
STUDY GUIDE: EXAM#3

1. How does information overload affect group decision making? How can you cope with information overload? Which is the most effective coping method? When does information underload occur in groups?
2. Define and explain confirmation bias. What is rationalization of disconfirmation? How do you combat confirmation bias? What is false dichotomy? How do you combat false dichotomies? What is collective inferential error. Is it incompetent communication to make inferences? What is the vividness effect. What is a correlation and how does it relate to inferential error? How do you combat collective inferential error?
3. What is groupthink? What are its symptoms? What causes groupthink? How should you prevent groupthink?
4. What are the phases of group decision making and problem solving? Explain the six steps of the Standard Agenda. What are questions of fact, value, and policy? What is force field analysis?
5. How do you overcome resistance to change in groups? What is the PERT decision-making process that assists implementation of group proposals? What is Murphy's Law?
6. What are the pros and cons of majority rule, minority rule, and consensus decision making? What are the specific rules of consensus decision making that make it work? What is a true consensus? Can all groups achieve consensus?
7. What are the criteria (standards) for evaluating information used to solve problems and make decisions in groups? Explain each one and provide an example. What are common problems found when seeking information on the Internet? How can you combat these problems?
8. What are the pros and cons of participation in group discussion? Why is participation from all members not always beneficial to the group? How are cultural diversity and group participation related? How do you encourage participation in group discussion from all members? What are the primary complaints about group meetings? How should you conduct group meetings to achieve the best results?
9. Explain the brainstorming technique. How is it different from nominal group technique? Which method is better? What steps need to be taken to use brainstorming effectively? What is reframing? How does it produce creative problem solving? What is integrative problem solving? How does it work?
10. Define power. What are the three types of power? How do they differ from each other? Why is no one entirely without power? What does "power is group-centered" mean? What

are the primary power resources? Explain how each can produce power for group members. What do the Milgram studies show? Why are they important? What is the difference between conformity and obedience?

11. Explain the common general, verbal, and nonverbal indicators of power. What is verbal dominance? What differentiates information and expertise as a power resource? When power is imbalanced, what are the likely results? Explain! What is an alliance? A coalition? What are extrinsic and intrinsic rewards? There are two forms of prevention power: defiance and resistance. Explain how they differ. What are the resistance strategies (passive aggression)? How should the group respond to resistance strategies? What is power distance? How does culture and power interrelate?
12. Define assertiveness. How does assertiveness differ from passivity and aggression? What is the DESC scripting method of assertiveness? Is assertiveness always appropriate?
13. What is the definition of conflict? What are the chief differences between constructive and destructive conflict? What is the difference between conflict resolution and conflict management? Why is the distinction important?
14. What are the five communication styles of conflict management? When should you use each and when should you choose another option? Which styles are most likely to be effective and which are least likely? What is the low-context style of communicating and what is the high-context style? Which is used most in a collectivist culture and an individualist culture?
15. What are the primary situational variables that influence conflict transactions? What is negative reciprocation? Tit-for-tat negotiating strategy? Reformed sinner (GRIT) strategy? Positional bargaining? Principled negotiation? What are the distinctions between constructive and destructive anger? What steps can be taken to manage effectively your own anger and the anger of other group members?
16. What is a virtual group? How does it differ from a virtual team? What is a technology? What are the differences between text-messaging, audioconferencing, and videoconferencing virtual groups? What are the primary benefits and challenges presented by working in virtual groups?
17. How does social anxiety and social loafing relate to virtual groups? Do virtual groups make these problems more difficult or less difficult to address? How can virtual groups be made more effective? What is media richness theory? Media synchronicity theory? What are primary suggestions for conducting effective virtual group meetings?