

**MGMT611, HRM611 HUMAN RELATIONS
SOLVED QUIZZES BY ADMIN RAJPOOT**

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

Select correct option:

Hyper stress

Positive stress

Negative stress

Distress

The increase of knowledge contributes to creativity because knowledge:

Select correct option:

Can be alternate for insight

Supplies the building blocks for generating and combining ideas

Avoid too much mental flexibility

Allows for the development of a traditional mental set

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

Select correct option:

Self awareness

Self confidence

Self esteem

Self love

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

Select correct option:

Disarm the opposition

Compromise with opposition

Competition the opposition

Confrontation with opposition

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

Select correct option:

Emotive

Versatility

Supportive

Reflective

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

Select correct option:

Gossip

Grapevine communication

Vertical communication

Horizontal communication

Mostly personal problems emerge through self-defeating:

Select correct option:

Attitudes and behaviors

Approach

Actions

Activities

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

Select correct option:

Time conscious

Easy-going

Competitive

Fast moving

You have to be motivated and establish goals to:

Select correct option:

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

All of the given options

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

Select correct option:

Knowing and sensing

- Guessing
- Being certain
- Hoping

Cocaine and diet pills are _____ that produces feelings of optimism and high energy.

Select correct option:

Stimulants

- Depressant
- Narcotic
- Relaxant

Self-esteem is:

Select correct option:

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

The experience of feeling competent and of being worthy of happiness

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

Select correct option:

Stop talking

- Remove distractions
- Ask questions
- Empathize

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

Select correct option:

- Perceptual expectations
- Different norms and codes of conduct
- Stereotypes

Speaking more than one language

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

Select correct option:

Sub-culture

Society

Group

Culture

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

Select correct option:

Business etiquette

Customs, traditions, and beliefs

Business etiquette, communication techniques and negotiation styles

Negotiation styles

The difference between intended and _____ meanings is called misunderstanding.

Select correct option:

Pure

Dictionary

Superficial

Perceived

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

Select correct option:

Personality

Culture

Traditions

Customs

Cocaine and diet pills are _____ that produces feelings of optimism and

high energy.

Select correct option:

Stimulants

Depressant

Narcotic

Relaxant

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

Select correct option:

Sub-culture

Society

Group

Culture

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

Select correct option:

Channel

Communication

Flow

Micro-inequity

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

Select correct option:

Take a brief break from problem solving

Lock yourself in the work area until the problem is resolved

Drop the problem, and look for another problem to solve

Engage in brain writing

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

Select correct option:

Keep workers informed about what is going on in the organization

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

Focus on employees

All of the given options

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

Select correct option:

Trusting your own capabilities

A feeling of dependency on leadership for direction

Being creative and innovative

Taking personal responsibility for problems

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

Select correct option:

Identify the object

Introduce the new information that contradicts the existing beliefs or attitudes

Introduce information

All of the given options

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

Select correct option:

Diagonal

Horizontal communication

Upward communication

Downward communication

Creativity takes place when _____ components come together.

Select correct option:

Three

Two

Four

One

Which three types of resources, an organization need?

Select correct option:

Physical, Financial, Human

Physical, Financial, Social

Physical, Social, Human
Social, Financial, Human

Negotiation may takes place:

Select correct option:

Between two people
Between groups
Within a group

All of the given options

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

Select correct option:

Cognitive restructuring

Optimistic approach
Grievance Procedure
Negotiation

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

Select correct option:

Troubles

Insight

A lack of concern for details
A strong personality

Emotional intelligence generally compacted with the ability to:

Select correct option:

Connect with people and understand their emotions

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

Negotiation may takes place:

Select correct option:

Between two people

Between groups

Within a group

All of the given options

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

Select correct option:

People in a train

People grouped together as a business

A "society" of insects

People who know each other

Creativity takes place when _____ components come together.

Select correct option:

Three

Two

Four

One

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

Select correct option:

Social awareness

Emotional instability

Musical intelligence

Self confidence

Emotional Intelligence: (Page 50)

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

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

Select correct option:

Low dominating or high dominating

High dominating

Low dominating

Dominance

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

Select correct option:

Social approaches

- Cognitive approach
- Behavioral approach
- Cognitive and behavioral approach

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

Select correct option:

Stress

- Conflict
- Clash
- Disagreement

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

Select correct option:

Divergence

Dissonance

- Connect
- Conflict

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

Select correct option:

Disorganization

Excessive guilt

Losing temper

Proactive

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

Select correct option:

Stop talking

- Remove distractions

Ask questions
Empathize

A good supplier to positive attitudes is:

Select correct option:

Pessimism

Optimism

Being a famous person

Low salary

Positive self-talk is:

Select correct option:

Bragging

Self-defeating

Saying positive things about yourself to yourself

Saying positive things about yourself to other people

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

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

Select correct option:

Internet dependence

Internet professional

Internet customer

Internet fond

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

Select correct option:

Crowd

Sub-group

Personality

Attitude

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

Select correct option:

Attention Deficit

Neurobiological

Obsessive-Compulsive

Narcolepsy

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

Select correct option:

Business etiquette

Customs, traditions, and beliefs

Business etiquette, communication techniques and negotiation styles

Negotiation styles

A major purpose of feedback is to tell a person:

Select correct option:

How well he or she communicates the true self

How well he or she has performed

The difference between right and wrong

When it is time to enhance self-esteem

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

Select correct option:

Systematic analysis of people's personal life.

Systematic analysis of people's social life.

Systematic analysis of people's official life.

Systematic analysis of people's life in all aspects.

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

Select correct option:

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

To learn which people from other cultures you should avoid completely

To get people from other cultures to work harder

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

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

Select correct option:

Secondary group

Primary group

Out group

Social group

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

Select correct option:

They have led successful groups in the past

They provide direction and meaning to the people they are leading

They favor action and risk taking

They are purveyors of hope

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

Select correct option:

U stress

Negative stress

Hyper stress

Distress

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

Select correct option:

Use straightforward language and speak slowly and clearly

Be alert to cultural differences in customs and behavior

De-emphasize nonverbal communication

Observe cultural differences in manners/customs

You have to be motivated and establish goals to:

Select correct option:

Achieve success in your career and personal life

Improve the quality of life

Influence others to get things accomplished

All of the given options

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

Select correct option:

Express your anger before it reaches a high intensity

Hesitant to express anger

Ask for feedback after expressing your anger

Anger can be an energizing force if properly channeled

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

Select correct option:

Hyper stress

Positive stress

Negative stress

Distress

Which three types of resources, an organization need?

Select correct option:

Physical, Financial, Human

Physical, Financial, Social

Physical, Social, Human

Social, Financial, Human

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

Select correct option:

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

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

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

None of the given options.

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

Select correct option:

Poor planning

Unrealistic expectations

Fear of intimacy

All of the given options

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

Select correct option:

12-18

13-16

11-14

10-13

The characteristics of creative workers include:

Select correct option:

Personality

Knowledge

Intellectual abilities

All of the given options

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

Select correct option:

Focus on the individual

Develop cultural sensitivity

Participate in diversity Training

All the suggestions can help to improve

Strategies to improve cross-cultural relations:

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

designed to improve cross-cultural relations.

- A. Develop Cultural Sensitivity
- B. Focus on Individuals Rather than Groups
- C. Respect all Workers and Cultures
- D. Value Cultural Differences
- E. Minimize Cultural Bloopers/embarrassments
- F. Participate in Cultural Training
- G. Foreign language training
- H. Diversity training

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

Select correct option:

Emotional stability

Extroversion

Conscientiousness

Openness to experience

What kind of personality is usually associated with stress?

Select correct option:

Type A

Type B

Inner directed

Traditional

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

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

Select correct option:

Identify the object

Introduce the new information that contradicts the existing beliefs or attitudes

Introduce information

All of the given options

Identify the object towards which change of attitude is desired.

2. Introduce information about which individual agrees.

3. Introduce the new information that contradicts the existing beliefs or attitudes.

4. Identify the ways through which belief or practice conform to new information.

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

Select correct option:

Impose punishment and suffering on themselves

Resist against goals set by management

Find very little joy in working

Work toward attaining goals without being distracted

Ahmad is a salesperson. He has high _____ than an accountant.

Select correct option:

Sociability

Supremacy

Reflexive

Directive

Emotional intelligence generally compacted with the ability to:

Select correct option:

Connect with people and understand their emotions

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

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

Select correct option:

Destructive

Short-tempered

Emotional

Agreeable

Knowledge or intellectual beliefs are the _____ component of attitude.

Select correct option:

Cognitive

Positive

Behavioral

Social

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

Select correct option:

Sudden increase in satisfaction with the task

Feelings of excitement while solving a problem

Delay in making decisions

Lack of concern for details

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

Select correct option:

75 percent

45 percent

85 percent

65 percent

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

Select correct option:

Examine yourself and make the necessary changes

Stop blaming others for your problems and cursing Fate

Some personal problem

All of the given options

The increase of knowledge contributes to creativity because knowledge:

Select correct option:

Can be alternate for insight

Supplies the building blocks for generating and combining ideas

Avoid too much mental flexibility

Allows for the development of a traditional mental set

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

Select correct option:

Self perception

Self worth

Self love

Self respect

Primary group has all the characteristics EXCEPT:

Select correct option:

Face to face interaction

Small in size

Less intimate

Long-lasting relationships

An individual feels loyalty and respect in which social group?

Select correct option:

In-group

Out-group

Reference group

Secondary group

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

Select correct option:

Perception

Motivation

Relationships

All of the given options

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

Select correct option:

In group

Out group

Reference group

Secondary group

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

Select correct option:

- Secondary group
- Primary group
- Out group
- Social group**

What kind of personality is usually associated with stress?

Select correct option:

- Type A
- Type B**
- Inner directed
- Traditional

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

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

Select correct option:

- Personality**
- Culture
- Traditions
- Customs

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

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

Select correct option:

- Hyper stress
- Positive stress**
- Negative stress
- Distress

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

Select correct option:

75 percent

45 percent

85 percent

65 percent

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

Select correct option:

Use emotion and colorful words

Appeal to human needs and time your message

Discuss differences in paradigms

Use mirroring to establish rapport

The two main components of self-esteem are:

Select correct option:

Self-respect and self-denial

Self-confidence and self-indulgence

Self-efficacy and self-respect

Self-denial and self-discipline

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

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

Select correct option:

Perceived meanings

Intended meanings

Pure meanings

Dictionary meanings

Hazrat Moosa belongs to the category of born leaders which is included in _____ theory.

Select correct option:

Bigman

- Contingency
- Trait
- Exchange

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

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

Select correct option:

- Give honest feedback
- Respect others
- Respect themselves

All of the above are correct

A widely used method to improve creativity is the _____ technique.

Select correct option:

- Forced-association
- Challenge your Ruts
- Borrow creative ideas

Play the roles of explorer

Primary group has all the characteristics EXCEPT:

Select correct option:

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

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

Select correct option:

Initial registration

Positive reinforcement
Overt perception
Perceptual selection

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

Select correct option:

Sociability

Hostility
Resentment
Supremacy

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

Select correct option:

Attitude

Behavior

Perception
Ethics

Servant leaders:

Select correct option:

Will not accept a salary that is higher than the salaries of those they lead.
Volunteer to do all of the "dirty" work for the group.
Expect their group members to serve them.

Serve group members by helping them achieve their goals.

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

A widely used method to improve creativity is the _____ technique.

Select correct option:

Forced-association

Challenge your Ruts

Borrow creative ideas
Play the roles of explorer

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

Select correct option:

Cognitive restructuring

Optimistic approach
Grievance Procedure
Negotiation

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

Select correct option:

Destructive
Short-tempered
Emotional

Agreeable

Cocaine and diet pills are _____ that produces feelings of optimism and high energy.

Select correct option:

Stimulants

Depressant
Narcotic
Relaxant

**A stimulant produces feelings of optimism and high energy.
Cocaine and diet pills are stimulants**

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

Select correct option:

Stop talking

Remove distractions
Ask questions
Empathize
Stop talking

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

Select correct option:

Disarm the opposition

Compromise with opposition

Competition the opposition

Confrontation with opposition

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

Select correct option:

Transmission over communication media

Decoding message

Encoding message

Noise

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

Select correct option:

75 percent

45 percent

85 percent

65 percent

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

Select correct option:

Look upon your job as self-employment

Reward yourself for good attendance

Punish yourself for the opposite

Offensive attitude

The characteristics of creative workers include:

Select correct option:

Personality

Knowledge

Intellectual abilities

All of the given options

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

Select correct option:

Harassed

Aggressive

Violent

Sadistic

Workplace violence usually stems from:

Select correct option:

Anger

Failure

Disturbance

Displeasure

The two main components of self-esteem are:

Select correct option:

Self-respect and self-denial

Self-confidence and self-indulgence

Self-efficacy and self-respect

Self-denial and self-discipline

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

Select correct option:

Divergence

Dissonance

Connect

Conflict

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

Select correct option:

Gossip

Grapevine communication

Vertical communication
Horizontal communication

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

Select correct option:

Perceived meanings

Intended meanings
Pure meanings
Dictionary meanings

Page 132

Most important is "perceived meanings" the meanings that you are getting .your meanings will be based on meanings that you are getting from the other person's speech.

You have to be motivated and establish goals to:

Select correct option:

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

All of the given options

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

Select correct option:

They have led successful groups in the past
They provide direction and meaning to the people they are leading
They favor action and risk taking

They are purveyors of hope

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

Select correct option:

Self-esteem

Egotism
Wishful thinking
Self efficacy

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

Select correct option:

Emotive

Versatility

Supportive

Reflective

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

Select correct option:

Crowd

Sub-group

Personality

Attitude

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

Select correct option:

Sociability

Hostility

Resentment

Supremacy

Which of the following step use in grievance procedure?

Select correct option:

Initiation of the formal grievance and Arbitration

Second-level of management

A higher-level manager and the local union president

All of the given options

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

Select correct option:

Cognitive

Affective

Negative

Behavioral

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

Select correct option:

Intended meanings

Pure meanings

Perceived meanings

Dictionary meanings

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

Select correct option:

Transform

Managerial

Cultural

Transactional

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

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

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

Select correct option:

U stress

Negative stress

Hyper stress

Distress

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

Select correct option:

Perceived Self

Projected Self
Private Self
Self-concept

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

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

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

Select correct option:

70 percent

40 percent
65 percent
80 percent

To achieve peak performance one must:

Select correct option:

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

Totally focus on the task at hand

Strive for Peak Performance: (Page 47)

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

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

b. It involves extraordinary focus and concentration.

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

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

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

Select correct option:

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

practices

Focus on employees

All of the given options

Knowledge or intellectual beliefs are the _____ component of attitude.

Select correct option:

Cognitive

Positive

Behavioral

Social

The first step in problem solving is:

Select correct option:

Noticing the problem

Defining the problem

Know a level of importance to the problem

Assigning someone to handle the problem

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

1. Awareness of the Problem.

2. Identify Causes of the Problem.

3. Find Creative Alternatives.

4. Weigh Alternatives.

5. Make the Choice.

6. Implement the Choice.

7. Evaluate the Choice.

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

Defining Problem by gathering relevant information

Step 1 is identifying a problem.

Step 2 is identifying the decision criteria.

Step 3 is allocating weights to the criteria.

Step 4 involves developing alternatives.

Step 5 is analyzing alternatives.

Step 6 involves selecting an alternative.

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

Step 8 involves evaluating the decision effectiveness.

Emotional intelligence generally compacted with the ability to:

Select correct option:

Connect with people and understand their emotions

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

Positive self-talk is:

Select correct option:

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

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

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

Select correct option:

Supportive

Reflective
Versatility
Emotive

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

Select correct option:

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

None of the given options.

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

Select correct option:

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

Delay in making decisions

Lack of concern for details

Identify which type of communication requires fewer human relations skills.

Select correct option:

Written

Non verbal

Verbal

Unwritten

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

Select correct option:

Negative thinking

Disorganization

Poor Planning

Losing temper

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

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

Select correct option:

China

France

Korea

Mexico

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

A person is able to perform better in which stress:

Select correct option:

Work

Positive

Negative
Emotional

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

Select correct option:

- A symmetrical smile
- Maintaining eye contact without constant staring
- Frequent rubbing of the nose**
- Facial expressions that last about four or five seconds

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

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

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

Select correct option:

- Emotional stability
- Extroversion
- Conscientiousness
- Openness to experience**

Servant leaders:

Select correct option:

- Will not accept a salary that is higher than the salaries of those they lead.
- Volunteer to do all of the "dirty" work for the group.
- Expect their group members to serve them.
- Serve group members by helping them achieve their goals.**

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

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

Select correct option:

- Share common goals
- One sided interaction**

Characterize themselves as members
Belongingness to members

(Page 12) Characteristics of Groups

The following statements are characteristics of the groups.

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

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

Select correct option:

Type A personality

Traditional personality

Type B personality

Other directed personality

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

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

Select correct option:

Values

Attitudes

Norms

All of the given options

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

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

Select correct option:

Charismatic

Transactional
Transformational
Coaching

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

http://changingminds.org/disciplines/leadership/styles/charismatic_leadership.htm

Charisma: (Page 51)

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

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

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

The difference between intended and _____ meanings is called **misunderstanding**.

Select correct option:

- Pure
- Dictionary
- Superficial
- Perceived**

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

Select correct option:

People, materials and methods

Effects, consequences and results

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

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

Select correct option:

Destructive
Short-tempered
Emotional

Agreeable

You have to be motivated and establish goals to:

Select correct option:

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

All of the given options

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

Select correct option:

Generate emotional illness
Lowers group morale

Lowers self-confidence

Confuses group members

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

Select correct option:

Organizational effectiveness

Equality among the workers
High turnover of employees
Control over employees

A widely used method to improve creativity is the _____ technique.

Select correct option:

Forced-association

Challenge your Ruts

Borrow creative ideas
Play the roles of explorer

To achieve peak performance one must:

Select correct option:

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

Totally focus on the task at hand

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

Select correct option:

Trusting your own capabilities

A feeling of dependency on leadership for direction

Being creative and innovative

Taking personal responsibility for problems

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

Select correct option:

Ability to influence others

Effectiveness in dealing with people

Appreciation of people

Customer dealing

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

Select correct option:

Being Compassion

Act in selflessness manner

Being honest

All of the given attributes

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

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

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

Select correct option:

Use straightforward language and speak slowly and clearly

Be alert to cultural differences in customs and behavior

De-emphasize nonverbal communication

Observe cultural differences in manners/customs

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

Select correct option:

Attention Deficit

Neurobiological

Obsessive-Compulsive

Narcolepsy

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

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

Select correct option:

Organizational effectiveness

Equality among the workers

High turnover of employees

Control over employees

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

Select correct option:

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

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

Select correct option:

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

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

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

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

Select correct option:

- China**
- France
- Korea
- Mexico

The two main components of self-esteem are:

Select correct option:

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

An individual who develops a strong work ethic will:

Select correct option:

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

Develop a learning-goal orientation

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

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

Select correct option:

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

All the traits are included

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

Select correct option:

Self-concept
Self-efficacy
Self-fulfilling prophecy

Self worth

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

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

Select correct option:

False modesty
Positive self-talk

Negative self-talk

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

(Page 47) Avoid Negative Self-Talk:

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

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

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

Select correct option:

Stop talking

Remove distractions

Ask questions

Empathize

Negotiation may take place:

Select correct option:

Between two people

Between groups

Within a group

All of the given options

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

Select correct option:

Look upon your job as self-employment

Reward yourself for good attendance

Punish yourself for the opposite

Offensive attitude

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

Select correct option:

Time conscious

Easy-going

Competitive

Fast moving

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

Select correct option:

Lateral thinker

Intellectual

Emotionally intelligent person

Scholar