

Professional Etiquette Quiz #3 Answer Key

Instructions: Complete this exam and submit your work when you are finished.

1. What is diversity in the context of a place of work?
 - a. The similarities between colleagues that form a bond between them
 - b. The differences in background, experience, culture, viewpoints, etc. personified by each worker
 - c. The amount of difference between one work group and another
 - d. A form of Human Resources training that teaches colleagues to get along

2. Diversity in the workplace has the following effects:
 - a. Provides a wider variety of expertise
 - b. Increases automatic understanding between colleagues
 - c. Offers a wider range of ideas and viewpoints
 - d. Both A and C

3. Which of the following would not be considered a “Rite of Initiation” in the workplace?
 - a. Working in a cubicle until your desk is ready
 - b. Being asked to eat lunch with your new team
 - c. Taking a vacation day
 - d. Completing initial HR paperwork/training



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4. The following systems vary from culture to culture, except:
- a. Sense of mission
 - b. Political
 - c. Legal
 - d. Economic
5. Which of the following sentences shows respect towards a colleague from a different cultural group than yourself?
- a. "I noticed you're the oldest person here. Are you thinking of retiring soon?"
 - b. "I noticed you don't look people in the eye. You need to look people in the eye when you talk to them."
 - c. "I noticed you don't celebrate Thanksgiving. I brought you a turkey for your desk."
 - d. "I noticed you wear a Yarmulke. Would you mind telling me about its significance?"
6. Which of the following may occur as a result of ethnocentrism?
- a. Decrease in intolerance
 - b. Hindered ability to work with diverse colleagues
 - c. Increased workplace harmony
 - d. Increased flow of ideas



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7. A Russian colleague is offended when you use the American “OK” hand gesture. This is an example of:
- a. Intercultural Communication
 - b. Interference
 - c. A cultural taboo
 - d. International Communication
8. Which of the following systems are typically not formally established?
- a. Ethical
 - b. Political
 - c. Legal
 - d. Economic
9. When you ask your boss about the reasoning behind a work process, he/she responds, “Because that’s the way we’ve always done it.” This is an example of a:
- a. Ritual
 - b. Cultural Symbol
 - c. Boundary
 - d. Status



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10. Which of these statements is true?

- a. Political systems are similar among most cultures
- b. Every individual follows the norms of his or her country's culture
- c. Intercultural communication takes place when people from different countries communicate
- d. Culture encompasses values, beliefs, attitudes, and traditions that a group shares

