

MGMT611, HRM611 HUMAN RELATIONS  
SLOVED QUIZZES BY ADMIN RAJPOOT  
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**Asma is taking stress to get good grade in exams that shows her:**

Select correct option:

Hyper stress

**Positive stress**

Negative stress

Distress

**The increase of knowledge contributes to creativity because knowledge:**

Select correct option:

Can be alternate for insight

**Supplies the building blocks for generating and combining ideas**

Avoid too much mental flexibility

Allows for the development of a traditional mental set

**Which one of the following is the totality of an individual's personality?**

Select correct option:

Self awareness

Self confidence

**Self esteem**

Self love

**Which method can be used for conflict resolution in which a person defuses the criticizer by agreeing with his or her criticism?**

Select correct option:

**Disarm the opposition**

Compromise with opposition

Competition the opposition

Confrontation with opposition

**When we talk about interpersonal relationships it indicates what kind of communication style?**

Select correct option:

Emotive

**Versatility**

Supportive  
Reflective

**Informal transmission of information, scandal or rumor from person to person called:**

Select correct option:

Gossip

**Grapevine communication**

Vertical communication  
Horizontal communication

**Mostly personal problems emerge through self-defeating:**

Select correct option:

**Attitudes and behaviors**

Approach  
Actions  
Activities

**All of the following are the characteristics of Type A personality EXCEPT:**

Select correct option:

Time conscious

**Easy-going**

Competitive  
Fast moving

**You have to be motivated and establish goals to:**

Select correct option:

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

**All of the given options**

**Effective decision makers do not rely on careful analysis only. Instead they also use their intuition which is based on:**

Select correct option:

### **Knowing and sensing**

Guessing  
Being certain  
Hoping

**Cocaine and diet pills are \_\_\_\_\_ that produces feelings of optimism and high energy.**

Select correct option:

### **Stimulants**

Depressant  
Narcotic  
Relaxant

**Self-esteem is:**

Select correct option:

The experiences of feeling like you are better than other people  
The experiences of feeling like you are not as good as other people  
The experience of feeling over confident

**The experience of feeling competent and of being worthy of happiness**

**To become a better listener, you should first learn to:**

Select correct option:

### **Stop talking**

Remove distractions  
Ask questions  
Empathize

**All of the following are barriers to good cross-cultural relations EXCEPT:**

Select correct option:

Perceptual expectations  
Different norms and codes of conduct  
Stereotypes

**Speaking more than one language**

**Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a part called:**

**Select correct option:**

**Sub-culture**

Society

Group

Culture

**A cross cultural training program might include which of the following?**

**Select correct option:**

Business etiquette

Customs, traditions, and beliefs

**Business etiquette, communication techniques and negotiation styles**

Negotiation styles

**The difference between intended and \_\_\_\_\_ meanings is called misunderstanding.**

**Select correct option:**

Pure

Dictionary

Superficial

**Perceived**

**Which one of the following affected by the environment, family, norms and values of society?**

**Select correct option:**

**Personality**

Culture

Traditions

Customs

**Cocaine and diet pills are \_\_\_\_\_ that produces feelings of optimism and high energy.**

**Select correct option:**

**Stimulants**

Depressant  
Narcotic  
Relaxant

**Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a part called:**

Select correct option:

**Sub-culture**

Society  
Group  
Culture

**A \_\_\_\_\_ is a small semi-conscious message we send with a powerful impact on the receiver.**

Select correct option:

Channel  
Communication  
Flow

**Micro-inequity**

**When you did not find creative solution to a problem despite concentrated effort, a recommended tactic is to:**

Select correct option:

**Take a brief break from problem solving**

Lock yourself in the work area until the problem is resolved  
Drop the problem, and look for another problem to solve  
Engage in brain writing

**Which of the following is/are true about organizational communication?**

Select correct option:

Keep workers informed about what is going on in the organization  
Help ensure that workers are knowledgeable about the organization's policies and practices  
Focus on employees

**All of the given options**

**Companies gain the edge when, in addition to having an educated workforce,**

**employees have high self-esteem and show all of the following behavior EXCEPT:**

Select correct option:

Trusting your own capabilities

**A feeling of dependency on leadership for direction**

Being creative and innovative

Taking personal responsibility for problems

**Which of the following are steps for bringing change in one's attitude that also brings change in the behaviors:**

Select correct option:

Identify the object

Introduce the new information that contradicts the existing beliefs or attitudes

Introduce information

**All of the given options**

**The flow of communication from high level to lower level is called:**

Select correct option:

Diagonal

Horizontal communication

Upward communication

**Downward communication**

**Creativity takes place when \_\_\_\_\_ components come together.**

Select correct option:

**Three**

Two

Four

One

**Which three types of resources, an organization need?**

Select correct option:

**Physical, Financial, Human**

Physical, Financial, Social

Physical, Social, Human

Social, Financial, Human

**Negotiation may takes place:**

Select correct option:

Between two people

Between groups

Within a group

**All of the given options**

**According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?**

Select correct option:

**Cognitive restructuring**

Optimistic approach

Grievance Procedure

Negotiation

**Suppose a person has an ability to know what information is appropriate, to find connections between the old and the new and to see the “big picture.” This shows that a person has:**

Select correct option:

Troubles

**Insight**

A lack of concern for details

A strong personality

**Emotional intelligence generally compacted with the ability to:**

Select correct option:

**Connect with people and understand their emotions**

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

**Negotiation may takes place:**

Select correct option:

Between two people

Between groups

Within a group

**All of the given options**

**Which one of the following would be considered as an organization?**

Select correct option:

People in a train

**People grouped together as a business**

A "society" of insects

People who know each other

**Creativity takes place when \_\_\_\_\_ components come together.**

Select correct option:

**Three**

Two

Four

One

**The key components of emotional intelligence include self-awareness, relationship management, self management and:**

Select correct option:

**Social awareness**

Emotional instability

Musical intelligence

Self confidence

**Emotional Intelligence: (Page 50)**

A current conception of emotional intelligence is so broad that it encompasses many traits and behaviours related to leadership effectiveness, including **self-awareness, self-management, social awareness, and relationship management.**

**On a continuum of dominance, people tend to be either:**

Select correct option:

**Low dominating or high dominating**

High dominating

Low dominating

Dominance

**Which approach focus on our tendency to copy the beliefs and behaviors of others?**

Select correct option:

**Social approaches**

Cognitive approach



Behavioral approach  
Cognitive and behavioral approach

**Which of the following situation rises when demands are not met and pressure on individual is prolonged?**

Select correct option:

**Stress**

Conflict

Clash

Disagreement

\_\_\_\_\_ between the personality and expectations of the organization, results into some sort of stress.

Select correct option:

Divergence

**Dissonance**

Connect

Conflict

**Which one of the following is NOT an example of self defeating behavior?**

Select correct option:

Disorganization

Excessive guilt

Losing temper

**Proactive**

**To become a better listener, you should first learn to:**

Select correct option:

**Stop talking**

Remove distractions

Ask questions

Empathize

**A good supplier to positive attitudes is:**

Select correct option:

Pessimism

**Optimism**

Being a famous person

Low salary

**Positive self-talk is:**

Select correct option:

Bragging

Self-defeating

**Saying positive things about yourself to yourself**

Saying positive things about yourself to other people

Ref: basic method of building self-confidence is to engage in positive self-talk, saying positive things about oneself to oneself

**Spends too much time on the Internet that effect work, sleep deprivation and neglects human contact, all are the reasons of:**

Select correct option:

**Internet dependence**

Internet professional

Internet customer

Internet fond

**Which one of the following is a sum total of habits, traits and characteristics of an individual?**

Select correct option:

Crowd

Sub-group

**Personality**

Attitude

**Which disorder can be treated successfully with medication and a supportive environment at home and on the job?**

Select correct option:

Attention Deficit

**Neurobiological**

Obsessive-Compulsive

Narcolepsy

**A cross cultural training program might include which of the following?**

Select correct option:

Business etiquette

Customs, traditions, and beliefs

**Business etiquette, communication techniques and negotiation styles**

Negotiation styles

**A major purpose of feedback is to tell a person:**

Select correct option:

**How well he or she communicates the true self**

How well he or she has performed

The difference between right and wrong

When it is time to enhance self-esteem

**The course of Human Relations enables persons to become skilled at:**

Select correct option:

Systematic analysis of people's personal life.

Systematic analysis of people's social life.

Systematic analysis of people's official life.

**Systematic analysis of people's life in all aspects.**

**How might you use information about cultural differences to improve interpersonal relationships on the job?**

Select correct option:

To recognize that a person's national values might influence his or her behavior

To learn which people from other cultures you should avoid completely

To get people from other cultures to work harder

**Many cultures consider themselves to be at the center of the world**

**Students are taking class of Human Relations, is an example of which group?**

Select correct option:

Secondary group

Primary group

Out group

**Social group**

**Leaders of effective groups share all of the following characteristics EXCEPT:**

Select correct option:

They have led successful groups in the past

They provide direction and meaning to the people they are leading

They favor action and risk taking

**They are purveyors of hope**

**Which one of the following stress is good because it makes you able to achieve something?**

Select correct option:

**U stress**

Negative stress

Hyper stress

Distress

**All of the following are techniques for overcoming cross-cultural communication barriers EXCEPT:**

Select correct option:

Use straightforward language and speak slowly and clearly

Be alert to cultural differences in customs and behavior

**De-emphasize nonverbal communication**

Observe cultural differences in manners/customs

**You have to be motivated and establish goals to:**

Select correct option:

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

**All of the given options**

**One must keep in mind the following to manage anger EXCEPT:**

Select correct option:

Express your anger before it reaches a high intensity

**Hesitant to express anger**

Ask for feedback after expressing your anger

Anger can be an energizing force if properly channeled

**Asma is taking stress to get good grade in exams that shows her:**

Select correct option:

Hyper stress

**Positive stress**

Negative stress

Distress

**Which three types of resources, an organization need?**

Select correct option:

**Physical, Financial, Human**

Physical, Financial, Social

Physical, Social, Human

Social, Financial, Human

**Group behavior is dependent upon clear cut exchange of views among group members because:**

Select correct option:

**It is important to understand the joint actions people perform when they are together.**

It is important to understand how people label and evaluate relationships.

It is important to understand the opposing forces which affect communication quality.

None of the given options.

**The simplest explanation for self-defeating behavior is that some people suffer because of their:**

Select correct option:

Poor planning

Unrealistic expectations

Fear of intimacy

**All of the given options**

**The ages of \_\_\_\_\_ are the most crucial in developing and strengthen your feelings about yourself.**

Select correct option:

**12-18**

13-16

11-14

10-13

**The characteristics of creative workers include:**

Select correct option:

Personality

Knowledge

Intellectual abilities

**All of the given options**

**Which of the following is suggested way of improving cross-cultural relations?**

Select correct option:

Focus on the individual

Develop cultural sensitivity

Participate in diversity Training

**All the suggestions can help to improve**

Strategies to improve cross-cultural relations:

Here we take a systematic look at approaches people can use on their own along with training programs

designed to improve cross-cultural relations.

A. Develop Cultural Sensitivity

B. Focus on Individuals Rather than Groups

C. Respect all Workers and Cultures

D. Value Cultural Differences

E. Minimize Cultural Bloopers/embarrassments

F. Participate in Cultural Training

G. Foreign language training

H. Diversity training

**The extent to which an individual has broad interests and is willing to take risks called:**

Select correct option:

Emotional stability

Extroversion

Conscientiousness

**Openness to experience**

**What kind of personality is usually associated with stress?**

Select correct option:

Type A

**Type B**

Inner directed

Traditional

(Page 131) The Type B personality is the opposite of Type A which is commonly associated with stress and is usually liked by the organizations today

**Which of the following are steps for bringing change in one's attitude that also brings change in the behaviors:**

Select correct option:

Identify the object

Introduce the new information that contradicts the existing beliefs or attitudes

Introduce information

**All of the given options**

Identify the object towards which change of attitude is desired.

2. Introduce information about which individual agrees.
3. Introduce the new information that contradicts the existing beliefs or attitudes.
4. Identify the ways through which belief or practice conform to new information.

**A key characteristic of self-disciplined people is that they:**

Select correct option:

Impose punishment and suffering on themselves

Resist against goals set by management

Find very little joy in working

**Work toward attaining goals without being distracted**

**Ahmad is a salesperson. He has high \_\_\_\_\_ then an accountant.**

Select correct option:

**Sociability**

Supremacy

Reflexive

Directive

**Emotional intelligence generally compacted with the ability to:**

Select correct option:

**Connect with people and understand their emotions**

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

**All of the following personality traits can easily stimulate stress EXCEPT:**

Select correct option:

Destructive

Short-tempered

Emotional

**Agreeable**

**Knowledge or intellectual beliefs are the \_\_\_\_\_ component of attitude.**

Select correct option:



**Cognitive**

Positive  
Behavioral  
Social

**A notable consequence of perfectionism is that it often leads to a:**

Select correct option:

Sudden increase in satisfaction with the task  
Feelings of excitement while solving a problem

**Delay in making decisions**

Lack of concern for details

**At all organizational levels, at least \_\_\_\_\_ of each workday is consumed by talking and listening.**

Select correct option:

**75 percent**

45 percent  
85 percent  
65 percent

**Which of the following strategy can help to overcome self defeating attitude?**

Select correct option:

**Examine yourself and make the necessary changes**

Stop blaming others for your problems and cursing Fate  
Some personal problem  
All of the given options

**The increase of knowledge contributes to creativity because knowledge:**

Select correct option:

Can be alternate for insight

**Supplies the building blocks for generating and combining ideas**

Avoid too much mental flexibility  
Allows for the development of a traditional mental set

**“Ali evaluates himself as one of the efficient, excellent and strong employee in the organization” This statement is the best description of which of the following?**

Select correct option:

Self perception

**Self worth**

Self love

Self respect

**Primary group has all the characteristics EXCEPT:**

Select correct option:

Face to face interaction

Small in size

**Less intimate**

Long-lasting relationships

**An individual feels loyalty and respect in which social group?**

Select correct option:

**In-group**

Out-group

Reference group

Secondary group

**Attitudes are an important part of human relations because they are linked to:**

Select correct option:

Perception

Motivation

Relationships

**All of the given options**

**A social group towards which an individual feels opposition or a desire to compete is called:**

Select correct option:

In group

**Out group**

Reference group

Secondary group

**Students are taking class of Human Relations, is an example of which group?**

Select correct option:

Secondary group

Primary group

Out group

**Social group**

**What kind of personality is usually associated with stress?**

Select correct option:

Type A

**Type B**

Inner directed

Traditional

(Page 131) The Type B personality is the opposite of Type A which is commonly associated with stress and is usually liked by the organizations today

**Which one of the following affected by the environment, family, norms and values of society?**

Select correct option:

**Personality**

Culture

Traditions

Customs

Personality is the product of a culture to do different things in different situations; it is affected by the environment, family, norms and values, society

**Asma is taking stress to get good grade in exams that shows her:**

Select correct option:

Hyper stress

**Positive stress**

Negative stress

Distress

**At all organizational levels, at least \_\_\_\_\_ of each workday is consumed by talking and listening.**

Select correct option:

**75 percent**

45 percent

85 percent

65 percent

**All of the following are suggested ways of eliminating or reducing barriers to effective communication EXCEPT:**

Select correct option:

Use emotion and colorful words

Appeal to human needs and time your message

Discuss differences in paradigms

**Use mirroring to establish rapport**

**The two main components of self-esteem are:**

Select correct option:

Self-respect and self-denial

**Self-confidence and self-indulgence**

Self-efficacy and self-respect

Self-denial and self-discipline

**Self-esteem can be thought of as the sum of self-confidence and self-respect." There is no value judgment more important to man — no matter more decisive in the psychological development and motivation — than the estimate he passed on himself."**

**The meanings that an individual acquires from other person's speech called:**

Select correct option:

**Perceived meanings**

Intended meanings

Pure meanings

Dictionary meanings

**Hazrat Moosa belongs to the category of born leaders which is included in \_\_\_\_\_ theory.**

Select correct option:

**Bigman**

Contingency

Trait

Exchange

**Big man theory: This kind of theory is about the leaders who are called leaders by birth or born leaders.**

**People, who have high self-esteem, can generally increase their self-esteem because these individuals usually:**

Select correct option:

Give honest feedback

Respect others

Respect themselves

**All of the above are correct**

**A widely used method to improve creativity is the \_\_\_\_\_ technique.**

Select correct option:

Forced-association

Challenge your Ruts

Borrow creative ideas

**Play the roles of explorer**

**Primary group has all the characteristics EXCEPT:**

Select correct option:

Face to face interaction

Small in size

**Less intimate**

Long-lasting relationships

**In the process of \_\_\_\_\_ one should focus on the stimuli that are important, large and intense.**

Select correct option:

**Initial registration**

Positive reinforcement  
Overt perception  
Perceptual selection

**Which of the following is a tendency to seek and enjoy social relationships with others?**

Select correct option:

**Sociability**

Hostility  
Resentment  
Supremacy

**The actions or reactions of an individual in response to external or internal stimuli is called:**

Select correct option:

Attitude

**Behavior**

Perception  
Ethics

**Servant leaders:**

Select correct option:

Will not accept a salary that is higher than the salaries of those they lead.

Volunteer to do all of the "dirty" work for the group.

Expect their group members to serve them.

**Serve group members by helping them achieve their goals.**

**A humanitarian approach to leadership is to be a servant leader, one who serves group members by working on their behalf to achieve their goals, not his or her goals. Help others to achieve their goals.**

**A widely used method to improve creativity is the \_\_\_\_\_ technique.**

Select correct option:

**Forced-association**

Challenge your Ruts

Borrow creative ideas  
Play the roles of explorer

**According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?**

Select correct option:

**Cognitive restructuring**

Optimistic approach  
Grievance Procedure  
Negotiation

**All of the following personality traits can easily stimulate stress EXCEPT:**

Select correct option:

Destructive  
Short-tempered  
Emotional

**Agreeable**

**Cocaine and diet pills are \_\_\_\_\_ that produces feelings of optimism and high energy.**

Select correct option:

**Stimulants**

Depressant  
Narcotic  
Relaxant

**A stimulant produces feelings of optimism and high energy.**

**Cocaine and diet pills are stimulants**

**To become a better listener, you should first learn to:**

Select correct option:

**Stop talking**

Remove distractions  
Ask questions  
Empathize  
Stop talking

**Which method can be used for conflict resolution in which a person defuses the criticizer by agreeing with his or her criticism?**

Select correct option:

**Disarm the opposition**

Compromise with opposition

Competition the opposition

Confrontation with opposition

**Which of the following is NOT one of the steps in the communication process?**

Select correct option:

Transmission over communication media

Decoding message

Encoding message

**Noise**

**At all organizational levels, at least \_\_\_\_\_ of each workday is consumed by talking and listening.**

Select correct option:

**75 percent**

45 percent

85 percent

65 percent

**All of the following suggestions can develop the right mental set for emergence of an excellent record of attendance and punctuality EXCEPT:**

Select correct option:

Look upon your job as self-employment

Reward yourself for good attendance

Punish yourself for the opposite

**Offensive attitude**

**The characteristics of creative workers include:**

Select correct option:

Personality

Knowledge

Intellectual abilities

**All of the given options**



**Which person may experience-job stress, lowered morale, severe conflict and lowered productivity?**

Select correct option:

**Harassed**

Aggressive

Violent

Sadistic

**Workplace violence usually stems from:**

Select correct option:

**Anger**

Failure

Disturbance

Displeasure

**The two main components of self-esteem are:**

Select correct option:

Self-respect and self-denial

**Self-confidence and self-indulgence**

Self-efficacy and self-respect

Self-denial and self-discipline

\_\_\_\_\_ between the personality and expectations of the organization, results into some sort of stress.

Select correct option:

Divergence

**Dissonance**

Connect

Conflict

**Informal transmission of information, scandal or rumor from person to person called:**

Select correct option:

Gossip

### **Grapevine communication**

Vertical communication

Horizontal communication

**The meanings that an individual acquires from other person's speech called:**

Select correct option:

### **Perceived meanings**

Intended meanings

Pure meanings

Dictionary meanings

Page 132

Most important is "perceived meanings" the meanings that you are getting .your meanings will be

based on meanings that you are getting from the other person's speech.

**You have to be motivated and establish goals to:**

Select correct option:

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

**All of the given options**

**Leaders of effective groups share all of the following characteristics EXCEPT:**

Select correct option:

They have led successful groups in the past

They provide direction and meaning to the people they are leading

They favor action and risk taking

**They are purveyors of hope**

**Feeling competent to cope with the basic challenges in life and of being valuable of happiness is called:**

Select correct option:

### **Self-esteem**

Egotism

Wishful thinking

Self efficacy

**When we talk about interpersonal relationships it indicates what kind of communication style?**

Select correct option:

Emotive

**Versatility**

Supportive

Reflective

**Which one of the following is a sum total of habits, traits and characteristics of an individual?**

Select correct option:

Crowd

Sub-group

**Personality**

Attitude

**Which of the following is a tendency to seek and enjoy social relationships with others?**

Select correct option:

**Sociability**

Hostility

Resentment

Supremacy

**Which of the following step use in grievance procedure?**

Select correct option:

Initiation of the formal grievance and Arbitration

Second-level of management

A higher-level manager and the local union president

**All of the given options**

**Which one of the following is NOT a component of attitudes?**

Select correct option:

Cognitive

Affective

**Negative**

Behavioral

**The meanings which I want to communicate to the viewers are known as:**

Select correct option:

**Intended meanings**

Pure meanings

Perceived meanings

Dictionary meanings

**Managers of Crescent mills in their supervisory and administrative roles use various rewards and sanctions to induce compliance in others. This manner of influencing others' behaviors is known as \_\_\_\_\_ influence.**

Select correct option:

Transform

Managerial

Cultural

**Transactional**

HRM611 handouts page 53: Managers in their supervisory and administrative roles use various rewards and sanctions to induce compliance in others. This manner of influencing others' behaviours is known as 'transactional influence'.

MGT501 handouts page 177: leaders who exhibit transactional behaviors are more focused on accomplishing the task at hand and maintaining good working relations with subordinates by rewarding for performance

**Which one of the following stress is good because it makes you able to achieve something?**

Select correct option:

**U stress**

Negative stress

Hyper stress

Distress

The way people perceive and identify us, is best described by which of the following terms:

Select correct option:

## **Perceived Self**

Projected Self

Private Self

Self-concept

(Page 1) **Perceived Self**: The way people see us.

(Page 2) The Perceived self is important because people will behave the way they identify you.

**According to research which of the following percentage reveals that all business communication fails to achieve the intended purposes.**

Select correct option:

**70 percent**

40 percent

65 percent

80 percent

**To achieve peak performance one must:**

Select correct option:

Increase stress level

Engage in the right amount of negative self-talk

Avoid input from others

**Totally focus on the task at hand**

**Strive for Peak Performance:** (Page 47)

Strive to do the best what you can. Peak performance is the mental state necessary for achieving maximum results from minimum effort.

a. Experiencing peak performance in various tasks over a long period of time would move a person toward self-actualization.

**b. It involves extraordinary focus and concentration.**

c. Peak performers have a mission in their work and personal lives.

d. Charles Garfield says that peak performers have a mission in their work and lives, and are therefore fully committed.

**Which of the following is/are true about organizational communication?**

Select correct option:

Keep workers informed about what is going on in the organization

Help ensure that workers are knowledgeable about the organization's policies and

practices

Focus on employees

**All of the given options**

**Knowledge or intellectual beliefs are the \_\_\_\_\_ component of attitude.**

Select correct option:

**Cognitive**

Positive

Behavioral

Social

**The first step in problem solving is:**

Select correct option:

Noticing the problem

**Defining the problem**

Know a level of importance to the problem

Assigning someone to handle the problem

(HRM611 Handouts Page 134) **Ways to Solve Problems:** A highly recommended way of solving problems and making decisions is to use the following steps.

1. Awareness of the Problem.
2. Identify Causes of the Problem.
3. Find Creative Alternatives.
4. Weigh Alternatives.
5. Make the Choice.
6. Implement the Choice.
7. Evaluate the Choice.

(MGT503 Handouts Page 41-42) **Rational Model Step by Step:**

Defining Problem by gathering relevant information

Step 1 is identifying a problem.

Step 2 is identifying the decision criteria.

Step 3 is allocating weights to the criteria.

Step 4 involves developing alternatives.

Step 5 is analyzing alternatives.

Step 6 involves selecting an alternative.

Step 7 is choosing a course of action and implementing the alternative.

Step 8 involves evaluating the decision effectiveness.

**Emotional intelligence generally compacted with the ability to:**

Select correct option:

**Connect with people and understand their emotions**

Stay in control while taking tests  
Knowing how to throw a explosion for effect  
Using common sense to earn a living

**Positive self-talk is:**

Select correct option:

Bragging  
Self-defeating  
Saying positive things about yourself to yourself  
Saying positive things about yourself to other people

Ref: basic method of building self-confidence is to engage in positive self-talk, saying positive things about oneself to oneself

**An individual who always agree with everyone and flexible to change has a \_\_\_\_\_ communication style.**

Select correct option:

**Supportive**

Reflective  
Versatility  
Emotive

**Group behavior is dependent upon clear cut exchange of views among group members because:**

Select correct option:

It is important to understand the joint actions people perform when they are together.  
It is important to understand how people label and evaluate relationships.  
It is important to understand the opposing forces which affect communication quality.

**None of the given options.**

**A notable consequence of perfectionism is that it often leads to a:**

Select correct option:

Sudden increase in satisfaction with the task  
Feelings of excitement while solving a problem

**Delay in making decisions**

Lack of concern for details

**Identify which type of communication requires fewer human relations skills.**

Select correct option:

Written

**Non verbal**

Verbal

Unwritten

**The major factor behind self-defeating attitude and behavior is:**

Select correct option:

**Negative thinking**

Disorganization

Poor Planning

Losing temper

(Page 27) The major factor behind self-defeating attitude and behavior is a negative thinking.

**Which of the following country make more extensive use of body language as high-context culture?**

Select correct option:

**China**

France

Korea

Mexico

(Page 58) Chinese culture is high context culture. High-context cultures make more extensive use of body language.

**A person is able to perform better in which stress:**

Select correct option:

Work

**Positive**



Negative  
Emotional

**A nonverbal indicator that a person is lying likely to be:**

Select correct option:

A symmetrical smile

Maintaining eye contact without constant staring

**Frequent rubbing of the nose**

Facial expressions that last about four or five seconds

(Page 35) **Lying as Revealed by Nonverbal Communication**

A person's nonverbal behavior is often used to gauge whether he or she is telling the truth. Highly practiced liars are less revealing. Key facial clues of lying included a crooked smile, failure to look you in the eye, forced eye contact, and frequent nose rubbing.

**The extent to which an individual has broad interests and is willing to take risks called:**

Select correct option:

Emotional stability

Extroversion

Conscientiousness

**Openness to experience**

**Servant leaders:**

Select correct option:

Will not accept a salary that is higher than the salaries of those they lead.

Volunteer to do all of the "dirty" work for the group.

Expect their group members to serve them.

**Serve group members by helping them achieve their goals.**

(Page 54) **Servant leadership stems naturally from a commitment to service.**

**Which one of the following is NOT the characteristic of a group?**

Select correct option:

Share common goals

**One sided interaction**

Characterize themselves as members  
Belongingness to members

**(Page 12) Characteristics of Groups**

The following statements are characteristics of the groups.

- Its members share common goals.
- They engage in frequent interaction.
- They define themselves as members.
- They are defined by others as belonging to the group
- They feel the group to be rewarding.

**Hamna is fast moving, hardworking, impatient and preoccupied with work, she has:**

Select correct option:

**Type A personality**

Traditional personality

Type B personality

Other directed personality

(Page 131) The Type A personality is characterized as fast moving, hardworking, time conscious, comparative, impatient and preoccupied with work.

**Culture is a learned and shared system of knowledge, beliefs, and:**

Select correct option:

Values

Attitudes

Norms

**All of the given options**

(Page 140) Culture is a learned and shared system of knowledge, beliefs, values, attitudes, and norms.

The \_\_\_\_\_ leader is one who creates an atmosphere of motivation based on an emotional commitment and identity to her or her vision, philosophy, and style on the part of followers.

Select correct option:

## **Charismatic**

Transactional  
Transformational  
Coaching

The Charismatic Leader will typically attach themselves firmly to the identity of the group, such that to join the group is to become one with the leader. In doing so, they create an unchallengeable position for themselves.

[http://changingminds.org/disciplines/leadership/styles/charismatic\\_leadership.htm](http://changingminds.org/disciplines/leadership/styles/charismatic_leadership.htm)

## **Charisma: (Page 51)**

An important quality for leaders at all levels is charisma, a type of charm and magnetism that inspires others. An effective leader usually needs some degree of this quality, although some effective leaders are not charismatic. Here we focus on three of the many characteristics of charismatic leaders.

**a. Vision.** Effective leaders create a visual image of where the organization, or unit, is headed. Effective leaders project ideas and images that excite people, and therefore inspire employees to do their best.

**b. Passion, Enthusiasm, and Excitement.** Because of their contagious excitement, charismatic leaders stimulate group members. Enthusiasm helps build good relationships with team members, and excitement is contagious. The leader can express enthusiasm verbally and nonverbally through gestures, nonsexual touching, and so forth.

**The difference between intended and \_\_\_\_\_ meanings is called misunderstanding.**

Select correct option:

Pure  
Dictionary  
Superficial  
**Perceived**

**The key elements to ask questions when identifying the root cause of a problem are:**

Select correct option:

**People, materials and methods**  
Effects, consequences and results

Equipment and services, attitudes and motivations  
Qualitative, quantitative and impartial factors

**All of the following personality traits can easily stimulate stress EXCEPT:**

Select correct option:

Destructive  
Short-tempered  
Emotional  
**Agreeable**

**You have to be motivated and establish goals to:**

Select correct option:

Achieve success in your career and personal life  
Improve the quality of life  
Influence others to get things accomplished  
**All of the given options**

**Nasir frequently engages in negative self-talk which can be a problem because it:**

Select correct option:

Generate emotional illness  
Lowers group morale  
**Lowers self-confidence**  
Confuses group members

**From management point of view, Human Relations are very important because it contributes to:**

Select correct option:

**Organizational effectiveness**

Equality among the workers  
High turnover of employees  
Control over employees

**A widely used method to improve creativity is the \_\_\_\_\_ technique.**

Select correct option:

**Forced-association**

Challenge your Ruts

Borrow creative ideas  
Play the roles of explorer

**To achieve peak performance one must:**

Select correct option:

Increase stress level  
Engage in the right amount of negative self-talk  
Avoid input from others

**Totally focus on the task at hand**

**Companies gain the edge when, in addition to having an educated workforce, employees have high self-esteem and show all of the following behavior EXCEPT:**

Select correct option:

Trusting your own capabilities

**A feeling of dependency on leadership for direction**

Being creative and innovative  
Taking personal responsibility for problems

**Ali is studying the subject Human Relations. Which one of the following benefit he will get after studying this subject:**

Select correct option:

Ability to influence others

**Effectiveness in dealing with people**

Appreciation of people  
Customer dealing

**Having certain character traits contributes to being trustworthy and being perceived as a trustworthy person. Which of the following is likely to be perceived as attribute of a leader who can be trusted?**

Select correct option:

Being Compassion  
Act in selflessness manner

**Being honest**

All of the given attributes

(Page 51) Both leaders themselves and group members believe that being honest and sustaining trust, are important. Today's cliché is that leaders walk the talk.

Trust is a person's confidence in another individual's intentions and motives, and in the sincerity of that individual's words. Actions should not contradict words.

**All of the following are techniques for overcoming cross-cultural communication barriers EXCEPT:**

Select correct option:

Use straightforward language and speak slowly and clearly

Be alert to cultural differences in customs and behavior

**De-emphasize nonverbal communication**

Observe cultural differences in manners/customs

**Which disorder can be treated successfully with medication and a supportive environment at home and on the job?**

Select correct option:

Attention Deficit

**Neurobiological**

Obsessive-Compulsive

Narcolepsy

(Page 30) Neurobiological disorders can be treated successfully with medication and a supportive environment at home and on the job

**From management point of view, Human Relations are very important because it contributes to:**

Select correct option:

**Organizational effectiveness**

Equality among the workers

High turnover of employees

Control over employees

**All of the following personality traits can easily stimulate stress EXCEPT:**

Select correct option:

- Destructive
- Short-tempered
- Emotional
- Agreeable**

**Ayesha is known for walking the talk, or showing consistency between her words and her actions. Ayesha has developed a reputation for:**

Select correct option:

- Self-confidence
- Emotional intelligence
- Trustworthiness**
- High energy

(Page 51) Both leaders themselves and group members believe that being honest and sustaining trust, are important. Today's cliché is that leaders walk the talk. Trust is a person's confidence in another individual's intentions and motives, and in the sincerity of that individual's words. Actions should not contradict words.

**Which of the following country make more extensive use of body language as high-context culture?**

Select correct option:

- China**
- France
- Korea
- Mexico

**The two main components of self-esteem are:**

Select correct option:

- Self-respect and self-denial
- Self-confidence and self-indulgence**
- Self-efficacy and self-respect
- Self-denial and self-discipline

**An individual who develops a strong work ethic will:**

Select correct option:

Be strongly motivated  
Be qualified for a managerial position  
Behave in a highly decent manner

**Develop a learning-goal orientation**

(Page 92) Developing strong work ethic is closely related to establishing a mission and goals.

**Which of the following is/are considered to be importance traits of effective leaders?**

Select correct option:

Ask the right questions  
Gives frequent feedback on performance  
Develop partnerships with people

**All the traits are included**

**One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?**

Select correct option:

Self-concept  
Self-efficacy  
Self-fulfilling prophecy

**Self worth**

(Page 132) **Self worth:** You should know your own worth and value of your work. Basically it is marketing of your self as well as your capabilities

**Saying things about yourself such as "I may be stupid but..." or "I know I'm usually wrong but...." are examples of:**

Select correct option:

False modesty  
Positive self-talk

**Negative self-talk**

Ways to make sure others do not expect too much from you

**(Page 47) Avoid Negative Self-Talk:**

Minimize negative statements about yourself in order to bolster self-confidence.

Negative self-statements such as "I may be stupid but..." and "I know I'm usually wrong but..." detract from self-confidence.



**To become a better listener, you should first learn to:**

Select correct option:

**Stop talking**

Remove distractions

Ask questions

Empathize

**Negotiation may takes place:**

Select correct option:

Between two people

Between groups

Within a group

**All of the given options**

**All of the following suggestions can develop the right mental set for emergence of an excellent record of attendance and punctuality EXCEPT:**

Select correct option:

Look upon your job as self-employment

Reward yourself for good attendance

Punish yourself for the opposite

**Offensive attitude**

**All of the following are the characteristics of Type A personality EXCEPT:**

Select correct option:

Time conscious

**Easy-going**

Competitive

Fast moving

**A vertical thinker looks for one best solution to a problem. In contrast, a(n) \_\_\_\_\_ seeks to find many possible solutions to a problem.**

Select correct option:

**Lateral thinker**

Intellectual

Emotionally intelligent person

Scholar