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Question 1

Question Type: MultipleChoice

What is a consideration when using more than one presenter to communicate a message in a face-to-face channel?

Options:

- A- Messages are best communicated by a single presenter
- B- The last people to receive the message will get a shorter, less detailed message.
- C- Audiences will react more favorably to presenters with louder voices
- D- The message communicated is likely to vary, even if scripted.

Answer:

D

Question 2

Question Type: MultipleChoice

If you need to convey negative or controversial information, which channel should you consider first?

Options:

- A- Face-to-face
- B- Paper-based
- C- Technology-based

Answer:

A

Question 3

Question Type: MultipleChoice

What value can strategic total rewards communication bring to the workplace?

Options:

- A- Repairs flawed rewards programs
- B- Creates tactical plans to be implemented
- C- Utilizes whatever budget is remaining
- D- Motivates employees and drives business performance

Answer:

D

Question 4

Question Type: MultipleChoice

Which option best is the most important potential disadvantage of performance pay?

Options:

- A- It increases the need for layoffs in poor economic conditions.
- B- It does not fit well with high-involvement management.
- C- It is mainly effective in small companies.
- D- It does not pay off for some employers.

Answer:

D

Question 5

Question Type: MultipleChoice

What is a likely indicator that communication has reached the behavioral tier and is influencing employee commitment and action?

Options:

- A- A formal communication process is implemented
- B- Employee line of sight is created
- C- Employee feedback is utilized

D- Technology is being leveraged.

Answer:

B

Question 6

Question Type: MultipleChoice

What is a tool that an organization can use to quantify the value of an employee's total rewards package?

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Options:

- A- Total rewards statement
- B- Total rewards philosophy
- C- Total rewards strategy
- D- Total rewards elements

Answer:

A

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