

Question No : 1 of 27

Marks: 1 (Budgeted Time 1 Min)

The difference between _____ and perceived meanings is called misunderstanding.

Answer (Please select your correct option)

- ☐ Pure
- ☐ Dictionary
- ☐ Intended
- ☐ Superficial

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Question No : 2 of 27

Marks: 1 (Budgeted Time 1 Min)

Strong and intimate relations are found in:

- ☐ Primary group
- ☐ Secondary group
- ☐ Formal group
- ☐ Informal group

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Question No : 3 of 27

Marks: 1 (Budgeted Time 1 Min)

Farah makes positive statements about her students in a report to the chairman of the department. She is demonstrating _____ of attitudes.

Answer (Please select your correct option)

- ☐ Motivational components
- ☐ Cognitive components
- ☐ Behavioral components
- ☐ Social components

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Question No : 4 of 27

Marks: 1 (Budgeted Time 1 Min)

Which of the following group of needs tends to be the most frequently satisfied?

Answer (Please select your correct option)

- ☐ Safety and security
- ☐ Esteem
- ☐ Belongingness and love
- ☐ Self-actualization

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Question No : 5 of 27

Marks: 1 (Budgeted Time 1 Min)

A major purpose of feedback is to tell a person:

Answer (Please select your 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

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Question No : 6 of 27

Marks: 1 (Budgeted Time 1 Min)

To use the *Galatea effect* to improve her self-esteem, Saba would have to:

Answer (Please select your correct option)

- ☐ Raise her self-expectations
- ☐ Lower her self-expectations
- ☐ Set goals after a project has been completed
- ☐ Focus mostly on yearly goals

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Question No : 7 of 27

Marks: 1 (Budgeted Time 1 Min)

All of the following are the reasons of existence of conflict EXCEPT:

Answer (Please select your correct option)

- ☐ Competition for unlimited resources
- ☐ Generation gap
- ☐ Personality clashes
- ☐ Aggressive personalities

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Question No : 8 of 27

Marks: 1 (Budgeted Time 1 Min)

In communication process, *noise* refers to:

Answer (Please select your correct option)

- ☐ The voice quality of both the sender and receiver
- ☐ Conversations between sender and receiver
- ☐ Anything that distorts or blocks a message
- ☐ The background sounds that take place during the message

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Question No : 9 of 27

Marks: 1 (Budgeted Time 1 Min)

In which of the following the receiver interprets the message and translates it into meaningful information?

Answer (Please select your correct option)

- ☐ Noise
- ☐ Decoding
- ☐ Encoding
- ☐ Feedback

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Question No : 10 of 27

Marks: 1 (Budgeted Time 1 Min)

All of the following are barriers to effective communication EXCEPT:

- ☐ Feedback
- ☐ One-way communication
- ☐ Different interpretation of words
- ☐ Mixed signal from sender

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Question No : 11 of 27

Marks: 1 (Budgeted Time 1 Min)

All of the following are ways of improving Cross-cultural relations EXCEPT:

- ☐ Focus on groups
- ☐ Develop cultural sensitivity
- ☐ Value cultural differences
- ☐ Participate in diversity training

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Question No : 12 of 27

Marks: 1 (Budgeted Time 1 Min)

A recommended tactic for overcoming cross-cultural communication barriers would be to:

- ☐ Use the same nonverbal communication signals from one culture to another
- ☐ Make extensive use of idioms and figures of speech
- ☐ Use complicated language to capture the attention of the person from another culture
- ☐ Be sensitive to differences in nonverbal communication

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Question No : 13 of 27

Marks: 1 (Budgeted Time 1 Min)

Which of the following is NOT one of the suggested ways for coping with a problem manager?

Answer (Please select your correct option)

- ☐ Avoid your manager
- ☐ Learn from your manager's mistakes
- ☐ Confront your manager about the problem
- ☐ Judge your manager cautiously and slowly

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Question No : 14 of 27

Marks: 1 (Budgeted Time 1 Min)

Which of the following is the best example of a cultural norm?

Answer (Please select your correct option)

- ☐ The average height of adults
- ☐ Respect for elder people
- ☐ Focus on non verbal communication
- ☐ The age of the civilization

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Question No : 15 of 27

Marks: 1 (Budgeted Time 1 Min)

Which of the following is NOT one of the suggestions for becoming more charismatic?

Answer (Please select your correct option)

- ☐ Be emotionally expressive and warm
- ☐ Avoid being candid
- ☐ Be self promoting
- ☐ Be willing to take personal risks

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Question No : 16 of 27

Marks: 1 (Budgeted Time 1 Min)

Robina has the ability to find relevant information, to find connections between the old and the new to see the "big picture." Robina has:

Answer (Please select your correct option)

- ☐ Problems
- ☐ A strong personality
- ☐ Insight
- ☐ A lack of concern for details

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Question No : 17 of 27

Marks: 1 (Budgeted Time 1 Min)

Which type of personality is commonly associated with stress?

Answer (Please select your correct option)

- ☐ Type A
- ☐ Type B
- ☐ Inner directed
- ☐ Traditional

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Question No : 18 of 27

Marks: 1 (Budgeted Time 1 Min)

What term is used to describe the personality of an individual who is aggressively involved in a nonstop struggle to achieve more and more in less time?

Answer (Please select your correct option)

- ☐ Type A personality
- ☐ Type B personality
- ☐ Proactive personality
- ☐ High mach personality

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Question No : 19 of 27

Marks: 1 (Budgeted Time 1 Min)

Ali, supervisor of assembly line, receives an order from the production manager. This is an example of:

Answer (Please select your correct option)

- ☐ Informal communication
- ☐ Downward communication
- ☐ Lateral communication
- ☐ Circular communication

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Question No : 20 of 27

Marks: 1 (Budgeted Time 1 Min)

Type B personality would be most likely to exhibit one of the following characteristics:

Answer (Please select your correct option)

- ☐ Disciplined and stern
- ☐ Concentrate on one task at a time
- ☐ Multi-tasking
- ☐ Obsessive work habits

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Question No : 21 of 27

Marks: 1 (Budgeted Time 1 Min)

A person with a strong work ethics is likely to do all EXCEPT:

Answer (Please select your correct option)

- ☐ Perform well on even minor tasks
- ☐ Get projects completed on time
- ☐ Ask a coworker to handle free-floating responsibility
- ☐ Assume personal responsibility for problems

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Question No : 25 of 27

Marks: 3 (Budgeted Time 6 Min)

Why strong work motivation and high energy is necessary for a leader?

Answer (Please [click here](#) to Add Answer)

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Question No : 26 of 27

Marks: 5 (Budgeted Time 10 Min)

An employee with strong work ethics will sometimes be excused if his or her performance is not exceptional. This is true because the manager assumes that strong work ethics will elevate performance eventually. Give any five suggestions for demonstrating strong work ethics in an organization.

Answer (Please [click here](#) to Add Answer)

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Question No : 27 of 27

Marks: 5 (Budgeted Time 10 Min)

Suppose you would have a meeting with a customer who has told you by an e-mail that he is considering switching supplies. Your spontaneous reaction is that if you cannot handle his concern or appearing desperate, you will lose the account. In this situation which technique you will use and why? (2+3)

Answer (Please [click here](#) to Add Answer)

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