

Question No : 1 of 27

Marks: 1 (Budgeted Time 1 Min)

Which one of the following is defined as the cognitive process in which an individual selects, organizes and gives meaning to environmental stimuli?

Answer (Please select your correct option)

Intelligence

Perception

Reasoning

Emotion

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Question No : 2 of 27

Marks: 1 (Budgeted Time 1 Min)

Organized clubs, social groups and committees are all examples of:

Answer (Please select your correct option)

Emergent group

Work group

In-group

Out group

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Question No : 3 of 27

Marks: 1 (Budgeted Time 1 Min)

Role models shown on television and in the neighborhoods are examples of:

Answer (Please select your correct option)

Social approach

Cognitive approach

Behavioral approach

Cognitive and behavioral approach

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Question No : 4 of 27

Marks: 1 (Budgeted Time 1 Min)

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

- 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 : 5 of 27

Marks: 1 (Budgeted Time 1 Min)

During electronic brainstorming, suggestions from group members are:

- Stored in a file for review at a later time
- Entered into the computer and seen by other group members
- Edited automatically for spelling and grammar
- Processed through the cellular phone

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Question No : 6 of 27

Marks: 1 (Budgeted Time 1 Min)

Unwanted behaviors between males and females at workplaces defined as:

- Gender-based harassment
- Gender discrimination
- Gender bias
- Harassment

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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)

A person's nonverbal behavior is often used to measure whether he or she is telling the truth. Which of the following facial clues often reveals lying?

Answer (Please select your correct option)

- Twisted smile
- Facial shift
- Failure to look you in the eye
- All of the above are indicators of lying

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Question No : 9 of 27

Marks: 1 (Budgeted Time 1 Min)

A manager who shows consistency between his or her words and actions develops a reputation for:

Answer (Please select your correct option)

- Self-confidence
- Walk the talk
- Emotional intelligence
- High energy

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Question No : 10 of 27

Marks: 1 (Budgeted Time 1 Min)

Which of the following is considered to be important trait of an effective leader?

Answer (Please select your correct option)

- Manage crises effectively
- Provide feedback infrequently
- Set low expectation of followers
- Be self promoting

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Question No : 11 of 27

Marks: 1 (Budgeted Time 1 Min)

All of the following are examples of excellent leadership skills EXCEPT:

Answer (Please select your correct option)

- Attracting the support of others
- Influencing others to do what the leader wants
- Influencing others to achieve worthwhile goals
- Bringing about positive changes

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Question No : 12 of 27

Marks: 1 (Budgeted Time 1 Min)

A recommended technique for overcoming cross-cultural communication barriers is to:

Answer (Please select your correct option)

- Use straightforward language and speak slowly and clearly
- De-emphasize nonverbal communication
- Insist on a common code of etiquette
- Place considerable weight on the sender's appearance

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Question No : 13 of 27

Marks: 1 (Budgeted Time 1 Min)

A performance standard is a statement of what:

Answer (Please select your correct option)

- You hope to accomplish on the job
- Constitutes acceptable performance
- You must do to get a raise
- The worker must do to retain a job

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Question No : 14 of 27

Marks: 1 (Budgeted Time 1 Min)

The basic principle to getting along with coworkers is to follow:

Answer (Please select your correct option)

- Written rules
- Work standards
- Safety rules
- Group norms

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Question No : 15 of 27

Marks: 1 (Budgeted Time 1 Min)

Sofia always avoid displaying emotions and keep away from decision making. What kind of communication style she has?

Answer (Please select your correct option)

- Reflective
- Versatility
- Emotive
- Supportive

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Question No : 16 of 27

Marks: 1 (Budgeted Time 1 Min)

Emotional intelligence contributes to effective decision making because it:

Answer (Please select your correct option)

- Focuses on increasing your creative output
- Takes the feelings out of decision making
- Allows you to expel your anger freely
- Helps you to regulate your emotions to make a good decision

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Question No : 17 of 27

Marks: 1 (Budgeted Time 1 Min)

Which one of the following is NOT an example of verbal aggression?

Answer (Please select your correct option)

- Insult
- Teasing
- Ridicule
- Morality

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Question No : 18 of 27

Marks: 1 (Budgeted Time 1 Min)

Ahmad is studying the course "Human Relations" in university. Which one of the following benefits he will gain after studying this course?

Answer (Please select your correct option)

- Appreciation of people
- Ability to manipulate others
- Effectiveness in dealing with people
- Sales techniques

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Question No : 19 of 27

Marks: 1 (Budgeted Time 1 Min)

A person is communicating about himself or herself in public, he/she is showing:

Answer (Please select your correct option)

- Self-concept
- Perceived self
- Private self
- Projected self

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Question No : 20 of 27

Marks: 1 (Budgeted Time 1 Min)

Fahad knows his leadership qualities and strengths and weaknesses of his team members. He is more likely to accomplish his task, if shows his self:

Answer (Please select your correct option)

- Love
- Esteem
- Awareness
- Perception

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Question No : 21 of 27

Marks: 1 (Budgeted Time 1 Min)

Which one of the following is a recommended way of getting passed the emotional turmoil associated with adversity?

Answer (Please select your correct option)

- Take the setback personally
- Do not take the setback personally
- Deny the reality of your problem
- Exhibit a little bit of panic behavior

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Question No : 22 of 27

Marks: 1 (Budgeted Time 1 Min)

Ali understands the importance of developing an action plan in goal setting to:

- Describe a method for reaching or achieving the goal
- Establish rewards for attaining the goal
- Establish penalties for not attaining the goal
- Regulate the difficulty of the goal

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Question No : 23 of 27

Marks: 3 (Budgeted Time 6 Min)

Define attitude and explain how it affects human relations.

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

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Question No : 24 of 27

Marks: 3 (Budgeted Time 6 Min)

Any rational manager when evaluate a group member's performance, the first question asked is, "Is this employee getting the job done?" think over it and illustrate which factors can help to get the job done?

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

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Question No : 25 of 27

Marks: 3 (Budgeted Time 6 Min)

Who is your mentor that helps you in building self esteem?

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



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Question No : 26 of 27

Marks: 5 (Budgeted Time 10 Min)

Describe the merits and demerits of conflict.

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



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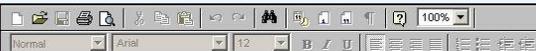
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Question No : 27 of 27

Marks: 5 (Budgeted Time 10 Min)

Suppose you are working in an organization and dealing with a problem manager successfully. Give any two suggestions with constructive approach to deal with a problem manager.

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



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