the company and do not use the company's products or services?

1. Discuss the role of character in establishing credibility.

1. What are business ethics?

1. What are three ways to create a transparent workplace?

1. Why is it important that corporate values be aligned with personal values?

1. Why is it important for a company to have a business ethics policy?

1. What are the elements of the FAIR test? Give one example of when the elements of this test would be useful.

**Answer Key**Test name: chapter 1

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