HRM611 HUMAN RELATIONS
QUIZZES3 SOLVED BY ADMIN RAJPOOT
WITH MAXIMUM REFERENCES
www.vuaskari.com

Ideally you should pursue a career that provides you with right balance among work, leisure, and interaction with _____.
Select correct option:

Data
Things
People
Information

(Page 1) The term Human Relations in its broadest sense covers all types of interactions among people

http://www.vanderbilt.edu/career/media/pdf/CPG.pdf
A Balanced Life: an enjoyable life marked by an appropriate balance among your leisure, work, and family commitments

Each job deals with people, things, data, and ideas, but the amount of dealing with each varies by the job. A computer programmer deals primarily with ideas and things. A registered nurse working directly with patients deals primarily with people and ideas. A Certified Public Accountant deals with data and people. How would you prioritize your preferences in these four areas?
• People
• Things
• Data
• Ideas
Based on your preferences, consider jobs and careers that deal more with the areas you prefer.

(Page 77) Ten steps for choosing a career
We can identify a career following these ten steps which is more compatible with our intere
1. Begin with your values
2. Identify your skills and talents
3. Identify your preferences
4. Experiment
5. Become broadly literate
6. In your first job, opt for experience first and money second
7. Aim for a job in which you can be committed
8. Build your life style around your income, not your expectations
9. Invest five percent of your income, energy, and money into furthering your career
10. Be willing to change and adapt

(Page 77) Data, people, things, or ideas
Knowing your preferences for working with data, people, things, or ideas can help you find a career that matches those preferences. Most managerial, professional, and technical jobs provide some opportunity for working with data, people, and things.

Job search is a _____ way of finding a job that suits your circumstances and interests.
Select correct option:

Proper
Systematic
Experimental
Logical

(Page 79) Job search is a systematic way of finding a job that suits your circumstances and interests.

Which one of the following can be enhanced by improving work habits relating to procrastination?
Select correct option:

Achievement
Interest
Productivity
Services

(Page 88) The productivity can be enhanced by improving work habits relating to procrastination.

Which one of the following introduces the applicant with the prospective employer?
Select correct option:

Cover letter
Resume
Testimonials
Letter

(Page 142) Resumes introduce the applicant with the prospective employer.

Which of the following resume formats consider worthy to apply for a job?
Select correct option:
Microsoft Front Page
Microsoft Word
Email document
Microsoft Publisher

(Page 83) Microsoft Word contains résumé formats worthy of consideration.

A negative and _____ attitude damage all hope of career success.
Select correct option:

Self-defeating
Self projection
Self worth
Self centered

(Page 27) A negative and self-defeating attitude destroys all hope of career success.

Which of the following will help you in choosing a career in future?
Select correct option:

Understanding the inner you
Assessing your interests
Assessing your skills
All of the given options

http://www.vanderbilt.edu/career/media/pdf/CPG.pdf
Planning your future begins with understanding yourself
Consider your broad array of interests. Consider how these interests lead to majors and careers
In addition to your values and interests, you should think about the skills you can bring to a job

(Page 77) Ten steps for choosing a career
We can identify a career following these ten steps which is more compatible with our intere
1. Begin with your values
2. Identify your skills and talents
3. Identify your preferences
4. Experiment
5. Become broadly literate
6. In your first job, opt for experience first and money second
7. Aim for a job in which you can be committed
8. Build your life style around your income, not your expectations
9. Invest five percent of your income, energy, and money into furthering your career
10. Be willing to change and adapt

Give importance first one of the following while choosing a career.
Select correct option:

Experience
Money
Income
Life style

(Page 77) Ten steps for choosing a career
We can identify a career following these ten steps which is more compatible with our intere
1. Begin with your values
2. Identify your skills and talents
3. Identify your preferences
4. Experiment
5. Become broadly literate
6. In your first job, opt for experience first and money second
7. Aim for a job in which you can be committed
8. Build your life style around your income, not your expectations
9. Invest five percent of your income, energy, and money into furthering your career
10. Be willing to change and adapt

The leading cause of poor productivity and career self-sabotage is:
Select correct option:

Nepotism
Sabotage
Procrastination
Overwhelming

(Page 88) The leading cause of poor productivity and career self-sabotage is procrastination, delaying a task for an invalid or weak reason. Even productive people have problems with procrastination at times.

Which one of the following is NOT a reason that people procrastinate?
Select correct option:

Overwhelming
Unpleasant tasks
Fear of success
To get more money

(Page 88) Reasons of procrastination
Delaying or postponing of assignments makes you less productive or unproductive. There may be a number of reasons of procrastination. Key reasons for procrastination include:
(1) Unpleasant tasks
If you do not like the tasks or assignments which you are supposed to do, might be the reason of delaying them.
(2) Overwhelming
Sometimes you think that the task given to you is so huge that you can not handle, you keep on hesitating to initiate it.
(3) Concerns about negative consequences of one's work
Sometimes the fear of negative results of doing a task becomes the reason of postponing it.
(4) Fear of success (worry about assuming too much responsibility)
Just like the fear of failure, the fear of success also becomes a hindrance in performing a task. One thinks if he/she successfully completes some task he/she might be chosen for some bigger assignment.
(**5) Lack of a perceived meaningful reward for doing the task**
If you feel that you would not be rewarded meaningfully, you would hesitate to do that work.
Rebellion against being controlled
Another reason of procrastination is that you do not like to be controlled by others. You think that you will do your work as and whenever you like it to do.
(6) Enjoyment of the rush derived from scrambling to make a deadline
Some people enjoy doing things at the eleventh hour.
(7) Perfectionism
 People also become victim of procrastination due to the habit of perfectionism.

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

(Page 4) Definition of sub culture: Set of people with different set of behaviors and beliefs which differentiates them from a larger culture of which they are a part.

Work smarter not _____ is a modern approach to work that requires you to spend a few minutes planning how to implement your tasks.
Select correct option:
Faster
Harder
Quicker
Later

(Page 92) E. Work Smarter, Not Harder
Developing the attitude of seeking to work smarter rather than harder increases productivity and satisfaction, an example of working smarter, not harder is to invest a few minutes of critical thinking before launching an Internet search. Many people save time by searching information over the Internet, instead of going to the libraries.

Which of the following characteristics would likely be included in a training program that is designed to teach individuals about diversity in organization?
Select correct option:

Hair status
Weight status
Abilities
All the characteristics included

(Page 61) G. Participate in Diversity Training:
One should be capable of working in diverse environment. Cultural training is mostly about understanding people from other cultures. Diversity training has a slightly different purpose. It attempts to bring about workplace harmony by teaching people how to get along with diverse work associates. Such training centers on increasing awareness of and empathy for people different in some noticeable way from oneself. A starting point in diversity training is to emphasize that everybody is different in some way, and that all these differences should be appreciated. To help training participants develop empathy, representatives of various groups explain their feelings related to workplace issues.

 Which of the following is likely to be perceived as NOT being a team player?
Select correct option:

Avoid backstabbing
Share the glory
Establish trust
Give opinions that pleases team members even if know it's not true
(Page 68) D. Be a Team Player
When you are working with people then show team spirit. An essential strategy for cultivating peers is to function as a team player by such means as:
1. Share credit with co-workers.
2. Display a helpful, cooperative attitude.
3. To establish trust, keep confidential information private and give honest opinions.
4. Share information and opinions with co-workers.
5. Provide emotional support to co-workers.
6. Follow the golden rule (It means try to treat others the way you like to be treated by others)
7. Avoid actions that could sabotage or undermine the group in any way.
8. Attend company-sponsored social events.
9. Share the glory.

Which of following is a suggestion for dealing with difficult people?
Select correct option:

Listen and respond
Give ample feedback
Use humor
The entire above are suggested ways

(Page 69) I. Deal Effectively with Difficult People
The people whose behaviour is offensive or whose tactics are unethical or obtrusive, undermine the relationships and the motivation of the people for work and achieve their goals. A major challenge in getting along well with co-workers is to deal constructively with difficult people. A co-worker is classified as difficult if he or she is uncooperative, touchy, defensive, or very unfriendly. The following tactics are designed to deal with difficult people:

1. Take Problems Professionally, Not Personally
A key principle in dealing with a variety of personalities is to take what they do professionally, not personally. To a difficult person, you might just represent a stepping-stone to getting what they want.
2. Give Ample Feedback
The primary technique for dealing with counterproductive behaviour is to give feed back to the difficult person how his/her behaviour affects you.
3. Listen and Respond
Give the difficult person ample opportunity to express his/her concerns, doubts, anger, or other feelings. Then acknowledge your awareness of the person's position.
4. Use Tact and Diplomacy in Dealing with Annoying Behaviour
Tactful actions on your part can some times take care of annoyances without having to confront the problem. An example would be closing the door to deal with noisy co-workers.
5. Use Humour
Non-hostile humour can often be used to help a difficult person understand how his or her behaviour is blocking others. Also, the humour will help defuse conflict between you and that person.
6. Avoid Creating a Dependency on You
A trap to avoid with many difficult people, and especially the high-maintenance person, is to let him/her become too dependent on you for solutions to problems.
7. Reinforce Civil Behaviour and Good Moods.
When a generally difficult person is behaving acceptably, recognize the behaviour in some way. Reinforcing statements would include, "It's fun working with you today."
8. Face Maturely the Challenge of the Office Relationships
Strive to keep the personal relationships confidential and restricted to after hours. Use good judgment and be discreet.

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

Which of the following is NOT recommended as a way of creating a strong presence?
Select correct option:

Get involved in high visibility projects
Get involved in teams
Take hold on to your manager's favorite tasks
Make constructive suggestions

(Page 65) F. Create a Strong Presence
A comprehensive approach to impressing your manager or team leader and other key people is to create a strong presence, or keep yourself in the forefront. Get involved in high visibility projects such as launching a new product. Joining a team is effective as is getting involved in community activities of interest to top management. Also, take on tasks your manager dislikes.

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.

Nonverbal communications are:
Select correct option:

Neither spoken nor written
Only written
Only spoken
Not real communications

(Page 61) Be sensitive to differences in nonverbal communication. (The American thumb and finger symbol for "OK" is particularly hazardous.)

When we talk about interpersonal relationships it indicates what kind of communication style?
Select correct option:

Emotive
Versatility
Supportive
Reflective

(Page 138) Versatility when we speak of interpersonal relationships

Mostly personal problems emerge through self-defeating:
Select correct option:

Attitudes and behaviors
Approach
Actions
Activities

(Page 27) Most personal problems are usually the creation of your own. They emerge through self-defeating attitudes and behaviours.

Knowledge or intellectual beliefs are the _____ component of attitude.
Select correct option:

Cognitive
Positive
Behavioral
Social

(Page 17) Cognitive approaches focus on changing the way people think about an entity or object. This is done through information, persuasive communication through introducing conflict or dissonance between the existing attitude and the new one.

http://www.blurtit.com/q795659.html
Cognitive component:
It refers that's part of attitude which is related in general know how of a person, for example, he says smoking is injurious to health. Such type of idea of a person is called cognitive component of attitude.

What type of communication should a manager use to address an employee who has been caught in the act of breaking a rule?
Select correct option:

Intra office communication (memo, E-mail)
Face-to-face communication
Non-verbal communication
Verbal communication

http://www.google.com.pk/search?
hl=en&defl=en&q=define:face+to+face+communication&sa=X&ei=KQAlTfSWItPo4gbxvdWeCg&ved=
0CBQQkAE
The sender and receiver of information can communicate in a timely manner. The receiver may disagree, ask a question, or repeat information. The sender and receiver can engage in a dialogue about the message. In face-to-face communication, there is an opportunity for feedback

A person who is self-disciplined always experiences significant:
Select correct option:

Day-by-day suffering
Disruption while attempting to achieve goals
Intrinsic motivation

Stress based on working so hard

(Page 21) *Search for pleasure within the task.* A self-disciplined person finds joy, excitement, and intense involvement in the task at hand (intrinsic motivation).

"The way you present your personality in front of others" is best described by which of the following terms:
Select correct option:

Perceived Self
Private Self
Projected Self
Self-concept

(Page 1)
1. Private Self: The personal life of a person.
2. Projected Self: What the person would like to project in public.
3. Perceived Self: The way people see us.

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

(Page 22) Emotional Intelligence Being able to deal effectively with your feelings and emotions, and those of others, can help you make better decisions. Emotional intelligence refers to qualities such as understand one's own feelings, empathy for others, and the regulation of emotion to enhance living. Control over emotions is usually necessary for building relations and finding good solutions to problems.

A significant fact about culture is that it is:
Select correct option:

Learned and kept private
Learned and shared
Shaped mostly through genetics
Acquired mostly through formal education

(Page 56) Culture is a learned and shared system of knowledge, beliefs, values, attitudes, and norms

Which of the following is a suggestion for building good relationships with coworkers?
Select correct option:
Maintain honest and open relationships
Make other people feel important

Be a team player
The entire above are suggested ways

(**Page 141) Building Good Relations with Co-workers**
• Develop Allies through Being Civil
• Make Co-workers feel important
• Maintain Honest and Open Relationships
• Be a Team Player
• Avoid backstabbing
• Follow Groups Standards of Conduct
• Express an Interest in the Work and Personal Life of Others
• Use Appropriate Compliments
• Deal Effectively with Difficult People

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.

Behavior modification can sometimes be applied successfully through:
Select correct option:

Rewards
Punishment
Rewards and punishment
Motivation

(Page 133 & 17) Behavioral approaches focus reward and punishments for certain attitudes and behaviours. It can be used at homes, schools or organizations.

The meanings which I want to communicate to the viewers are known as:
Select correct option:

Intended meanings
Pure meanings
Perceived meanings
Dictionary meanings

(Page 2 & 131) Intended Meaning: Which I want to convey to another person in written or spoken form.
(Page 9 & 132) Intended meanings, the meanings which I want to convey to the audience.

Identify which test measures the applicant's knowledge and skills.
Select correct option:

Personality
Achievement
Aptitude
Interest

(Page 87)
1. **Achievement tests** sample and measure the applicant's knowledge and skills.
2. **Aptitude tests** measure an applicant's capacity or potential for performing satisfactorily on the job, given sufficient training.
3. **Personality tests** measure personal traits and characteristics that could be related to job performance.
4. **Interest tests** measure preferences for engaging in certain job activities.
5. **Honesty tests** measure tendencies toward telling the truth. Such tests can be in paper and pencil (or computerized) form, or the polygraph.

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

(Page 140-141) 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.
• Develop Cultural Sensitivity
• Focus on Individuals Rather than Groups
• Respect all Workers and Cultures
• Value Cultural Differences
• Minimize Cultural Bloopers/embarrassments
• Participate in Cultural Training
• Foreign language training
• Diversity training

Which of the following is NOT recommended as a way of creating a strong presence?
Select correct option:

Get involved in high visibility projects
Get involved in teams
Take hold on to your manager's favorite tasks
Make constructive suggestions

(Page 65) F. Create a Strong Presence
A comprehensive approach to impressing your manager or team leader and other key people is to create a strong presence, or keep yourself in the forefront. Get involved in high visibility projects such as launching a new product. Joining a team is effective as is getting involved in community activities of interest to top management. Also, take on tasks your manager dislikes.

Hasan has the capability and meet the requirements to get a particular job, which type of resume he will prepare?
Select correct option:

Targeted resume
Creative resume
Chronological resume
Functional resume

http://www.cdgci.com/restips.htm
Custom made resumes or resumes that are directed to a specific job.
By preparing a resume of this type, the candidate must have a job posting that he/she may use to emphasize on meeting the requirements of the advertised position. These resumes are ideal when you know the company and your future job description, duties and responsibilities as well as qualifications needed to get the position.

(Page 83) The targeted résumé focuses on a specific job target and only presents information relevant to that target. Whichever résumé format you choose, it is best to place your most saleable asset first. What is needed and what you have to offer, should be mentioned first. Focus on yourself and find those events in your life that depict your capabilities and skills needed for that particular job. If there is a match between your skills and the requirements of the employer it can be helpful to get a job interview. Microsoft Word contains résumé formats worthy of consideration.

(Page 83) The functional résumé organizes skills and accomplishments into the function performed. If you have worked in any organization, the skill and expertise you have learnt is mentioned. For example you can tell that you have team making skills or you can organize events.

(Page 83) The chronological résumé presents facts in reverse chronological order. Start from present job or position and move date wise backward. This type of resume is mostly popular in our country. In this type of resume the problem is sometimes with the filling up the gaps. When a year or two do not show what you have been doing does not leave a good impression on the prospective employer. These gaps should be filled sensibly telling what you have been doing, e.g. you were busy with your father's business, or you were on foreign tour etc.

(Page 83) The creative resume presents skills in a creative form. A creative-style résumé is one with a novel format and design. Resume should be creative not created (not the one that creates false facts). It is best suited for jobs with a specific emphasis on creativity. The generally accepted approach is to be creative when submitting résumés. Job seekers should be aware that many employers verify facts presented on a résumé.

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
http://www.noop.nl/2010/07/cross-functional-teams-dont-come-free.html
Grouping people by similar business means that you put everyone together who works on the delivery of the same business value (the same feature, the same product, or the same customer).

http://en.wikipedia.org/wiki/Organization
In the social and political sciences in general, an "organization" may be more loosely understood as the planned, coordinated and purposeful action of human beings working through collective action to reach a common goal or construct a tangible product.
Organization is a permanent arrangement of elements.

Which of the following is a form of depression that develops during the hot and humid?
Select correct option:

Obsessive-Compulsive Disorder
Seasonal Affective Disorder
Neurobiological Disorders
Attention Deficit Disorder

(Page 30) Seasonal Affective Disorder (SAD) is a form of depression that develops during the hot and humid season and disappears as the weather becomes pleasant.

Which of the following is a standard job-finding method?
Select correct option:

Personal contacts
Unsolicited letter
Internet
Nepotism

(Page 80) A standard job-finding method is the unsolicited letter or e-mail campaign, or writing directly to a company one would like to work for. You compose a master list of firms for whom you would like to work

When the differences between groups emerged, you can expect:
Select correct option:

Conflict to develop
Stereotypes to be reinforced
Relations to deteriorate
All of the given options (logical answer, cant find reference)

Noise can occur during the _____ process.
Select correct option:

Decoding
Feedback
Encoding
<mark>**All of the given options**</mark>

(Page 34) Noise, or unwanted interference, can occur at any step in the communication process.

An individual feels loyalty and respect in which social group?
Select correct option:

<mark>**In-group**</mark>
Out-group
Reference group
Secondary group

(Page 13) An in-group is a social group towards which an individual feels loyalty and respect, usually due to membership in the group. This loyalty often manifests itself as an ingroup bias. Commonly encountered ingroups include family members, people of the same race or religion.

At all organizational levels, at least _____ of each workday is consumed by talking and listening.
Select correct option:

<mark>**75 percent**</mark>
45 percent
85 percent
65 percent

(Page 40) At all organizational levels, at least 75 percent of each workday is consumed by talking and listening.

A _____ is a small semi-conscious message we send with a powerful impact on the receiver.
Select correct option:

Channel
Communication
Flow
<mark>**Micro-inequity**</mark>

(Page 59) A micro-inequity is a small semi-conscious message we send with a powerful impact on the receiver.

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

(Page 135) Internet Dependence: An Internet dependence (or addiction) is a condition whereby a person spends so much time on the Internet that other work suffers and the person experiences sleep deprivation and neglects human contact.

Contradiction between knowledge, information and attitude is called:
Select correct option:

Apathy
Cognitive dissonance
Dissatisfaction
Self-esteem

(Page 17) An individual is capable of holding two contradictory beliefs or notions as long the person is not made aware about them. Once the person becomes aware, cognitive dissonance occurs. Dissonance is the uncomfortable feeling when we feel that what we believe may not be true. We can not live with such discomfort and we try to modify either our thinking or change our behaviour.

Developing an action plan in goal setting is to:
Select correct option:

Describe a method for achieve the goal
Establish rewards for attaining the goal
Establish penalties for not attaining the goal
Adjust the difficulty of the goal

(Page 20) An action plan is needed to achieve goals.

Give importance first one of the following while choosing a career.
Select correct option:

Experience
Money
Income
Life style

(Page 77) 6. In your first job, opt for experience first and money second

Mostly personal problems emerge through self-defeating:
Select correct option:

Attitudes and behaviors
Approach
Actions
Activities

(Page 27) Most personal problems are usually the creation of your own. They emerge through self-defeating attitudes and behaviours.

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

(Page 36) • Discuss Differences in Perspectives
A paradigm is a model, framework, viewpoint, or perspective. When two people look at a situation with different perspectives, a communication problem may occur. Discussing the perspectives helps because it may lead to an understanding of why and how people view the problem differently.

(Page 137) Improving communication skills
• Appeal to Human Needs and Time Your Messages
• Repeat Your Message, Using More Than One channel
• Have an Empowered Attitude and Be Persuasive
• Check for Comprehension and Feelings
• Minimize Defensive Communication
• Combat Info Overload
• Establishing Rapport
• Engage in Small Talk and constructive Gossip
• Improve Your Telephone and Voice-Mail and Speakerphone Communication Skills
• Use Presentation Technology to Your Advantage

What kind of personality is usually associated with stress?
Select correct option:

Type A
Type B
Inner directed
Traditional

http://en.wikipedia.org/wiki/Type_A_and_Type_B_personality_theory
Type A individuals are often described as "stress junkies" by individuals with Type B or other personality types. Many successful business and political leaders have Type A personalities.

A good supplier to positive attitudes is:
Select correct option:

Pessimism
Optimism
Being a famous person
Low salary

http://www.suite101.com/content/the-power-of-positive-attitude-a12600
Positive attitude, positive thinking, and optimism are now known to be a root cause of many positive life benefits

(Page 16) If attitudes are positive, then human relations will be positive. And positive human relations are necessary for a successful life.

Good organizational citizenship behavior consists of all of the following EXCEPT:
Select correct option:

Be courteous
Help others to accomplish their tasks
Be conscientious
Concentrate on assigned tasks only

(Page 65) Be a Good Organizational Citizen
An especially meritorious approach to impressing key people is to demonstrate organizational citizenship behaviour, the willingness to work for the good of the organization even without the promise of a specific reward. The good organizational citizen goes "above and beyond the call of duty." An effective way of being a good organization citizen is to step outside your job description. If people only do work included in their job description, a mentality of "It's not my job" pervades.

The good organizational _____ go above and beyond the call of duty.
Select correct option:

Manager
Worker
Customer
Citizen

(Page 65) The good organizational citizen goes "above and beyond the call of duty."

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

(Page35) 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 crocked smile, failure to look you in the e forced eye contact, and frequent nose rubbing.

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

(Page 40) At all organizational levels, at least 75 percent of each workday is consumed by talking and listening.

Work habits refer to a person's characteristic approach to work, including:
Select correct option:
Priority setting
Handling of paper work
E-mail
Handling of paper work, Priority setting and organizational productivity

(Page 88) Work habits refer to a person's characteristic approach to work, including such things as organization, priority setting, and handling of paper work and e-mail.

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

(Page 27) Self-defeating behaviours

Defensiveness	Unrealistic expectations
Fear of stating ones point of view	Fear of intimacy
Negative attitude	Fear of commitment
Fear of expressing deep feelings	Fear of rejection
Inability to say "no"	Extreme nervousness
Disorganization	Fear of taking a test
Waste time	Fear of death
Poor Planning	Excessive daydreaming
Forgetfulness	People pleasing
Fear of being oneself	Fear of success
	Excessive guilt
	Unrealistic mistrust
	Losing temper
	Alienation from others

Which one of the following is NOT an example of self defeating behavior?
Select correct option:

Disorganization

Excessive guilt
Losing temper
Proactive

(Page 27) Self-defeating behaviours

Defensiveness	Unrealistic expectations
Fear of stating ones point of view	Fear of intimacy
Negative attitude	Fear of commitment
Fear of expressing deep feelings	Fear of rejection
Inability to say "no"	Extreme nervousness
Disorganization	Fear of taking a test
Waste time	Fear of death
Poor Planning	Excessive daydreaming
Forgetfulness	People pleasing
Fear of being oneself	Fear of success
	Excessive guilt
	Unrealistic mistrust
	Losing temper
	Alienation from others

Hasan has the capability and meet the requirements to get a particular job, which type of resume he will prepare?
Select correct option:

Targeted resume
Creative resume
Chronological resume
Functional resume

http://www.cdgci.com/restips.htm
Custom made resumes or resumes that are directed to a specific job.
By preparing a resume of this type, the candidate must have a job posting that he/she may use
to emphasize on meeting the requirements of the advertised position. These resumes are ideal when
you know the company and your future job description, duties and responsibilities as well as
qualifications needed to get the position.

(Page 83) The targeted résumé focuses on a specific job target and only presents information
relevant to that target. Whichever résumé format you choose, it is best to place your most saleable
asset first. What is needed and what you have to offer, should be mentioned first. Focus on yourself
and find those events in your life that depict your capabilities and skills needed for that particular job.
If there is a match between your skills and the requirements of the employer it can be helpful to get a
job interview. Microsoft Word contains résumé formats worthy of consideration

Which one of the following helps to build up attitude?
Select correct option:

Reward

Punishment
Reward and punishment
Compensation

(Page 133 & 17) Behavioral approaches focus reward and punishments for certain attitudes and behaviours. It can be used at homes, schools or organizations.

A standard part of job hunting is:
Select correct option:
Networking
Internet
Contacts
Newspaper

(Page 90 The Internet and Résumé Database Services
The Internet is now a standard part of job hunting, with dozens of job-hunting sites available. Job boards related to specific industries have grown in popularity. Company Websites are strongly recommended for job hunting. Job seekers should remember that the Internet is but one method of conducting a job search.

Surprising recent information is that classified ads are still a major source of job for candidates and employees.

A major contributor of self-confidence is:
Select correct option:
Receiving positive feedback from others
Receiving negative feedback from others
Setting low goals for oneself
Losing out in competition to people more talented than oneself

(Page 139) Steps to build self-confidence:
These are certain steps which can be followed to build up self-confidence
Write down Personal Assets and Achievements:
• Develop a Solid Knowledge Base:
• Use positive self talk:
• Avoid Negative Self-Talk:
• Use Positive Visual Imagery:
• Strive for Peak Performance:
• Bounce Back from Setbacks and Embarrassments:
• Get Past the Emotional Turmoil:
• Find a Creative Solution to Your Problem:

(Page 44) Self-confidence is a product of gaining and using knowledge to do things. If you do most of thethings successfully, you gain confidence and as a result, the self-worth of yours increases.

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.

Achieving good cross-cultural relations is hampered somewhat by people's
predisposition to:
Select correct option:
Classify
Discriminate
Judge
Categorize

(Page 59) Achieving good cross-cultural relations is hampered by people's predisposition to discriminate.

What kind of personality is usually associated with stress?
Select correct option:
Type A
Type B
Inner directed
Traditional

http://en.wikipedia.org/wiki/Type_A_and_Type_B_personality_theory
Type A individuals are often described as "stress junkies" by individuals with Type B or other personality types. Many successful business and political leaders have Type A personalities.

Cocaine and diet pills are _____ that produces feelings of optimism and high energy.
Select correct option:
Stimulants
Depressant
Narcotic
Relaxant

(Page 29) Cocaine and diet pills are stimulants.

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

(Page 131) Personality: Personality is a sum total of habits, traits, characteristics of an individual. It is actually a force

A Person's views about his job and organization is shown by his/her:

Select correct option:
Attitude
Level of ability
Salary
Ethics

(Page 133) Attitude is a usual way of doing things.

A significant fact about culture is that it is:
Select correct option:
Learned and kept private
Learned and shared
Shaped mostly through genetics
Acquired mostly through formal education

(Page 56) Culture is a learned and shared system of knowledge, beliefs, values, attitudes, and norms

_____ is not benefit of portfolio career development.
Select correct option:
Developing your personal skills
Risk taking
Lack of stability (Finalised in Askari group discussion)
Dealing with change

duasmile: me wth 3
srfrazali: im still with 3
wouqatr: ok 3 final
Admin: OK
 3 FINAL

(Page 77) A portfolio career refers to making money in several different ways at the same time
(Page 78) Developing a Portfolio Career
Many people would like to change careers yet not be confined to focusing on one major type of job activity.
To accomplish this, a growing number of people develop a portfolio career, in which they use a variety of skills and earn money in several different ways.

A portfolio career also helps deal with the trend toward part-time positions. A portfolio career also spreads the risk of unemployment by earning money in several ways.

An important part of developing a portfolio career is to keep your occupational skills current while not in active use.

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

(Page 22) Emotional Intelligence Being able to deal effectively with your feelings and emotions, and those of others, can help you make better decisions. Emotional intelligence refers to qualities such as understand one's own feelings, empathy for others, and the regulation of emotion to enhance living. Control over emotions is usually necessary for building relations and finding good solutions to problems.

Unsatisfied needs motivate us until they:
Select correct option:
Become satisfied
Become discouraged
Direct to working hard
Direct to self-esteem

(Page 133) Personal needs and wants motivate people until these are satisfied.

Which of the following situation rises when demands are not met and pressure on individual is prolonged?
Select correct option:
Stress
Conflict
Clash
Disagreement

(Page 6) There is so much demand on the individual to do few things that if a person is not capable of doing, then the person starts feeling the stress or the pressure.
If this pressure is prolonged it may transform into stress.

Feelings of helpless and negative thinking are examples of _____ attitude.
Select correct option:
Self-defeating
Distress
Abnormal
Excessive guilt

(Page 27)
Self-Defeating Attitude
• Self-defeating attitude is a tendency to act in such a way that one's behaviour works against his/her own interests, either intentionally or unintentionally.
• Feelings of helpless and apathetic attitude are examples. Such attitudes kill initiative and action.

Organized clubs and committees are example of:
Select correct option:
Emergent Groups

Work Groups
Social Groups

(Page 14) Emergent Groups
• Some groups form spontaneously, such as a group of friends. Other groups are contrived, that is, they are formed for a specific purpose. Organized clubs, social groups, or committees are contrived groups.

A Person's views about his job and organization is shown by his/her:
Select correct option:
Attitude
Level of ability
Salary
Ethics

(Page 133) Attitude is a usual way of doing things.

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.

(Page 2) Group behavior is dependent upon clear cut exchange of views among group members. To produce goods and services best results can be obtained if people work optimally and optimistically. To make this happen communication can play a critical role.

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

(Page 4) Definition of sub culture:
"Set of people with different set of behaviors and beliefs which differentiates them from a larger culture of which they are a part".

Anything you are doing that allows time to get away from you
Select correct option:

Anything you are not doing that allows you to set free
Anything you are not doing that allows you to set free

Something that cannot be identified
Time log

(Page 94) A time log can uncover time leaks, anything you are doing or not doing that allows time to get away.

Polygraph is used in which test:
Select correct option:
Aptitude
Achievement
Interest
Honesty

(Page 87) Honesty tests measure tendencies toward telling the truth. Such tests can be in paper and pencil (or computerized) form, or the polygraph.

To develop a good relationship with your manager or team leader you should:
Select correct option:
Act like you enjoy your work
Continue your education
Perform your job well
Bring your manager coffee every morning

(Page 64) 1. Impressing your manager
A. Achieve Good Job Performance
B. Display a Strong Work Ethic
C. Demonstrate Good Emotional Intelligence
D. Be Dependable and Honest
E. Be a Good Organizational Citizen
F. Create a Strong Presence
G. Find out What Your Manager Expects of You
H. Minimize Complaints
I. Avoid Bypassing Your Manager
J. Use Discretion in Socializing With Your Manager
K. Engage in Favorable Interaction with Your Manager

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

(Page 140) Barriers to cross-cultural relations:
There are several factors that create problems in developing smooth cross-cultural relations, including communication problems. In this lesson we will focus on those barriers or handicaps which become hindrance in the way of developing better interpersonal cross-cultural relationships.
• Perceptual Expectations
• Ethnocentrism
• Intergroup Rather than Interpersonal Relationships
• Stereotypes in Intergroup Relations
• Different Norms and Codes of Conduct

• Unintentional Micro-Inequities (use of thumb for OK)

Which of the following is likely to be perceived as NOT being a team player?
Select correct option:

Avoid backstabbing
Share the glory
Establish trust
Give opinions that pleases team members even if know it's not true

(Page 68) D. Be a Team Player
When you are working with people then show team spirit. An essential strategy for cultivating peers is to function as a team player by such means as:
1. Share credit with co-workers.
2. Display a helpful, cooperative attitude.
3. To establish trust, keep confidential information private and give honest opinions.
4. Share information and opinions with co-workers.
5. Provide emotional support to co-workers.
6. Follow the golden rule (It means try to treat others the way you like to be treated by others)
7. Avoid actions that could sabotage or undermine the group in any way.
8. Attend company-sponsored social events.
9. Share the glory.

Work smarter not _____ is a modern approach to work that requires you to spend a few minutes planning how to implement your tasks.
Select correct option:

Faster
Harder
Quicker
Later

(Page 92) E. Work Smarter, Not Harder
Developing the attitude of seeking to work smarter rather than harder increases productivity and satisfaction, an example of working smarter, not harder is to invest a few minutes of critical thinking before launching an Internet search. Many people save time by searching information over the Internet, instead of going to the libraries.

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

(Page 1) Human relations are at work not only in our work lives but also in our family and in our personal lives. The term Human Relations in its broadest sense covers all types of interactions among people.

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

(Page 17) Social approaches focus on our tendency to copy the beliefs and behaviours of others.

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

http://www.noop.nl/2010/07/cross-functional-teams-dont-come-free.html
Grouping people by similar business means that you put everyone together who works on the delivery of the same business value (the same feature, the same product, or the same customer).

http://en.wikipedia.org/wiki/Organization
In the social and political sciences in general, an "organization" may be more loosely understood as the planned, coordinated and purposeful action of human beings working through collective action to reach a common goal or construct a tangible product.
Organization is a permanent arrangement of elements

Work and family conflict occurs when the individual has to perform:
Select correct option:

Multiple roles
Few roles
Tricky roles
Unexpected roles

(Page 31) Work-family conflict occurs when the individual has to perform multiple roles: worker, spouse or partner, and often parent.

Person and professional problems can solve through which of the following positive attitude?
Select correct option:

Speak and act with enthusiasm
Expect success rather than fear failure
You learn from error and defeat
All of the given options

(Page 28) Positive attitude to tackle personal problems
• Expect success rather than fear failure.
• Focus on solutions rather than remain stuck in the problem.

• Speak and act with enthusiasm.
• Enjoy life with a positive attitude and a passion for the future.
• Gain the surge of energy that accompanies a positive mental attitude.
• Lift up the spirits and inspire others when they are down.
• Overcome obstacles or defeat with a renewed positive attitude.
• Say "YES to each new challenge as it presents itself.
• You learn from error and defeat
• Think like an employer.
• Positive thinking will let you do everything better than negative thinking will.

Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?
Select correct option:

Anxiety
Hopelessness
Narcolepsy
Gloominess

(Page 30) Anxiety is a feeling of distress or uneasiness caused by fear of an imagined problem.

Negotiation may take place:
Select correct option:

Between two people
Between groups
Within a group
All of the given options

http://netadspro.net/category/negotiation/
Negotiation is the art of compromise on an issue to the satisfaction of the parties involved. Negotiation can take place between two people or several people. Negotiations can also occur between different companies or businesses.

http://www.hypnosis.com.au/negotiation-strategies-training.html
As an example, a marital negotiation quite regularly involves a social trade, whilst an employment negotiation often centres around a monetary trade. Negotiations may also include more than one trade. E.g., a negotiation within the union management may involve salary trade, along with a trade in working conditions and professional relations.

Which of the following characteristics would likely be included in a training program that is designed to teach individuals about diversity in organization?
Select correct option:

Hair status
Weight status
Abilities
All the characteristics included

(Page 61) G. Participate in Diversity Training:
One should be capable of working in diverse environment. Cultural training is mostly about understanding people from other cultures. Diversity training has a slightly different purpose. It

attempts to bring about workplace harmony by teaching people how to get along with diverse work associates. Such training centers on increasing awareness of and empathy for people different in some noticeable way from oneself. A starting point in diversity training is to emphasize that everybody is different in some way, and that all these differences should be appreciated. To help training participants develop empathy, representatives of various groups explain their feelings related to workplace issues.

Knowledge or intellectual beliefs are the _____ component of attitude.
Select correct option:

Cognitive
Positive
Behavioral
Social

Page 17) Cognitive approaches focus on changing the way people think about an entity or object. This is done through information, persuasive communication through introducing conflict or dissonance between the existing attitude and the new one.

http://www.blurtit.com/q795659.html
Cognitive component:
It refers that's part of attitude which is related in general know how of a person, for example, he says smoking is injurious to health. Such type of idea of a person is called cognitive component of attitude.

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

(Page 61) A Cross-Cultural Training Program
A cross-cultural training is considered necessary for developing skill in the international workers. Some organizations train their employees to behave according to the culture in which they are sent for assignments.

Which one of the following resume organizes skills and accomplishments to the functions performed?
Select correct option:

Functional
Targeted
Creative
Gimmickry

(Page 83) The functional résumé organizes skills and accomplishments into the function performed. If you have worked in any organization, the skill and expertise you have learnt is mentioned. For example you can tell that you have team making skills or you can organize events.

To develop a good relationship with your manager or team leader you should:
Select correct option:

Act like you enjoy your work
Continue your education
Perform your job well
Bring your manager coffee every morning

(Page 64) 1. Impressing your manager
A. Achieve Good Job Performance
B. Display a Strong Work Ethic
C. Demonstrate Good Emotional Intelligence
D. Be Dependable and Honest
E. Be a Good Organizational Citizen
F. Create a Strong Presence
G. Find out What Your Manager Expects of You
H. Minimize Complaints
I. Avoid Bypassing Your Manager
J. Use Discretion in Socializing With Your Manager
K. Engage in Favorable Interaction with Your Manager

Rizwan can make better decisions than other people because he is:
Select correct option:
Intelligent, well educated and experienced
Intelligent and risk taker
Flexible and educated
Risk taker

(Page 22) 1. Intelligence, Education, and Experience. In general, if you are intelligent, well educated (vocabulary of concepts), and well experienced, you will make better decisions than people without these attributes. How well you understand the situation and how broad you can think. How many alternative solutions come to your mind. How experience make you decide the best alternative clearly.

Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?
Select correct option:
Anxiety
Hopelessness
Narcolepsy
Gloominess

(Page 30) Anxiety is a feeling of distress or uneasiness caused by fear of an imagined problem.

An important output from working smarter rather than harder is that you:
Select correct option:
take help from other to perform your work
Avoid procrastination
Achieve more in the amount of time
Improve your regularity

(Page 92) E. Work Smarter, Not Harder

Developing the attitude of seeking to work smarter rather than harder increases productivity and satisfaction, an example of working smarter, not harder is to invest a few minutes of critical thinking before launching an Internet search. Many people save time by searching information over the Internet, instead of going to the libraries.

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

(Page 61)
Overcoming cross-cultural communication barriers:
A key part of developing good cross-cultural relations is to overcome, or prevent, communication barriers stemming from cultural differences. Personal life, too, is often more culturally diverse today than previously. Avoiding cultural bloopers can help prevent communication barriers. Here are some more tips or suggestions.
More steps to improve Cultural Relations:
. Be alert to cultural differences in customs and behavior.
. Use straightforward language and speak slowly and clearly.
. When the situation is appropriate, speak in the language of the people from another culture. If you speak a few words in the language of others it will leave a good impression on him/her
. Observe cultural differences in manners/customs.
. Be sensitive to differences in nonverbal communication. (The American thumb and finger symbol for "OK" is particularly hazardous.)
. Do not be diverted by style, accent, grammar, or personal appearance.
. Listen for understanding, not for agreement or disagreement.
. Be attentive to individual differences in appearance.

Achieving good cross-cultural relations is hampered somewhat by people's predisposition to:
Select correct option:
Classify
Discriminate
Judge
Categorize

(Page 59) Achieving good cross-cultural relations is hampered by people's predisposition to discriminate.

What kind of personality is usually associated with stress?
Select correct option:
Type A
Type B
Inner directed
Traditional

http://en.wikipedia.org/wiki/Type_A_and_Type_B_personality_theory
Type A individuals are often described as "stress junkies" by individuals with Type B or other personality types. Many successful business and political leaders have Type A personalities.

An individual should be familiar with the characteristics of the organization in which he/she interested in for the job is:
Select correct option:
Type of organization and its function
Mission and goals
Divisions and subsidiaries
Mission and goals, Products or services and its function

(Page 86) Knowing the employer or Organization
You should also be familiar with the characteristics of the organization you are interested in for the job. They are as under
• Type of organization and its function
• Mission and goals
• Products or services
• Divisions and subsidiaries
• Position description and career paths
• Sales and earnings (if company is a public, for-profit organization)
• Size
• Competitors
• Location, including international operations (if applicable)
• Projects
• New trends in the field

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

(Page 33) The Steps in the grievance procedure may vary from one to six. Typical steps are as follows:
1. Initiation of the formal grievance.
2. Second-level of management.
3. A higher-level manager and the local union president
4. Arbitration. (Only about 1 percent of grievances go all the way to arbitration.)
• A grievance procedure used in many firms without a union is the Jury of peers, whereby unresolved grievances are submitted to a panel of coworkers.

When we talk about interpersonal relationships it indicates what kind of communication style?
Select correct option:
Emotive
Versatility
Supportive
Reflective

(Page 138) Versatility when we speak of interpersonal relationships

Cocaine and diet pills are _____ that produces feelings of optimism and high energy.
Select correct option:
Stimulants
Depressant
Narcotic
Relaxant

(Page 29) Cocaine and diet pills are stimulants.

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

(Page 32) Disarm the opposition is a method of conflict resolution in which you disarm the criticizer by agreeing with his or her criticism of you.

Which of the following is likely to be perceived as NOT being a team player?
Select correct option:
Avoid backstabbing
Share the glory
Establish trust
Give opinions that pleases team members even if know it's not true

(Page 68) D. Be a Team Player
When you are working with people then show team spirit. An essential strategy for cultivating peers is to function as a team player by such means as:
1. Share credit with co-workers.
2. Display a helpful, cooperative attitude.
3. To establish trust, keep confidential information private and give honest opinions.
4. Share information and opinions with co-workers.
5. Provide emotional support to co-workers.
6. Follow the golden rule (It means try to treat others the way you like to be treated by others)
7. Avoid actions that could sabotage or undermine the group in any way.
8. Attend company-sponsored social events.
9. Share the glory.

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

(Page 13) Out- group
• An out-group is a social group towards which an individual feels contempt, opposition, or a desire to compete. Members of out-groups may be subject to out-group homogeneity biases, and generally people tend to privilege ingroup members over out-group members in many situations.

Which of the following is NOT one of the recommended techniques for finding a job?
Select correct option:

Mail campaign
Placement office and employment agencies
Nepotism (logical)
Impartiality

To study the customer which thing is needed?
Select correct option:

Pay attention to the behavior
Dressing
Style of the customer
All of the given options

(Page 71) How to Study the Customer
Pay attention to the behaviour, dressing and style of the customer. This is how you can understand the need and requirement of the intended buyer.

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

The first step in the self-discipline model is to:
Select correct option:

Compartmentalize spheres of life
Search for pleasure within the task
Develop role models
Formulate a mission statement

(Page 21) Self-discipline and motivation
Achieving goals and staying motivated requires self-discipline.
The ability to work systematically and progressively toward a goal until it is achieved. The components of the self-discipline are as follows:
1. Formulate a mission statement related to your life.
2. Develop role models of self-disciplined achievers.
3. Develop goals for each task.
4. Develop action plans to achieve goals.
5. Use visual and sensory stimulation. Self-disciplined people form mental images of the act of accomplishing what they want.
6. Search for pleasure within the task. A self-disciplined person finds joy, excitement, and intense involvement in the task at hand (intrinsic motivation).
7. Compartmentalize spheres of life. Self-disciplined people have a remarkable capacity to divide up (compartmentalize) the various spheres of life to stay focused on what they are doing at the moment.
8. Minimize excuse making. Self-disciplined people concentrate their energies on goal accomplishment rather than making excuses for why work is not accomplished.

Negative attitudes disrupt the process of:
Select correct option:

Conflict
Change
Effort
Production

(Page 17) How to change attitude
Negative attitudes towards change will disrupt the process of change.
Information alone is not sufficient to change attitudes towards a new idea or practice.
Don't fertilize the rocks. First, make people less resistant to receiving and processing information. And then expect change in their attitudes.

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

(Page 32) According to the technique of cognitive restructuring, you mentally convert negative aspects into positive ones by looking for positive elements in a situation. If your search for the beneficial elements in a situation, there will be less area for dispute.

Work and family conflict occurs when the individual has to perform:
Select correct option:

Multiple roles
Few roles
Tricky roles
Unexpected roles

(Page 31) Work-family conflict occurs when the individual has to perform multiple roles: worker, spouse or partner, and often parent.

Identify which type of communication requires fewer human relations skills.
Select correct option:

Written
Non verbal
Verbal
Unwritten

_____ is the ability to develop good ideas that can be put into action.
Select correct option:

Aptitude
Creativity
Proficiency
Skill

(Page 23) Creativity is the ability to develop good ideas that can be put into action.

To rely on stored information that is repackaged as insight to make decisions called:
Select correct option:

Long forgotten information
Accessible only to highly creative people
Long-term memory
Intuition

(Page 22) Intuition Effective decision makers rely on careful analysis and intuition; it is an experience-based way of knowing or reasoning in which weighing and balance of evidence are done automatically. Intuition takes place when the brain gathers information stored in memory and packages it as a new insight or solution.
Developing good intuition may take a long time because so much information has to be stored. Vast experience develops intuition (insight or sixth sense or instinct)

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

(Page 22) Intuition Effective decision makers rely on careful analysis and intuition; it is an experience-based way of knowing or reasoning in which weighing and balance of evidence are done automatically. Intuition takes place when the brain gathers information stored in memory and packages it as a new insight or solution.
Developing good intuition may take a long time because so much information has to be stored. Vast experience develops intuition (insight or sixth sense or instinct)

Which of the following will help you in choosing a career in future?
Select correct option:

Understanding the inner you
Assessing your interests
Assessing your skills
All of the given options

http://www.vanderbilt.edu/career/media/pdf/CPG.pdf
Planning your future begins with understanding yourself
Consider your broad array of interests. Consider how these interests lead to majors and careers
In addition to your values and interests, you should think about the skills you can bring to a job

Rizwan can make better decisions than other people because he is:
Select correct option:

Intelligent, well educated and experienced
Intelligent and risk taker
Flexible and educated
Risk taker

(Page 22) 1. Intelligence, Education, and Experience. In general, if you are intelligent, well educated (vocabulary of concepts), and well experienced, you will make better decisions than people without these attributes. How well you understand the situation and how broad you can think. How many alternative solutions come to your mind. How experience make you decide the best alternative clearly.

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

(Page 33) The Steps in the grievance procedure may vary from one to six. Typical steps are as follows:
1. Initiation of the formal grievance.
2. Second-level of management.
3. A higher-level manager and the local union president
4. Arbitration. (Only about 1 percent of grievances go all the way to arbitration.)
• A grievance procedure used in many firms without a union is the Jury of peers, whereby unresolved grievances are submitted to a panel of coworkers.

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

(Page 47) A basic method of building self-confidence is to engage in positive self-talk, saying positive things about oneself to oneself.

Primary group has all the characteristics EXCEPT:
Select correct option:

Face to face interaction
Small in size
Less intimate
Long-lasting relationships

(Page 13) Primary groups
• Groups consisting of intimate, face-to-face interaction and relatively long-lasting relationships
• Expressive needs intimacy, companionship and emotional support, provided by primary groups.

The first step in the self-discipline model is to:
Select correct option:

Compartmentalize spheres of life
Search for pleasure within the task
Develop role models
Formulate a mission statement

(Page 21) Self-discipline and motivation
Achieving goals and staying motivated requires self-discipline.
The ability to work systematically and progressively toward a goal until it is achieved. The components of the self-discipline are as follows:
1. Formulate a mission statement related to your life.
2. Develop role models of self-disciplined achievers.
3. Develop goals for each task.
4. Develop action plans to achieve goals.
5. Use visual and sensory stimulation. Self-disciplined people form mental images of the act of accomplishing what they want.
6. Search for pleasure within the task. A self-disciplined person finds joy, excitement, and intense involvement in the task at hand (intrinsic motivation).
7. Compartmentalize spheres of life. Self-disciplined people have a remarkable capacity to divide up (compartmentalize) the various spheres of life to stay focused on what they are doing at the moment.
8. Minimize excuse making. Self-disciplined people concentrate their energies on goal accomplishment rather than making excuses for why work is not accomplished.

An important component of self-discipline is:
Select correct option:

Say no to every request made of you
Minimize excuse making
Say yes to every request made of you
Never take time off from work

(Page 21) Self-discipline and motivation
Achieving goals and staying motivated requires self-discipline.
The ability to work systematically and progressively toward a goal until it is achieved. The components of the self-discipline are as follows:
1. Formulate a mission statement related to your life.
2. Develop role models of self-disciplined achievers.
3. Develop goals for each task.
4. Develop action plans to achieve goals.
5. Use visual and sensory stimulation. Self-disciplined people form mental images of the act of accomplishing what they want.
6. Search for pleasure within the task. A self-disciplined person finds joy, excitement, and intense involvement in the task at hand (intrinsic motivation).
7. Compartmentalize spheres of life. Self-disciplined people have a remarkable capacity to divide up (compartmentalize) the various spheres of life to stay focused on what they are doing at the moment.
8. Minimize excuse making. Self-disciplined people concentrate their energies on goal accomplishment rather than making excuses for why work is not accomplished.

Which of the following situation rises when demands are not met and pressure on individual is prolonged?
Select correct option:

Stress
Conflict
Clash
Disagreement

(Page 6) There is so much demand on the individual to do few things that if a person is not capable of doing, then the person starts feeling the stress or the pressure.
If this pressure is prolonged it may transform into stress.

Which one of the following is NOT a component of attitudes?
Select correct option:

Cognitive
Affective
Negative
Behavioral

http://www.blurtit.com/q720160.html
There are three components of attitude.
1: Cognitive component
2: Effective component
3: Behavioral Component

A realistic goal is one that:
Select correct option:

Includes money as well as happiness
Is comparatively easy to attain
Matches the employer's wishes
Regulates the right amount of challenge

(Page 20) Set Realistic Goals: A realistic goal represents the right amount of challenge for the person pursuing the goal. The higher a person's self-efficacy, the more likely he or she may think that

a goal is realistic.

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

(Page 140-141) 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.
• Develop Cultural Sensitivity
• Focus on Individuals Rather than Groups
• Respect all Workers and Cultures
• Value Cultural Differences
• Minimize Cultural Bloopers/embarrassments
• Participate in Cultural Training
• Foreign language training
• Diversity training

Anything you are doing that allows time to get away from you
Select correct option:

Anything you are not doing that allows you to set free
Anything you are not doing that allows you to set free
Something that cannot be identified
Time log

(Page 94) A time log can uncover time leaks, anything you are doing or not doing that allows time to get away.

Which one of the following skills is more important than technical skills?
Select correct option:

Personal
Communication
Interpersonal
Public

(Page 85) Interpersonal skills are more important than technical skills.

The flow of communication from high level to lower level is called:
Select correct option:
Diagonal
Horizontal communication
Upward communication
Downward communication

Achieving good cross-cultural relations is hampered somewhat by people's predisposition to:
Select correct option:
Classify
Discriminate
Judge
Categorize

(Page 59) Achieving good cross-cultural relations is hampered by people's predisposition to discriminate.

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

(Page 22) Emotional Intelligence Being able to deal effectively with your feelings and emotions, and those of others, can help you make better decisions. Emotional intelligence refers to qualities such as understand one's own feelings, empathy for others, and the regulation of emotion to enhance living. Control over emotions is usually necessary for building relations and finding good solutions to problems.

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.

To become a better listener, you should first learn to:
Select correct option:

Stop talking
Remove distractions
Ask questions
Empathize

(Page 39) To improve listening skills
1. Stop talking
2. Put the talker at ease
3. Show other that you want to listen
4. Remove distractions
5. Empathize

NB: Solved by VU Askari Team Students, not by VU Lecturers

6. Be patient
7. Hold your temper
8. Go easy on argument criticism
9. Ask questions

Cocaine and diet pills are _____ that produces feelings of optimism and high energy.
Select correct option:

Stimulants
Depressant
Narcotic
Relaxant

(Page 29) Cocaine and diet pills are stimulants.

Which of the following is a suggested way of building good relationships with customers?
Select correct option:

When a customer complains, be defensive
Show care and concern for the customer
Establish customer dissatisfaction goals
Place the company's needs first

(Page 72) Building good relationships with customers
Success on the job also requires good relationships with both external and internal customers. An employee whose thoughts and actions are geared toward helping customers has a customer service orientation. Good service is the primary factor that keeps customers coming back. Profits jump considerably as the customer is retained over time. Suggestions for achieving high-level customer service are as follows:
1. Establish customer satisfaction goals.
2. Understand your customer's needs and place them first.
3. Show care and concern.
4. Communicate a positive attitude.
5. Make the buyer feel good.
6. Display strong business ethics.
7. Be helpful rather than defensive when a customer complains.
8. Invite the customer back.
9. Avoid rudeness.
In short, good customer service stems naturally from practicing good human relations.

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

(Page 27) Self-defeating behaviours

Defensiveness	Unrealistic expectations
Fear of stating ones point of view	Fear of intimacy
Negative attitude	Fear of commitment
Fear of expressing deep feelings	Fear of rejection
Inability to say "no"	Extreme nervousness
Disorganization	Fear of taking a test
Waste time	Fear of death
Poor Planning	Excessive daydreaming
Forgetfulness	People pleasing
Fear of being oneself	Fear of success
	Excessive guilt
	Unrealistic mistrust
	Losing temper
	Alienation from others

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

(Page 43) The ages of twelve and eighteen are among the most crucial in developing and consolidating your feelings about yourself. During these years, you are moving away from the close bond between parent and child; and are attempting to establish ideals of independence and achievement.

The basic principle in getting along with coworkers is to follow:
Select correct option:

Written rules
Work standards
Safety rules
Group norms

(Page 69) Follow Groups Standards of Conduct
To be a good co-worker, one has to adhere to group norms, the unwritten set of expectations for group members—what people ought to do. Yet conforming too closely to group norms leads to a loss of individuality. Norms are a major part of the organizational culture, or values and beliefs of the firm that guide people's actions.
Group norms also influence the social aspects of behaviour on the job.

_____ are a major part of the organizational culture.
Select correct option:

Beliefs
Values
Norms
Standards

(Page 69) Follow Groups Standards of Conduct
To be a good co-worker, one has to adhere to group norms, the unwritten set of expectations for group members—what people ought to do. Yet conforming too closely to group norms leads to a loss of individuality. Norms are a major part of the organizational culture, or values and beliefs of the firm that guide people's actions.
Group norms also influence the social aspects of behaviour on the job.

Teams in organizations emphasize _____ communication.
Select correct option:

Downward
Horizontal
Upward
Diagonal

(Page 137) Horizontal communication
It is the flow of information with people on the same or similar levels in the organizational hierarchy.

Identify which type of communication requires fewer human relations skills.
Select correct option:

Written
Non verbal
Verbal
Unwritten

An individual who always agree with everyone and flexible to change has a _____ communication style.
Select correct option:

Supportive
Reflective
Versatility
Emotive

(Page 42) Supportive: Attempts to win approval by agreeing with everyone. Seeks reassurance, refuses to take stand is apologetic.(Situational demands are important and one could be flexible to change style).

Workplace violence usually stems from:
Select correct option:

Anger
Failure
Disturbance
Displeasure

(Page 30) Workplace violence usually stems from anger.

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

http://wps.prenhall.com/chet_dubrin_humanrelationscps_7/24/6218/1592045.cw/content/index.html
(Attempt Q13)

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

http://wps.prenhall.com/chet_dubrin_humanrelationscps_7/24/6218/1592045.cw/content/index.html
(Attempt Q15)

(Page 50) Character Attributes of Leaders:
People must have these attributes to be a leader. If these attributes are not found in a person, he/she can be a manager but not a leader.

1. Integrity
2. Honesty
3. Loyalty
4. Selflessness
5. Compassion
6. Competency
7. Respectfulness
8. Fairness
9. Responsibility
10. Decisiveness
11. Spiritual appreciation
12. Cooperativeness

Asma is taking stress to get good grade in exams that shows her:
Select correct option:

Hyper stress
Positive stress

NB: Solved by VU Askari Team Students, not by VU Lecturers

Negative stress
Distress

(Page 132) Positive stress-it is called u-stress; you perform well due to this stress.e.g. Stress in exams makes you achieve better marks in the examination.

Work smarter not _____ is a modern approach to work that requires you to spend a few minutes planning how to implement your tasks.
Select correct option:

Faster
Harder
Quicker
Later

(Page 92) E. Work Smarter, Not Harder
Developing the attitude of seeking to work smarter rather than harder increases productivity and satisfaction, an example of working smarter, not harder is to invest a few minutes of critical thinking before launching an Internet search. Many people save time by searching information over the Internet, instead of going to the libraries

Salesperson should try to create goodwill through:
Select correct option:

Proper communication
Suggestive Selling
Merchandise Knowledge
Cooperation

(Page 72) Salesperson should try to create goodwill through proper communication.

Good relationships build due to proper:
Select correct option:

Resume
Communication
Behavior
Attitude

(Page 83) Good relationships emerge due to proper communication.

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.

The most frequently satisfied need is:
Select correct option:

Safety and security
Esteem
Belongingness and love
Self-actualization

(See Figure on Page 19)
(Page 133) Maslow's Hierarchy of Needs: Maslow's hierarchy of needs show that people strive to satisfy the following needs in a sequential order:
(1) Physiological
(2) Safety
(3) Social
(4) Esteem
(5) Self-actualizing

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.

Work and family conflict occurs when the individual has to perform:
Select correct option:

Multiple roles
Few roles
Tricky roles
Unexpected roles

(Page 31) Work-family conflict occurs when the individual has to perform multiple roles: worker, spouse or partner, and often parent.

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

(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'.

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

(Page 40) Various research studies have revealed that as much as 70 percent of all business communication fails to achieve the intended purposes.

Which style of conflict resolution is best when the issues involved are complex and critical, with no clear solution available?
Select correct option:

Forcing
Avoiding conflict
Compromising
Accommodating

http://www.google.com.pk/url?sa=t&source=web&cd=9&ved=0CFAQFjAI&url=http%3A%2F
%2Fwww.bus.ucf.edu%2Fcblencke%2Ffiles%2FMAN4101%2Fpowerpoint
%2Fchap007.ppt&ei=cJEnTfC3H5Sv8QPVnpmGAw&usg=AFQjCNH3GZQgjakp1WdgmDDAWZZdul
o7ZA

(Slide 40) Appropriate Use of the Compromising Conflict Style
- The issues are complex and critical, and there is no simple and clear solution.

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

http://free-books-online.org/management/human-relations/handling-personal-issues-self-defeating-behaviour/
Maintaining control over absenteeism and laterness helps employers control costs. Following are suggestions for developing the right mental set for developing an excellent record of attendance and punctuality.
- Look upon your job as self-employment.
- Reward yourself for good attendance and punctuality and punish yourself for the opposite.
- Think through carefully the consequences if all company employees were absent and late frequently.
- Think of the consequences to coworkers if you are absent and late frequently.

Which of the following is NOT a part of the communication process?
Select correct option:
Encoding
Decoding
Feedback
Accepting

http://www.method123.com/communication-process.php
The Communication Process will help you to:
➢ Identify the messages that need to be sent
➢ Determine your target audience for communication
➢ Decide on your message format and timing
➢ Draft your message and gain approval where required
➢ Communicate your message, through communications events
➢ Gather feedback and improve your communication processes

The characteristics of creative workers include:
Select correct option:
Personality
Knowledge
Intellectual abilities
All of the given options

(Page 134-135) Following are the characteristics of the creative workers
1. Knowledge
2. Intellectual Abilities

3.   Personality

Which one of the following is NOT the suggested technique for reducing procrastination?
Select correct option:

Follow the WIFO principle

Don't commit to other people

Express a more positive attitude about your intentions

Motivate yourself with rewards and punisments

(Page 144) Techniques for Reducing Procrastination
Being aware of the productivity consequences of procrastination is a good start for reducing procrastination. A few specific techniques are also helpful.
• Cost of procrastination
• Counter attack
• Jump-start
• Sub-divide the large task
• Motivate yourself with rewards and punishments
• WIFO (worst in first out)
• Commitment to other people
• Express positively

Sajid demonstrates effective self-management by:
Select correct option:

Working to get her way in interactions with others

Blaming others when things go wrong

Acting with honesty and integrity on a consistent basis

Dropping projects that are too frustrating

http://www.lifehack.org/articles/lifestyle/12-rules-for-self-management.html
Be more productive by creating good habits and rejecting bad ones. Good habits corral your energies into a momentum-building rhythm for you; bad habits sap your energies and drain you.

Which one of the following tactic is used, to achieve breakthrough accomplishments?
Select correct option:

Work at a steady pace

Concentrate on task

Plan similar tasks together

Identify and plug time leaks

(Page 94) Working at a steady clip generally pays dividends in efficiency. A steady-pace approach accomplishes much more than someone who puts out extra effort just once in a while.

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

(Page 23) Five key elements about the possible causes of a problem are: people, materials, machines, facilities, physical environment, and methods.

To achieving high-level customer service all of the following are important EXCEPT:
Select correct option:

Establish customer satisfaction goals
Communicate a positive attitude
Display strong business ethics
Ignore customers need

(Page 72) Suggestions for achieving high-level customer service are as follows:
1. Establish customer satisfaction goals.
2. Understand your customer's needs and place them first.
3. Show care and concern.
4. Communicate a positive attitude.
5. Make the buyer feel good.
6. Display strong business ethics.
7. Be helpful rather than defensive when a customer complains.
8. Invite the customer back.
9. Avoid rudeness.

Informal transmission of information, scandal or rumor from person to person called:
Select correct option:
Gossip
Grapevine communication
Vertical communication
Horizontal communication

(Page 137) Grapevine communication (informal)
It is "the informal transmission of information, gossip or rumor from person to person" The grapevine is the informal and unsanctioned information network within every organization.

Which one of the following is NOT the characteristic of a secondary group?
Select correct option:
Lifelong relationships
Large in size
Large in size
Impersonal Relations

(Page 13) Secondary groups
• Groups with large membership, less intimate and less long lasting.

Ali is valued by his employer because of the way he handles complaints. It is likely that Ali:
Select correct option:
Lets his boss solve his complaints

Goes to his boss's boss with his complaints
Gets his coworkers involved with his complaints
Backs up complaints with action plans (logical)

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

"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

(Page 7) Self perception
One of those tools is self perception. How do you value and evaluate yourself? It is probably the most important psychological factor. Self perception is the picture you hold about your self. Feel that you are good, strong and best but this self perception should be realistic as this is very important that how this picture does comes to your head? How it emerges out of your relations with other people, your family members, your friends, your work mates' etc. When you perform well they appreciate you and gives you feed back that you perform excellently. It gives you a picture of yourself which you attain by interacting with others.

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 8) 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. The potentiality and the Power to do things are important. If you don't know yourself it means you can not market your abilities, if you know your worth and what you are giving to the organization you can tell them what you have helped the organization to accomplished, then you will valued by the organization and its members.

Identify which of the following is the sum of self-confidence and self-respect.
Select correct option:

Self-esteem
Self efficacy
Self love
Self worth

(Page 138) Self-esteem can be thought of as the sum of self-confidence and self-respect

When the differences between groups emerged, you can expect:
Select correct option:

Conflict to develop
Stereotypes to be reinforced
Relations to deteriorate
All of the given options

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

http://getsynergized.com/how-to-easily-expand-your-comfort-zone/
It happens to all of us. We reach that dead end where we simply run out of fresh ideas and we helplessly fumble for solutions that have escaped us. What can we do to get the creative juices flowing again?
One of the best strategies to resolve this dilemma is to use a brainstorming session. The basic technique is easy as 1-2-3:
1. Think of many ideas in a short period of time.
2. Jot them all down.
3. Go back and evaluate each idea's possibilities.

Notice to Thieves like Tariq Malik and others: If you want to copy this file and want to upload in your website that promotes your personal interests, go ahead. You want to remove the name and type your own name for the fame, fine, do it. But remember, if you possess the slightest ingredient of ethics in your personality then at least mention the source (VU Askari Group) from where you have copied or stolen it before claiming it to be your work.