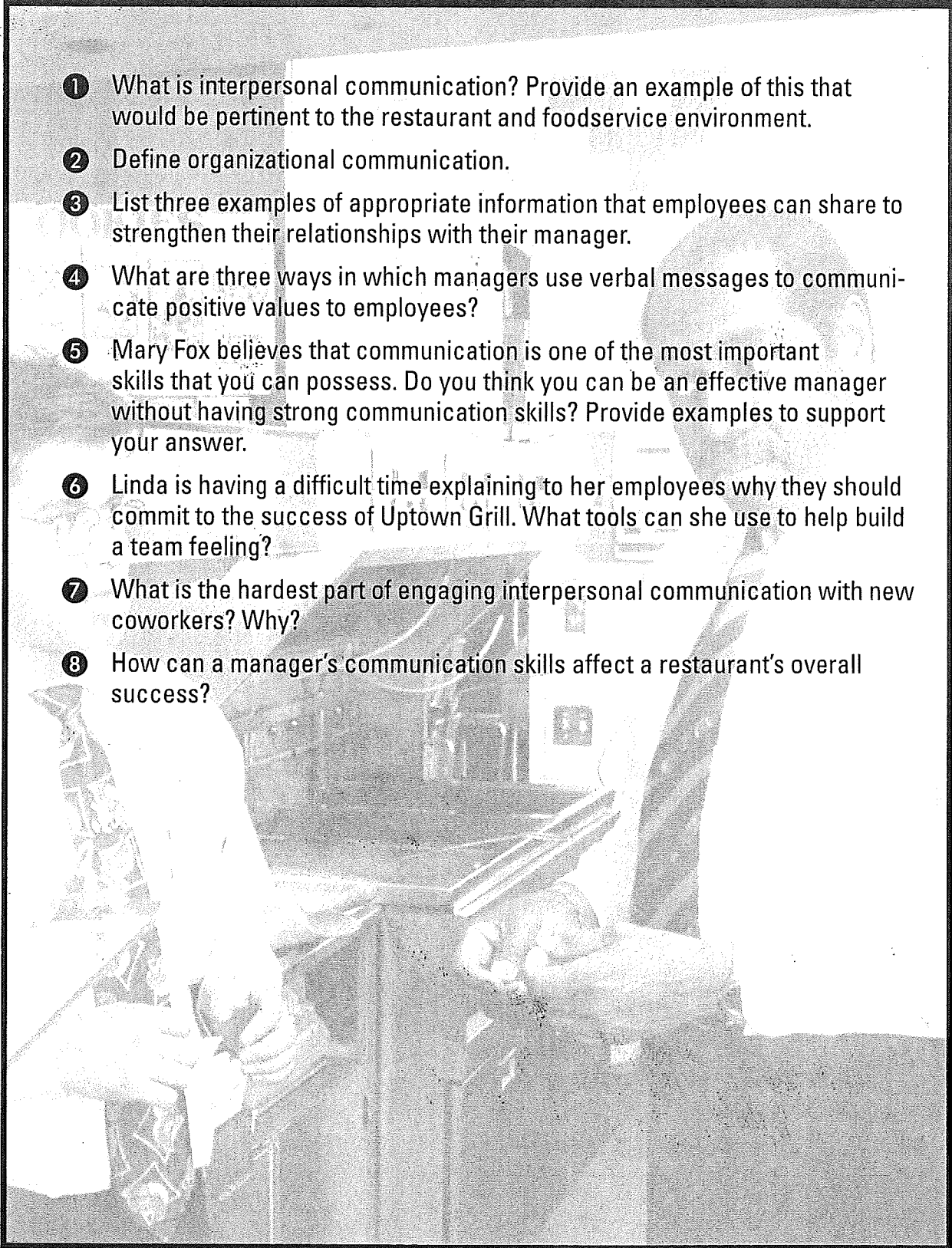


Section 7.3 Review Questions

- 1 What is interpersonal communication? Provide an example of this that would be pertinent to the restaurant and foodservice environment.
- 2 Define organizational communication.
- 3 List three examples of appropriate information that employees can share to strengthen their relationships with their manager.
- 4 What are three ways in which managers use verbal messages to communicate positive values to employees?
- 5 Mary Fox believes that communication is one of the most important skills that you can possess. Do you think you can be an effective manager without having strong communication skills? Provide examples to support your answer.
- 6 Linda is having a difficult time explaining to her employees why they should commit to the success of Uptown Grill. What tools can she use to help build a team feeling?
- 7 What is the hardest part of engaging interpersonal communication with new coworkers? Why?
- 8 How can a manager's communication skills affect a restaurant's overall success?



Section 7.3 Activities

1. Study Skills/Group Activity: Appropriate Versus Inappropriate Behavior

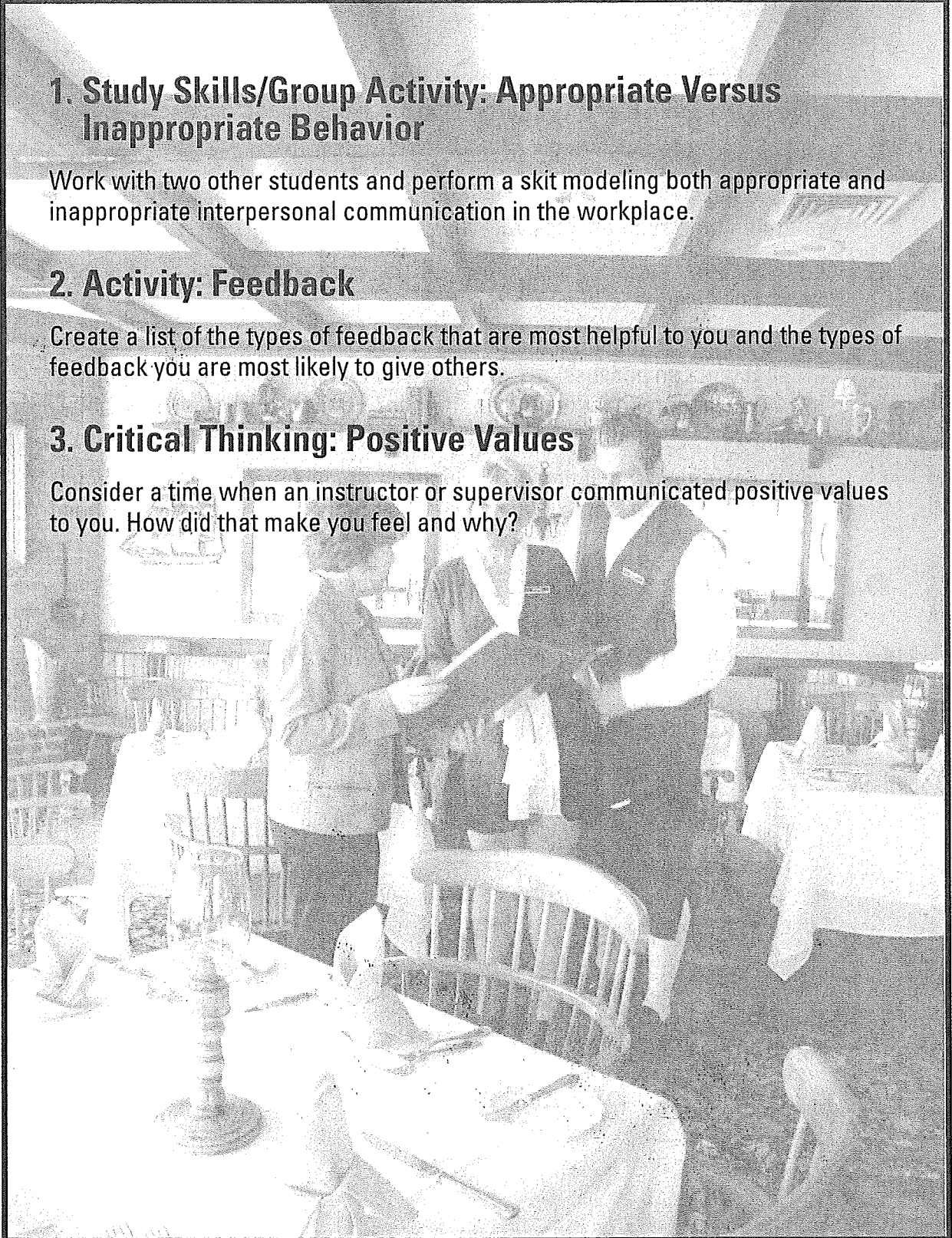
Work with two other students and perform a skit modeling both appropriate and inappropriate interpersonal communication in the workplace.

2. Activity: Feedback

Create a list of the types of feedback that are most helpful to you and the types of feedback you are most likely to give others.

3. Critical Thinking: Positive Values

Consider a time when an instructor or supervisor communicated positive values to you. How did that make you feel and why?

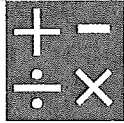


Case Study Follow-Up *Leading the Pack*

At the beginning of the chapter, Linda planned on conducting one-on-one interviews with her diverse staff and then asking each employee for a commitment. She really wants to move Uptown Grille in some new directions and now realizes that she needs her team to buy in.

1. What steps can Linda take to build a group commitment to her new vision?
2. Should she still conduct one-on-one interviews? Will the focus of those interviews change?
3. How can she best harness the experience of her employees—both their job experience and their experience with the owners?

Apply Your Learning



Informal Language

Do you often use informal language, “filler” words (like, totally, you know), and slang in conversation? Or how many times in a day? Make a list of ten words you commonly use that fall into one or another of these categories. Now keep track of how often you use each of these words in a day. Who are you with and where are you when you use these words most frequently?

Now divide your day up into categories based on where and how you spent your time that day: for example, “Class,” “Lunch,” and “Work” are all categories you can use. Create a bar chart showing where you are when you use these informal words the most. Alternately, create a bar chart using the people you spent the day with as categories (“Parents,” “Teachers,” and “Friends,” for instance), and show who your companions are when you use these words the most.

An example: If you used the words from your list a total of seven times during dinner and a total of eighty times during work, then you would create a bar seven units high for the category “Dinner” and a bar eighty units high for the category “Work.”



Assess Communication

Pick out a written document, such as a memo, newspaper article, or advertisement, and assess it based on the following criteria:

- How well does it communicate its message?
- To whom is the message addressed?
- What barriers to communication could prevent the message from being heard?
- Does the document have an underlying message, and if so, what is it?
- How could the document be improved?
- What questions about the message do you still have after reading the document?

Create a report that answers these questions and attach a copy of the document to the report.



The Brain and Communication

When did language start? What did it originally look like, and why did it develop at all? Evolutionary linguistics studies these issues to learn more about how the human brain has evolved to support the complex communication abilities that we enjoy today. Research some aspect of the role that the brain plays in communication. For example, the way visual or auditory messages are transmitted to the brain, how we learn to speak as children, or how human brains differ from those of other primates. Write a two-page report on your findings.

Critical Thinking

Enhancing Your Communication Skills

Communication is a big part of daily living that we are all good at, right? Wrong. There are always techniques we can use to develop better communication skills and enhance our relationships at home, school, and work.

How can you communicate more effectively with others at work and school? What can you do to present a professional image? Develop a personal plan for enhancing your communication skills and public image using the information you learned in this chapter. Practice it for one week. How have your interactions with others changed? Do you feel yourself to be a more effective communicator? Why or why not?

Exam Prep Questions

- ① The process of sending and receiving information by talk, gestures, or writing for a response or action is
A. speaking.
B. messaging.
C. management.
D. communication.
- ② Some researchers believe that _____ can impair your written communication skills.
A. emailing
B. texting
C. typing
D. audiotaping.
- ③ A two-way communication that has immediate feedback is _____ communication.
A. verbal
B. nonverbal
C. interpersonal
D. organizational
- ④ Identifying with another person's feelings or thoughts is called
A. esteem.
B. respect.
C. empathy.
D. sympathy.
- ⑤ A letter sent to employees within an organization about a new health-care policy is an example of _____ communication.
A. verbal
B. written
C. interpersonal
D. organizational
- ⑥ Facial expressions are an example of what type of communication?
A. Verbal
B. Nonverbal
C. Interpersonal
D. Organizational
- ⑦ The numerous messages and information that convey operational procedures, policies, and announcements to a wide range of audiences is _____ communication.
A. verbal
B. written
C. interpersonal
D. organizational
- ⑧ The variation of a language spoken by a particular group of people is called
A. jargon.
B. accent.
C. dialect.
D. semantics.

9 Slang and buzzwords are known as:

- A. jargon.
- B. gestures.
- C. prejudices.
- D. semantics.

10 What part of a written message presents the content or topics of the message?

- A. Body
- B. Greeting
- C. Summary
- D. Introduction