

Name: _____

Date: _____

- 1 If time permits, what should a leader do prior to issuing an order?
 - A Prepare the order as fast as possible
 - B Provide an explanation or background information necessary for execution
 - C Think of several "sea stories" to add to the order
 - D To save time, add a detailed explanation to the order
- 2 Orders given by a leader should _____.
 - A leave no room for interpretation
 - B contain no words with a hidden or "double" meaning
 - C be vague
 - D Both A and B
- 3 Improperly recording aircrew training events is unethical behavior.
 - A True
 - B False
- 4 _____ means honest, frank, or candid.
 - A Coy
 - B Straightforward
 - C Devious
 - D Covert
- 5 Orders are likely to be misunderstood when a senior _____.
 - A gives them in such a way that they have more than one meaning
 - B gives them in such a way that they have more than one meaning
 - C does not take the time to make them concise
 - D All of the above
- 6 Background information should be provided _____.
 - A prior to issuing an order
 - B within the order
 - C after issuing the order
 - D only in an emergency

- 7 People work better when they _____.
 - A understand the purpose of their efforts
 - B feel that they are involved
 - C take an active part in the exercise or work effort
 - D All of the above
- 8 Sea stories and superfluous materials are acceptable in an order.
 - A True
 - B False
- 9 Orders should leave room for interpretation.
 - A True
 - B False
- 10 Once a policy is formalized, _____.
 - A everybody should get on board and support the policy
 - B dissent is still acceptable
 - C continued debate is acceptable
 - D support for the new policy can be lukewarm
- 11 When communicating with your audience, what should NOT be done?
 - A Talk honestly
 - B Pontificate
 - C Talk openly
 - D Talk frankly
- 12 According to ADM Larson, it is useful to have private policy planning sessions first before going public with controversial items.
 - A True
 - B False
- 13 _____ means a group of signs or symptoms that collectively indicate some abnormal condition.
 - A Sympathetic
 - B Syndrome
 - C Observation
 - D None of the above

- 14 Examples of syndromes include _____.
- A "I know it all, I don't have to listen."
 - B "You are too low in the organization to understand the problem."
 - C "You don't know what you are talking about."
 - D All of the above
- 15 Syndromes are rarely found in most organizations.
- A True
 - B False
- 16 Unregulated or unrecognized bureaucratic filtering deprives leadership of information that is frequently valuable.
- A True
 - B False
- 17 General Rice believes that a speaker does not need to have something worthwhile to say.
- A True
 - B False
- 18 Choose all of the statements that are TRUE about avoiding communication pitfalls.
(Choose ALL that apply.)
- A Give subordinates background info on the orders you give so they take an active part in the effort.
 - B Subordinates should rarely discuss problems and priorities with their commanding officer.
 - C Bounce ideas off your roommate or colleague before expressing them to subordinates.
 - D Don't give subordinates background info on the orders you give as this will only confuse them.

- 19 Choose all of the statements that are TRUE about avoiding communication pitfalls.
(Choose ALL that apply.)
- A Never threaten the status or ego of a subordinate.
 - B Make sure your leading petty officers take notes on your orders so they are not distorted later.
 - C You should never reward work that has been done correctly with special privileges, unless it goes far above expectations.
 - D Important communications should pass through every level of the chain of command.
- 20 Choose all of the statements that are TRUE about avoiding communication pitfalls.
(Choose ALL that apply.)
- A Encourage subordinate to ask questions without fear of receiving a sarcastic reply.
 - B When necessary, criticize your subordinates in private.
 - C When necessary, criticize your subordinates in public.
 - D An officer should instruct his staff to check with him if an order is unclear.

Answer Key: NS4-U8 - Avoiding Communication Pitfalls (Exam)

Question:	Answer
1	B
2	D
3	A
4	B
5	D
6	A
7	D
8	B
9	B
10	A
11	B
12	A
13	B
14	D
15	B
16	A
17	B
18	A
19	A
20	A