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| 1. Successful teams can complete more tasks and produce more high-quality results than a person working alone.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 2. A team should only include members from the same department.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 2 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 3. A team or committee can be more democratic than a single executive making a decision.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 2 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 4. One of the key characteristics that defines a team and differentiates it from a group is that the members share the same goals.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 8 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 5. In a well-functioning team, members serve the same role.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 8 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 6. The best team leaders often emerge from the ranks of the team itself.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 8 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 7. Teams should actively strive to welcome and respect different ways of thinking about and completing tasks.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 8 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 8. All employees are primarily motivated by financial rewards.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 12 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 9. Technology makes is easier to communicate with distributed team members, therefore talking face to face is not necessary.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 16 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 10. Wikis are becoming popular tools for distributed groups to share information.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 16 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 11. The success of the Japanese auto industry a few decades ago made teams popular in business. Before that, employers viewed each worker as an independent labor resource. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 2 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 12. Representatives are simply people who work together. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - Workgroups, workgroups | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 4 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 13. Most committees are temporary groups, however standing committees are permanent. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 4 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/27/2016 11:46 AM | |

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| 14. Teams have a shared sense of purpose. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 6 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 15. Delegate means to enable team members to think, behave, act, and make decisions with independence. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - Empower, empower | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 10 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 16. Low-performing teams are made up of people who develop chemistry with each other and work together very effectively. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - High-performing, High performing, high-performing, high performing | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 14 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 17. A cohesive team works closely together. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 14 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 18. A virtual world is a simulated world that you can explore, manipulate, and affect. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 18 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 19. A proxy is someone who takes care of general administrative tasks on a distributed team. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 16 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 20. Employee recognition programs should reward team efforts as well as individual efforts. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 12 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 21. \_\_\_\_ are groups of workers who identify and solve work-related problems, such as the most efficient way to produce auto parts   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Planning circles | b. | Decision circles | |  | c. | Quality circles | d. | Team circles |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 4 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 22. \_\_\_\_ work teams have a common goal.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Self-study | b. | Self-managed | |  | c. | Self-employed | d. | Regulated |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 4 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 23. Some companies base as much as \_\_\_\_ of their bonuses on team-based evaluations.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | 10% | b. | 15% | |  | c. | 20% | d. | 25% |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 12 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 24. One of the most powerful rewards you can give to your coworkers is \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | money | b. | appreciation | |  | c. | gifts | d. | time |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 12 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 25. When forming a team, you should choose individuals that have been \_\_\_\_ in other groups.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | successful | b. | independent | |  | c. | aggressive | d. | popular |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 14 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 26. In most organizations, \_\_\_\_ is power and the fuel used to make key decisions.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | seniority | b. | trust | |  | c. | money | d. | information |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 14 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 27. A \_\_\_\_ team has members in different geographic locations.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | distributed | b. | global | |  | c. | long range | d. | distant |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 16 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 28. Traditional management roles include all of the following except \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | decision making | b. | authorizing | |  | c. | implementing action plans | d. | empowering |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 10 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 29. According to the text, the best technology for distributed teams to simulate how to prepare for emergencies is \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Wikis | b. | Second Life | |  | c. | Facebook | d. | Blogs |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 18 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 30. In Second Life, \_\_\_\_ are created to represent your virtual self.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | characters | b. | clones | |  | c. | avatars | d. | figures |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 18 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 31. In a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, a group of people discuss topics that matter to the whole organization, such as guidelines for using the Internet.   |  |  | | --- | --- | | *ANSWER:* | committee | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 4 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 32. A \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is an activity with well-defined objectives or outcomes, a limited budget, and a schedule for completion.   |  |  | | --- | --- | | *ANSWER:* | project | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 4 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 33. A \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a number of people who work on similar tasks or follow the same procedures.   |  |  | | --- | --- | | *ANSWER:* | group | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 6 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 34. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is having confidence or relying on the integrity and abilities of other people.   |  |  | | --- | --- | | *ANSWER:* | Trust trust | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 6 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 35. A \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is someone who hold the same type of job as you, and usually work in the same company.   |  |  | | --- | --- | | *ANSWER:* | colleague | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 7 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 36. Explain the benefits of being a member of a successful team.   |  |  | | --- | --- | | *ANSWER:* | Helps to overcome obstacles and solve problems. Encourages active participation, which leads to additional success. Reduces stress and promotes physical well-being. Produces greater satisfaction, self-confidence, and self-esteem. | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 15 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 37. Discuss the do’s and don’ts of ensuring team success.   |  |  | | --- | --- | | *ANSWER:* | Do decide how to accomplish the team’s goals. Do accept responsibility for meeting the goals. Do let team members adopt roles that suit their abilities. Do respect these roles within the team. Do look for a team member who can focus on the team’s tasks and dynamics at the same time. Do use a coordinator until a leader emerges. Do take advantage of the different perspectives, abilities, and ideas offered in a team. Do encourage differences to avoid intolerance or overlooking new ideas. Do look for ways to create urgency, such as rallying to meet a deadline. Do compete with other groups or standards.  Don’t wait for managers to set the goals. Don’t overlook an important role that no team member has assumed. Don’t take over someone’s role, but don’t be afraid to help with some roles, such as thinking creatively and reaching agreements. Don’t automatically make the highest-ranking person the leader. Don’t avoid necessary tasks until a leader emerges - discuss who should complete them. Don’t fall into the trap of encouraging only familiar ideas. Don’t discourage new ways of thinking. Don’t keep up the urgency for long periods. Don’t invent a reason to be urgent about team tasks. | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 9 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| Virtual worlds are online applications that let users interact with one another and create and use objects. Recently, virtual world applications have been introduced for business. One example of a real-life application in a virtual environment would be to simulate disasters such as hurricanes or floods. |

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| 38. According to the case, what would be a benefit of simulating a disaster in a virtual world?   |  |  | | --- | --- | | *ANSWER:* | No real-life consequences. Can learn from mistakes. | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 17 | | *QUESTION TYPE:* | Subjective Short Answer | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Case A-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 39. According to the case, what are virtual worlds most suited for in a business environment?   |  |  | | --- | --- | | *ANSWER:* | Training for emergencies. | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 17 | | *QUESTION TYPE:* | Subjective Short Answer | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Case A-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| 40. Relating to the case, what other activities could businesses use virtual worlds for?   |  |  | | --- | --- | | *ANSWER:* | Training employees. Simulating business processes. Hosting events. | | *POINTS:* | 1 | | *REFERENCES:* | Teamwork 18 | | *QUESTION TYPE:* | Subjective Short Answer | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Case A-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/3/2016 4:00 PM | |

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| Identify whether the characteristics below pertain to a group or a team.   |  |  | | --- | --- | | a. | Group | | b. | Team |  |  |  | | --- | --- | | *REFERENCES:* | Teamwork 7 | | *QUESTION TYPE:* | Matching | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:00 PM | | *DATE MODIFIED:* | 5/27/2016 11:49 AM | |

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| 41. Rewards based on individual accomplishments.   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |

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| 42. Focus is on shared tasks and responsibilities.   |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | |

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| 43. Collection of individuals.   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |

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| 44. Objectives differ from one member to another.   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |

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| 45. Shared tasks offer many chances to develop trust.   |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | |