**59880**

1. What could Mohan do to help his multicultural team understand his accent?

Select the correct option(s) and click submit.

* He could speak slowly
* He could articulate clearly
* He could use simple language

1. Which proverb would best represent Juan's view of time?

Select the correct option(s) and click submit.

* If you want your dreams to come true, don't oversleep

1. Which proverb would best represent Georg's view of time?

* If you're early, you're on time. If you're on time, you're late.

1. Not only do countries have their own specific cultures, organizations and teams have their own unique cultures too.

* True

1. In cultures where time is flexible, at what time would a meeting scheduled for 3 PM, most probably begin?

* 3:15 PM

1. Why does Georg seem unhappy about waiting for the others to start the meeting?

* Georg belongs to a culture where time is perceived to be rigid. In such cultures meetings start and end on time irrespective of who is there for the meeting.

1. In the event that interpreters are being used for a meeting, how much additional time should be factored in for the meeting?

* 100%

1. What is the purpose of a meeting in a relationship-based culture?

* To conduct and conclude business

1. Why does Juan seem unaffected by the fact that he is late for the Vcon?

* Certain cultures view time to be flexible. In such cultures time is often an approximate time and not an absolute time.

1. While Zehnab felt that Georg was being rude for sticking to the agenda strictly, Marcus was pleased by the way Georg handled it. Who is right?

**Zehnab is. Georg should have let people speak and should have let rapport build among the participants.**

**Marcus is. Georg was given the job of ensuring the every item on the agenda was covered equally during the meeting and he did that brilliantly.**

* Both are right from the perspective of their own cultural lens.

1. In cultures where hierarchy is important, how does one get people to be honest about what they think about a particular project proposed by the customer?

* Ask people to mail their thoughts. That way, if they disagree, it is with an idea and not with a person.

1. Why does Mohan want to wait for team members who are late for the meeting?

* Mohan belongs to a relationship-based culture where nurturing relationships matter the most

1. What should one keep in mind while preparing for a meeting with a pluricultural team?

* What would a particular participant bring to the table during the meeting?
* Why is a particular topic relevant to all participants?
* What precautions should be taken for participants whose first language is not the language of the meeting?

1. Why should agendas for meetings be shared in advance?

* The expected outcome of the meeting will be clear to all participants.
* To allow everyone to come to the meeting prepared.

1. What would you do if one of your team members has difficulty in expressing himself in English during a meeting?

* Be empathetic and listen patiently.

1. Georg is upset that a meeting scheduled for 10AM begins at 10.15 AM. Which aspect of his culture best explains his disc Select the correct option(s) and click submit.

* Georg belongs to a culture where time is linear and must be strictly adhered to.

1. Why is Zehnab upset with Georg for sticking strictly to the agenda?
2. Why is Georg reluctant to attend the meeting?

* Georg would like to finish a report instead.
* According to Georg, a meeting scheduled for 10 AM should begin sharp at 10 AM.

1. Why should some buffer time be factored in for meetings between multicultural teams?
2. What is the purpose of a meeting in a task-based culture?

* To conduct and conclude business

1. Small talk is always necessary to help build trust and rapport.

* False

1. Why does Marcus feel than Mohan might not take suggestions from any of them?

* Since Mohan it from a culture where hierarchy matters, Marcus feels that Mohan, might not appreciate taking suggestions from his juniors.

1. In Cultures where time is rigid, at what time would meeting scheduled at 3pm begin?

* 3 pm

1. why do meetings tend to spill over in relationship-based cultures?

* The purpose of the meeting is to build rapport, Time is secondary.
* Maintaining the relationship between participants is more important than finishing on time.
* To leave a meeting mid-way because the time is up, and something else is scheduled by a participant implies disrespect for all those who are present in the meeting.
* All of the options.

**60202**

1. Why did the prospective client leave his Videocon room immediately after the second vendor presentation in the meeting?

* The client found the presentations irrelevant, unfocussed and a waste of his time.

1. If a stakeholder of a particular culture closes his/her eyes while listening to a presentation made by a member of another culture, what might that mean during a meeting with multicultural participants?

* That s/he is trying hard to concentrate without any distractions on the presentation being made
* That s/he is according the presenter a degree of special respect on account of his/her heightened attempts at listening with full attention.

1. Which of the following demonstrate approaches used to build trust in multicultural teams?

* Encouraging curiosity about other cultural perspectives for going about one's work tasks
* Being open-minded about adopting aspects in another culture that can supplement or nourish one's own work perspectives and choices

1. Team members speaking up and voicing their opinions are appreciated in a few types of cultures. Select the options from the list below, in which speaking up would be

* Hierarchical culture
* Egalitarian culture

1. Which are the possible limitations or blind spots that a leader has to watch out for, when leading a multicultural team?

* Favouring team members from one's own culture or community
* Disregarding the business value of team members who are culturally different
* Failing to create opportunities for the diverse skills and strengths of the team to be explored and utilised optimally.

1. Several interpretations of Abdul Aziz's non-specific responses during the team's Sprint meeting are displayed in the options given. Select the culturally accurate interpretation Select the correct option(s) and click Submit.

* Abdul Aziz is hierarchy-conscious, and would rather check with his Team Lead in Kuala Lumpur, before committing to a decision during a meeting with the agile project team.

1. Presentations targeted at clients from Japan would need to

* be visually appealing, with data displayed in graphs and charts
* Give weightage to the vendor organisation's history and reputation

1. Malaysian culture is hierarchical, whereas Australian culture is egalitarian.

* True

1. Which of the following is correct, with regard to building trust in a pluricultural team?

* Adopting some practices from other cultures that can be leveraged to enhance team work and relationships.

1. In a meeting, listening to speakers from another culture implies:

* Making efforts to understand their accents in English
* Becoming aware of their emotional tone or mood
* Refraining from making assumptions about their supposed intentions
* All of the options

1. When in Rome, do as the Romans do." People who follow this maxim tend to be.

* open-minded
* adaptable
* flexible

1. Which of the following seems to be the most skilful approach to the cultural dilemma during Scrum Master Stephen Yue's sprint meeting?

* Stephen Yue's plan to leverage the hierarchy in the Kuala Lumpur team to meet the agile project's objectives.

1. To enable fruitful conversation in a meeting with pluricultural stakeholders, one needs to

* listen to one's interlocutors
* give an opportunity to others to have their say
* refrain from judging others who think differently.

1. In which of the following country cultures do people prefer to arrive at a consensus, when making a decision?

* UK
* Sweden

1. During a client meeting question is raised for which the presenter does not have an immediate response. Which of the following would be the most appropriate response to the client?
2. Preferences for the approach to making presentations are uniform across all cultures.

* False

1. How did Guanxi provide a win-win solution for the agile project?

* Leveraging each team's mutual strengths to supplement each other's work and build the relationship.
* Setting up a fruitful business relationship leading to reciprocal benefits

1. Swift decision-making during a meeting is characteristic of the:

* US Americans

1. Which of the following factors need to be focussed upon when we want to orient a business presentation to a client from a different culture?

* The client's need for specific information
* The global context of the concerned industry sector
* Specific expectations from the client's culture, regarding presentation approach and style
* All of the options

1. Which changes to Michel Bocuse's presentation might have made it better oriented to the American prospective customer?

* To have focussed on the expected business benefits that the technology would bring about for the Retail sector.
* To have made the presentation very much briefer, and to have elicited questions and discussion from the prospective client.

1. When aiming to build trust within a pluricultural team, which of the following are to be avoided?

* The assumption that the dominant culture in the team is the most superior and that the other cultures are, by inference, inferior
* The assumption that all cultural differences need to be overridden by a single business and cultural style.
* Lack of respect for those in the team from a different culture.

1. When associates of very different cultures need to work together in a team, there can be frictions and difficulties while interacting. Select the factors that can help build cooperation and trust in such circumstances.

* Showing willingness to make some adjustments
* Being conscious of working together towards a common goal
* Refraining from judging others on the basis of their cultural differences

1. Which of the following leadership perspectives would help to build a productive and creative multicultural team?

* Encouraging an open atmosphere of sharing and continuous improvement, to allow for each team member-- regardless of their cultural background-to reach their potential and contribute
* Respecting the viewpoints and approaches of team members with different cultural preferences
* Seeking to explore specific cultural traits or practices from the team members' varied cultures, which can be leveraged to strengthen the team's work and relationships.

1. In a meeting, listening to speakers from another culture implies:

* Making efforts to understand their accents in English
* Becoming aware of their emotional tone or mood
* Refraining from making assumptions about their supposed intentions
* All of the options

1. Presentations targetted at clients from the US would need to:

* be brief
* be fogussed on the benefits fogussed to the customer
* have limited background and context information
* be to the point

1. In a meeting, if a member from a different culture responds with silence or non-specific answers to questions targetted at him or her, what could that mean? Select the correct option(s) and click Submit.

* That s/he may wish to first consult à senior leader from a team of his/her own culture, before responding in the multicultural meeting
* That the culturally different member may have difficulties in communicating in the prevalent lingua franca used in the multicultural team meetings

**60209**

1. A supervisor is interacting with a team member from a different culture where hierarchy is important. The supervisor would like the team member's honest opinion on one of his ideas. Which of the Supervisor's comments has the best chances of eliciting an honest opinion?

* An analysis of the strengths and weaknesses of this idea will be useful.
* What do you think of the idea?
* What does the team think of the idea?
* Send me a mail giving me your opinion on this idea

1. Food is a good way to establish rapport between people from various cultures.

* TRUE
* FALSE

1. When dealing with multicultural teams, what role does humour play?

* Humour, when it takes into account the sensibilities of those concerned, can be useful to break the ice.
* In a multicultural environment, what is funny in one culture, could be offensive in another. Do be mindful of the jokes you crack.
* The office is a place of work and humour is best kept out of the workplace.
* The person using humour in the workplace risks being perceived as a clown and hence, not taken seriously. As such, humour should be avoided in the workplace.

1. A developer of Indian origin receives the Star of the Month award. While accepting it, she says, "It was team work". What is the most probable reason for saying this?

* She is angry that her peers were not appreciated.
* She acknowledges that some of the team members are very competitive
* She is hinting to other members that they should work harder.
* She feels awkward. She does not want the others to think of her as selfish and arrogant

1. What could Mary have done differently to avoid offending Gyan?

* She could have done some research about Indian culture, particularly about Indian food .
* Mary could have asked questions like: What Indian delicacy would you recommend? Or What is your favourite local dish? Or, Do you prefer vegetarian or non-vegetarian food?
* Nothing. Mary had a question and she asked Gyan about it. There was no need for Gyan to get so touchy about it.
* Mary could have asked her questions to Arati.

1. In some countries asking for help is a sign of incompetence. How would you help a colleague from such a culture when he/she needs help but is hesitant to ask for it?

* Instead of waiting for your colleague to ask you for help, offer to help your colleague
* Give your colleague time and hope he/she asks for help.
* Ask the team lead to intervene and assign you to help your colleague.
* All of the options

1. What are some of the ways to motivate a multicultural team?

* Autonomy to complete tasks
* Pulling up a team member in a team call
* Challenging work environment
* Work-life balance

1. Why does Mansi feel awkward when Mary praises her?

* Mansi knows she is the best and does not need Mary's praises.
* In Mansi's culture, the group takes precedence over the individual. Hence Mansi feels self-conscious when praised.
* Mansi knows she does not deserve the praise as her contribution was minimal. Hence she feels uneasy to be showered with so much praise.
* Mansi wonders if Mary has an ulterior motive for praising her.

1. When someone from a different culture asks us questions, answers to which appear obvious to us, it makes sense to pause, and then point out how obvious the facts are, and check if they are joking.

* TRUE
* FALSE

1. When Arati asks Mansi for help with an issue she is facing, what does it mean for Arati?
2. Depending on the culture, silence could mean different things. What are some of the meanings of silence in a multicultural team call?

* Polite refusal of request
* Consent
* Tool for negotiation
* All of the options

1. Which of the following statements should one be most careful about when communicating in a multicultural environment?

* What you say
* How you say
* How to say what you say
* None of the options

1. When responding to a question about your culture, why should you respond empathetically?

* A callous response might hurt the feeling of your counterpart.
* If you are not sufficiently empathetic, your counterpart might be hesitant to open up to you in future.
* If you are not sufficiently empathetic, you run the risk of appearing insensitive.
* It will improve your appraisal rating.

1. In which of the following countries would hierarchy be important during team interactions?

* India
* USA
* Australia
* Sweden

1. In a conference call with team members in India, a manager from France asks the manager from the US who schedules the meetings to rotate the call timing. The reason for this is so that the same set of people do not get inconvenienced all the time. Which behavioral trait does the French manager demonstrate?

* Showing empathy for people from other countries.
* Being punctual.
* Being able to switch perspectives and see things from multiple viewpoints.
* All of options

1. A developer of Indian origin receives the Star of the Month award While accepting it, she says, "It was team work". What is the most probable reason for saying this?

* She is angry that her peers were not appreciated.
* She acknowledges that some of the team members are very competitive.
* She is hinting to other members that they should work harder.
* She feels awkward. She does not want the others to think of her as selfish and arrogant

1. Gyan, Arati and Mansi all belong to the same country culture, yet each one is motivated by something different. Why?

* Country cultur just one of the parameters for deciding human behaviour. Other factors that decide what motivates should be considered too
* Country culture is a myth, else people from the same country would have all behaved in the same way.
* Although Mansi, Gyan and Arati are all Indians, they have been brought up in different conditions. Hence their values and motivations are not identical
* All of the options

1. Depending on the culture, silence could mean different things. What are some of the meanings of silence in a multicultural team call?

* Polite refusal of request
* Consent
* Tool for negotiation
* All of the options

1. Why was Gyan upset when Mary asked him if non-vegetarian food was available in India?

* Gyan felt defensive and wondered if Mary was stereotyping all Indians as vegetarians.
* Gyan felt that Mary was being insensitive
* Gyan is a reactive person who does not like Mary.
* Gyan was probably over-reacting. It was a simple question asked out of curiosity. He needn't have got so worked up about it.

1. As a team lead, should you praise a team member in public, even when he/she appears to be visibly uncomfortable being praise?

* Yes. It is a good practice to praise and highlight team members publicly as it motivates them to work der.
* Yes. You have always liked being praised in public and you feel that even if the associate is uneasy in the beginning he/she will get used to it gradually.
* No. You should be sensitive to your team member's needs. If praising him/her in public is making him/her self-conscious, perhaps you might want to think of other ways to motivate him/her.
* No. If your team member does not appreciate being praised, he/she can do without it.

1. Your team member is from a group-focussed, hierarchical culture. Phrasing your statement to him as "It can be challenging to adjust to a different work culture" is likely to be more successful than as "You seem to be facing difficulties in adjusting". Why?

* It provides your team member the space to respond to your question without feeling offended.
* It gives you the scope to explore multiple perspectives.
* There are no advantages in asking questions in a roundabout way
* Asking questions in the third person enables storytelling.

1. What aspects of Marc's personality reflect that he is a culturally sensitive and empathetic leader?

* His ensuring that the same people are not inconvenienced because of the time difference across geographies.
* His ability to frame questions which show that he would like to understand the problem and not look for a scapegoat for a problem.
* His French accent.
* His ability to multitask

1. When someone's perception of your culture is contrary to your own perception of it, what should you do?

* Laugh at the ridiculous take on your culture
* Hear the person out, and explain how and why the perceptions are different.
* Get angry and offended.
* Ignore the person and his question.

1. In a multicultural conference call, which aspect of a US American manager's culture is reflected, when he says: "Let's get on with the agenda"?

* Focus on tasks
* Focus on the long term benefits of the engagement
* Focus on relationships
* Focus on multi-tasking

1. Apart from country culture, what other factors could influence interaction with someone from a different culture?

* Organisation culture
* Team Culture
* The culture of a close friend
* An individual's environment

1. Which of the following countries has a collectivist culture?

* USA
* India
* Australia
* Malaysia

1. Why is it that in some collectivist cultures, singling someone out, even if it is to praise, causes embarrassment and discomfort?

* In collectivist cultures, group harmony is very important and takes precedence over an individual's needs and goals.
* People from collectivist cultures never do any work independently, hence the question of singling someone out, even if to praise, does not arise.
* In collectivist cultures, it is taboo to praise one person as it results in the person getting excluded from the group
* All of the options

1. When interacting with someone from a different culture, which of the following should be kept in mind?

* Be empathetic. Remember that facets of your culture might seem confusing to an outsider trying to understand your culture
* Judge the person based on the quality of the query
* Look at things from the perspective of the other person
* Make a joke out of the silly questions asked

**60328**

1. Which of the following attitudes towards leadership is worth cultivating by members of a multicultural team?

* The Boss' viewpoint shall always prevail.
* Junior members are expected to listen and to support the team, they are not to initiate any discussions or actions.
* Communicating rudely with one's junior team members is the only way to gain their respect.
* None of the options

1. It helps to be well prepared for multi-location calls across time zones with the customer. Sometimes, a principal stakeholder from one of the vendor locations may not join such a call within the first five minutes Which of the following is likely to be the most typical outcome in such an instance?

* Participants will start the meeting anyway
* The agenda will be tweaked such that the missing participant's topic will not be taken up
* Participants at the customer's end will offer to extend the call until the vendor member joins and makes his/her presentation
* The call will be cancelled and rescheduled later.

1. In which of the following countries is it the standard practice for an associate to greet the stakeholder by using his/her first name (after having been introduced, earlier)?

* France
* Japan
* USA
* Australia

1. It is Tuesday at 6 PM in India. A project team member is working on a report for a German client He understands that he is supposed to submit the report by End of Day (EoD). He submits it via email at 11 PM IST. His supervisor receives an escalation the following morning. What are the issues that upset the client?

* The client had not received the document by the time their workday had ended, in Germany.
* The vendor team's member had not complied with the time constraints of the end of his organisation's work day
* The vendor member had not double-checked in advance as to exactly when the document was needed.
* None of the options.

1. Sushil, an Indian onsite lead based at a client organisation in London, has been working until 10 or 11 PM each night over the last two weeks in order to meet a deadline for the expected delivery. Which of the following are the opinions that managers from the British client organisation are likely to hold about Sushil?

* That Sushil is very hard-working and dedicated
* That Sushil is a poor time manager and not sufficiently efficient in his work
* That the vendor organisation needs to work harder at improving its work delivery estimation practices
* That Sushil demonstrates his loyalty to his own organisation and to the client organisation through the long hours of work he puts in regularly

1. Which of the following are valid concepts regarding Daylight Saving Time (DST)?

* DST is prevalent in countries in the temperate zone rather than in those in the tropics.
* DST is observed during the same period across all countries.
* DST is observed only in the Northern hemisphere.
* All countries with multiple time zones observe DST.

1. The vendor member's location is three hours behind the client member's, on a Thursday in February. The vendor member has committed, earlier, to submit an urgently needed report by End of Day (EOD). Typically, what would EoD be expected to signify, in a multicultural business situation of this nature?

* The end of the client's workday
* 12 AM between Thursday and Friday, at the client's end
* The end of the vendor's workday
* 12 AM between Thursday and Friday, at the vendor's end

1. In the US, what does the maxim "Spring forward, Fall back" imply?

* An advisory for athletes prepaning for a long jump competition
* A military strategy to confuse the enemy
* Protocols for the generation of hydroelectricity
* Setting your clock forward one hour in the spring when Daylight Saving Time (DST) starts, thus losing 1 hour, and turning the clock back by one hour when DST ends in the Fall (Autumn), thus regaining 1 hour.

1. In a scrum call, a British development team member calls out "Break a legt to her counterpart in India. The Indian development team member, who is about to start working on a complex new user story, is shocked. What does this situation signify?

* That the user story is exceptionally difficult
* That the British team member is envious of the opportunities that the Indian team member has got
* That the Indian team member has misunderstood the British team member's greeting
* That using slang or jargon in multicultural virtual meetings can lead to confusion, and is avoidable

1. On 17th November, a Scrum Master based in Hyderabad needs to set up a schedule for audio telecons across all the sprints of the project among the location-independent scrum teams based in Hyderabad, Manchester and Cape Town. The Scrum Master had ascertained from a quick online check that Daylight Saving Time is observed in the UK and also in South Africa. He is also aware of the time difference in hours, from GMT, for each of the three locations. For a call to be scheduled for the date 19th August the following year, what should the Scrum Master expect to note?

* That the call schedule will be the same, with regard to the three cities, for the date in August in the following year, as against that for November in the current year
* That the call schedule will be different, with regard to the three cities, for the date in August in the following year as against that for November in the current year
* That Daylight Saving Time is prevalent for the identical period of time in the UK and in South Africa
* That Daylight Saving Time is prevalent at different periods of time in the UK and in South Africa

1. The concept "Time is money" is a relevant maxim for which of the following countries?

* USA
* India
* Qatar
* Germany

1. When scheduling a pluricultural and multi-locational meeting across time zones, all the participants need to arrive at a common Definition of Done (DoD) for the schedule. What should one do to arrive at a DoD in such a situation?

* Keep a check on whether participants have "Accepted" the calendar invite and send a reminder to those who have not accepted it
* Check that each participant has considered the impact of DST on time differences and has a common understanding of the call's start time.
* Send a mail to participants over and above the invite, and requesting them to join the call
* There is nothing further to be done. The calendar invite will adjust automatically to DST

1. In which of the following countries do people feel upset if professional work intrudes into their personal time?

* USA
* South Korea
* Japan
* Australia

1. It helps to be well prepared for multi-location calls across time zones with the customer. Sometimes, a principal stakeholder from one of the vendor locations may not join such a call within the first five minutes Which of the following is likely to be the most typical outcome in such an instance?

* Participants will start the meeting anyway.
* The agenda will be tweaked such that the missing participant's topic will not be taken up.
* Participants at the customer's end will offer to extend the call until the vendor member joins and makes his/her presentation.
* The call will be cancelled and rescheduled later

1. In July, because of Daylight Saving Time (DST), the time difference between the UK and India is 4.5 hours. In December, what will the time difference be:

* The same
* 5.5 hours
* 6 hours
* 3 hours

1. In meetings with international stakeholders, English is the typical lingua franca used in business. Which of the following can be adopted as useful preparation for non-native English speakers to participate in such business meetings?

* Listen carefully to the speech of members with unfamiliar accents, or who use a different dialect of English.
* Speak slowly and clearly so that others can understand your speech with greater ease.
* Familiarise yourself in advance, using recommended web resources, with the accents in Spoken English of people from countries where your international stakeholders come from
* Seek guidance to help you recognise any Mother Tongue Influence (MTI) that may be present in your speech, and also to neutralise your accent
* All of the options

1. What are the advantages of establishing a Definition of Done (DoD) when working in a multicultural team? Select relevant options from the list below.

* Ensuring a common understanding of work expectations and tasks
* Preventing misunderstanding, second-guessing and false assumptions about the context
* Working with agreed plans for work submissions and protocols to reach a common project goal
* Working with a contract-driven adherence to protocols that are legally binding

1. An Indian Business Development Manager (BDM) is anxious about needing to schedule a telecon urgently for the prospective client in London, with his account team and an SME in Hyderabad. It is now Friday evening in London, for this entire week, the BDM has not been able to obtain the client's preferred date and timings for the call, which must be scheduled early in the following week. When the BDM puts through his final call at 8 PM, he is informed that the client manager has already left the office. The BDM's WhatsApp messages go unanswered all weekend. What is this likely to indicate, with regard to the British client manager's perspective?

* That weekends are precious for the client manager, he does not like to allow his professional work to intrude into his personal time
* That the urgency displayed by the BDM in getting an appointment for a meeting suggests something fishy
* That the prospective vendor does not display adequate professional etiquette
* That the Indian BDM is acting too pushy, which is off-putting

1. Which of the following is an alternative name for Daylight Saving Time in European countries? Select the correct option(s) and click Submit.

* Winter Time
* Spring Time
* Summer Time
* Autumn Time

1. It is Tuesday at 6 PM in India. A project team member is working on a report for a German client. He understands that he is supposed to submit the report by End of Day (EoD). He submits it via email at 11 PM IST. His supervisor receives an escalation the following morning What are the issues that upset the client?

* The client had not received the document by the time their workday had ended, in Germany.
* The vendor team's member had not complied with the time constraints of the end of his organisation's work day
* The vendor member had not double-checked in advance as to exactly when the document was needed
* None of the options

1. In an agile meeting of a multicultural team, junior members may disagree with the points of view or decisions of their seniors in the team. Which of the following approaches is beneficial in such a context?

* Substantiating one's differing point of view with verifiable facts and evidence
* Being polite, patient and respectful while communicating one's differing point of view
* Begging pardon for voicing one's unasked opinion
* Requesting a more senior team member to put forth your opinion as though it were his/her own

1. Some countries interpret "EoD" to signify the end of the typical workday, by when an action will be completed or submitted. From the list below, select the behaviour traits (associated with time) that you are likely to find in countries like Germany, Northern Europe, USA, UK, and Australia.

* Valuing one's own and others' time
* Completing multiple tasks simultaneously
* Adhering to the given regulation for the start and end time
* Separating personal from professional time

1. The client manager in Australia finds it very difficult to understand the speech of the vendor project members based in India, during their telecons What might the team members in India do to make it easier for him to understand them?

* Lower their pace of speaking
* Make efforts to ntralisentralise the Mother Tongue Influence (MTI) in their speech
* Learn to imitate Australian accents when speaking with the client
* Adopt Australian slang while on their calls with the client

1. "The time difference between Birmingham, UK and Kolkata, India will be the same across all the four Quarters in the Fiscal Year in India. Select the correct response to this statement from the list below (Please note in the Fiscal Year in India, Quarter 1 starts in April and Quarter 4 ends in March, in the following year.)

* Yes, the time difference between these two cities will be the same across all the four Quarters
* The time difference between these two cities will be the same only for Quarters 1 and 2.
* The time difference between these two cities will be the same only for Quarters 3 and 4.
* There will be a variation in each Quarter for the time difference between these two cities.

1. In a multicultural team, the only way to get the team members' cooperation is for the leader to emphasise his/her status and position. Select the correct option(s) and click Submit.

* True
* False

**60753**

1. It can be very useful to obtain guidance from an associate with a greater degree of experience in working with the target culture. Which of the following are among the perspectives for working with a customer from the target culture that one may gain through such guidance?

* Seeking relevant information about the customer's culture
* Learning about the customer's work expectations
* Learning how best to contribute to one's organisation's business
* Learning how to convince the customer team about how unreasonable their expectations are

1. Taking guidance from mentors familiar with the target culture can help one in:

* gaining knowledge about various cultural work patterns at play.
* being better sensitised to the multicultural work context.
* understanding specific aspects of the concerned work delivery situation.
* all of the options

1. In which of the following countries is it considered a serious breach of work etiquette to use one's mobile phone for making personal calls while in the work place?

* India
* USA
* South Africa
* Japan

1. Best practices for bouncing back from errors and limitations in one's work for an overseas customer include.

* Justifying why the error has taken place so as to shift the focus elsewhere.
* Acknowledging the limitations in one's outlook and performance and committing to overcome them
* Getting intercultural and professional guidance from experienced members who are well-versed in the target culture.
* Requesting a transfer to another project.

1. A team-mate, who is sensitised over a period of time to working with a customer from another culture, is:

* intended to be the customer's spokesperson.
* knowledgeable about the various cultural work patterns at play.
* capable of mentoring inexperienced team members.
* expected to show up their own team members' inadequacies.

1. When working on a project in a location-independent multicultural team, it helps to use agile planning, where possible, to avoid getting excessively stretched-or stressed-at work State whether TRUE of FALSE

* TRUE
* FALSE

1. A junior team member has needed to stretch far longer than the typical office hours in order to handle a delay caused by an unexpected data outage just before a critical work delivery. She gets the work done somehow, and mails it to her counterpart in the target geography. Her counterpart, herself from the target culture, has to spend several hours subsequently, redoing the work she had delivered, before it can be sent to the customer How might such a situation be avoided?

* Better communication between both the counterparts before the work is delivered from the team member in one country to her counterpart in the target country
* Better understanding of the customer's objectives and work expectations by the team member from the source culture
* Better work planning and estimation of the work delivery commitment to the customer, to provide a buffer for unexpected glitches in the delivery
* All of the options

1. Arriving at a common understanding in advance with your overseas customer is worthwhile with regard to:

* the expected time at which the task will be delivered
* the expected degree of the task's completeness.
* the expected degree of the task's technical accuracy, visual design, user-friendliness and aesthetics.
* all of the options

1. In which of the following countries might committing to a work delivery by "tomorrow" have a high probability of indicating that it would be received within the following work day?

* USA
* Nepal
* Sweden
* UK

1. The value of cultivating a positive mind-set when working in a multicultural team is to help one in:

* interacting in a more wholesome manner with one's stakeholders.
* taking ownership for one's own work responsibly.
* refusing to note potential pitfalls and sensitive situations.
* ignoring any directives for correction.
* refraining from judging the intentions of one's stakeholders.

1. Being curious and seeking out information about one's overseas customer organization and their vision:

* is necessary in order to plan the work delivery to them, in an optimal manner.
* is an added overhead which would eat into the time of delivery managers.
* helps in order to empathise with their aims and understand their pain areas.
* is not a required step for junior members in the team.

1. A junior team member is working in a multicultural team. Once she delivers the work that she has accomplished, her counterpart, who is located in the same geography as the customer, and is of the same culture as the customer, has to check the work before delivering it to the customer. The counterpart in the target geography is obliged to wait several hours beyond the office time to address this task. Some rework and a lot of additional inputs are required to be done by the counterpart, before the work is deemed suitable for delivery, as per the customer's expectations. Is such a workflow sustainable?

* Yes. The team member from the target culture is better positioned to redo the work to align it with the customer's expectations.
* No. The junior team member from the source country is in need of intercultural mentoring.
* No. The junior team member needs to take ownership more thoroughly for the work to be accomplished, in order to avoid subsequent remedial work by her overseas counterpart
* Yes. It is not expected that the junior member should be familiar with the work expectations of the customer from the target culture

1. Which of the following behaviours would be most appropriate for working across time zones with stakeholders, in the course of a demanding work delivery? Select the correct option(s) and click Submit.

* Being flexible with regard to handling unexpected situations
* Responding selectively to specific queries raised
* Adjusting one's work pattern in order to leverage the stakeholders' inputs and provide assistance to the optimal extent
* Protecting one's own space and resisting any extra demands that might arise

1. In which of the following countries would committing to a work delivery by "tomorrow" indicate, in all probability, that the delivery would reach the recipients within a loose range of dates beyond the following day?

* Bangladesh
* Qatar
* Switzerland
* India

1. An Indian associate received a call from her Japanese counterpart late one evening. The Japanese team member had been awaiting a work deliverable from the Indian team member over the last several hours. In the course of their telephone call via the desk phone, the Indian associate's mobile phone rang loudly. The Indian associate put her Japanese counterpart on hold, telling her team member that she needed to respond to her mother's call. Why was the Japanese team member annoyed? (More than one correct answer)

* The Japanese team member thinks that the Indian team member had deliberately delayed the work deliverable, in order to inconvenience her.
* The Japanese counterpart was compelled to wait far longer than anticipated for the expected work item from the Indian team member.
* The Japanese team member was lacking in empathy
* In Japanese work culture, it is considered particularly unprofessional to make or respond to personal phone calls at the work place.

1. In a multicultural work delivery situation across time zones, the customer felt upset that their objectives had not been met, and that the work delivery had not happened, as committed. The customer's complaint was escalated to the vendor's Project Manager. The Project Manager hauled up the junior associate responsible for the delayed deliverable. The associate in turn felt that her extra effort in delivering the work, despite an unexpected delay caused by a data outage, had not been appreciated. Her counterpart team member from the customer's country was compelled to wait far beyond her office hours for the work deliverable, and also had to do several hours of rework, before it could be sent to the customer. Would following the Agile process have been beneficial for the situation?

* Yes. Regular interaction through daily scrum calls would have allowed for better estimation of effort and time.
* Yes. The customer's work expectations and the skills needed to address the work deliverable could have been better understood and managed.
* Yes. The junior associate would have developed a stronger sense of work ownership and could have obtained intercultural guidance at an earlier stage
* All of the options

1. When working in virtual mode in a global team with counterparts from different cultures, it helps to:

* keep oneself aloof, to avoid expected confrontations.
* have doubts about the intentions of stakeholders from other cultures.
* cultivate a positive mind-set towards one's work and one's interaction with multicultural stakeholders.
* function exactly as one would with a team from one's own culture.

18.

**58823**

1. You attend your first team meeting. The manager asks you to introduce yourself. Choose the best protocol.

* While introducing yourself, what you say is important, however, it does not matter how you say it.
* While introducing yourself, look at everyone in the room.
* While introducing yourself, ensure that you look only at the manager
* While introducing yourself, you should look only at your team members

1. What land of handshake makes you appear professional?

* Use both hands for a handshake
* Avoid a handshake It is too formal
* A firm handshake
* Gently use the tips of your fingers to shake hands

1. Dia is aware of the importance of looking professional while giving a presentation to the clients. For an important presentation, she plans to wear a formal trouser suit. For footwear, she is trying to decide between high-heeled or flat-heeled shoes Which of the following option(s) would be most appropriate?

* Dia should choose flat-heeled sneakers, as trouser suits are best suited for flat-heeled shoes
* Trouser suit and high-heeled shoes are an appropnate choice. However, it may not be a good decision if she is not used to wearing high-heeled shoes
* Trouser sust is a good idea She can wear flat-heeled formal shoes with it
* Trouser suits are not considered appropriate for formal presentations She should reconsider her choice of formal wear

1. Your work requires you to travel to different countries. You notice that in some countries, people tend to stand at least 3 feet apart when talking to each other, whereas in a few countries, people stand quite close to each other. How should one interpret this behavior?

* Proxmity is a result of culture and upbringing. It does not always reflect friendliness
* Counties where people stand at least 2 to 3 feet apart are more professional
* Counties where people stand close to one another are more friendly
* It is wrong to notice aspects such as proximity when traveling to other countries. One should only focus on work
* Protocols regarding physical proximity in social situations are different for each culture. It is better to look at this behaviour with the culture in context.

1. Sumit is going to make a presentation to his client Varun and his team. Varun reaches the venue and shakes hands with Sumit. Varun gets an impression that Sumit is under-prepared for the presentation. Which of the following pointers, related to body-language, could have led Varun to draw this conclusion?

* When shaking hands, Sumit's hands were clammy and he was sweating
* No eye contact from Sumit
* Bone Crusher Handshake
* A nervous smile on Sumit's face

1. Smita is one of the anchors for an event organised by HR to celebrate International Women's Day. The organising committee decides that all anchors will wear pink sarees. Due to her obesity problem, Smita does not wear sarees. The organising committee is debating the appropriate decision in this scenario. Which of the following option(s) would be most appropriate in this scenario?

* Convey to Smita that she either needs to lose weight or change her mindset
* Modify the dress code Instead of pink saree, any pink formal outfit is fine Arrange pink sashes for all anchors
* Remove Smita as anchor, so that the structure of the event remains undisturbed

1. Which of the following is the most appropriate way to begin a conversation?

* Shaking the chair from behind and saying "Hi"
* Saying "Good Morning" with a handshake
* Give a tight hug and say "Hi"

1. You attend a conference call scheduled for one hour. Due to unexpected reasons, the call continues beyond the scheduled slot into lunchtime Which of the following option(s) would be appropriate?

* You should open your snack box and start munching. When others hear you they will be reminded of the lunch break and end the call quickly
* Simply end the call. No one would notice as there are many participants.
* Politely mention that the call has exceeded the planned duration. Request everyone to be brief
* If you have to leave urgently due to other commitments, politely mention this to the convenor of the call. Also, add that you would get back to him/her to get the updates that you missed
* Politely inform the host that you would be going for lunch and end the call.

1. You attend a quarterly review meeting with the entire project team. Your team member Shobana is giving the updates of your team. During her talk, you realize that she has given an incorrect fact.

* Say "I'm sorry to interrupt you Shobana, but I think the correct data is
* If it is a minor mistake that does not impact any decision, say nothing at all. Meet her at the end of the session, and correct her
* Say, "Shobana, What you said is wrong."
* Use gestures to make her stop. Then you can tell her the mistake.

1. You have not understood the explanation given by your boss during a review meeting What are the best ways to clarify?

* Say, "I'm sorry to interrupt but
* Say, "I'm sorry I didn't understand that clearly"
* Cough twice. Everyone would look at you. You can then ask him/her to clanfy
* Give a long stem stare. He/She will stop and ask you if you have any doubts
* Say, "what you said is not clear. Repeat please"

1. You are upset as you received some strong feedback from your supervisor during the meeting in the moming You visit the cafeteria in the afternoon for lunch and see that your supervisor is sitting by himself and eating his lunch. What is the most appropriate way to behave in this situation?

* You ask the consent of the supervisor to join him over lunch, as is the usual practice and engage in usual small talk. You do not bring up the morning event
* You ask the consent of the supervisor to join him over lunch, as is the usual practice. You bring up the morning meeting and use this opportunity to explain your position
* You walk past your supervisor as you are upset. He is probably upset too. Best to pretend that you have not noticed him rather than engage in usual small talk.

1. Which of the following behaviour is acceptable near an Offshore Development Centre (ODC) door?

* Holding the door open so that you can hear the conversation on the other side
* Holding the door and making others wait, until your supervisor enters
* Blocking the door to the shoelaces
* Holding the door open for the person close behind you

1. When is it appropriate to keep your phone in silent mode?

* Manager's birthday celebration
* Client meeting
* Project review meeting.
* Video Conference meeting

1. Kiran is a big fan of film music. To show his love for his latest favourite song to his colleagues, he has kept the song as his ringtone. What are the best practices that can be recommended to Kiran in this regard?

* By keeping the song as his ringtone, Kiran has already made sure that his colleagues know his taste in music. He can use this to build rapport with them during meetings.
* Keeping the song as his ringtone may disturb others. However, Kiran can bring up his enthusiasm for the song during coffee or lunch break with colleagues
* He should avoid keeping the song as his ringtone. Since people share the workspace, it would be a distraction.
* No recommendation required. As the ringtone is part of his identity, he has the right to show the world what he likes.

1. Your team has received an email with a new task-list for all team members. Your client is also copied in the mail. In the addressee list of the email, you observe the name of a new team member and realise that he is an alumnus of your college. In fact, you have wanted to talk to him for a long time. What are the appropriate ways to connect with this person?

* You keep only your team members in loop and write a professional and encouraging welcome email to him
* You hit reply all and write an email mentioning a few anecdotes from college to make the welcome mail more special.
* You take the email ID from the list and write an encouraging and personalized welcome email to him.

1. You are about to enter the canteen and you open the door but a group of trainees leave through the door. They are having a good time and are completely unaware of your presence. You are very close to the door and one of them swings the bag so roughly that it hits your face. Not only that, one of them stands at the door and calls his other friends to join him blocking your entry to the canteen Which of the following are the most probable reasons for their behavior?
   * Lack of self-awareness and its impact on others.
   * Lack of training during ILP (initial Learning Program).
   * Lack of sensitivity to the environment around them
   * Lack of understanding of the culture being created by their actions.
2. Sujata has joined a new location on deputation. During the weekly team meetings, Sujata finds that some of the members tend to form smaller sub-groups and switch to the local regional language to express their thoughts. Due to this Sujata sometimes misses out on what is being discussed, and feels that a decision has been thrown at her suddenly.

What can Sujata do?

* Speak to the team leader and explain the challenge. Request the team leader to ensure that everyone speaks the common language
* Learn the local language quickly
* in the next meeting, request clearly but politely, that they use a language that everyone understands

1. You are in a crowded lift and you receive a call from a client. You remember that you had promised to call the client an hour ago to provide an important update

a) What is the most appropriate thing to do now?

b) What is the most effective way to prevent such situations in future?

* + Avoid responding in a crowded lift; b) Avoid committing a fixed time to the client.
  + Turn off your phone to avoid any further disturbance; b) Set reminders for meetings and calls to avoid skipping them by mistake.
  + Turn the phone on silent and return the call immediately once you reach your desk; b) Keep a digital/physical note of commitments made during the day to avoid missing commitments
  + Pick up the call to let him know that you will return the call in a while, b) Avoid committing a fixed time to the client.

1. Jason is an excellent team player and is loved by his teammates for his amazing sense of humour. He is requested to be the speaker for the upcoming client presentation Jason plans to begin the presentation in his usual style, with a joke on misunderstandings in multicultural teams Which pointer should Jason keep in mind?

* It is advisable to exercise caution while using humour. It is possible that the clients may interpret the joke wrongly, or not understand the joke at all.
* Humour helps to build a connection. Excellent decision

1. Which of the following is inappropriate at the workplace?

* Wearing deodorant
* Getting a tattoo inked on a visible part of the body.
* Keeping nails clipped
* Wearing polished leather shoes

1. Where is the napkin placed to show "finished eating"?

* On the chair
* On the table to the left of the plate
* On the plate

1. Ravi and his team are eating dinner with the client. Ravi wishes to order his favorite dish, spaghetti in tomato sauce When eating at home, he loves to slurp the spaghetti off his fork However, he is unable to decide whether he should order it here.

* Ravi goes ahead and orders his favorite food without worrying about any rules
* As Ravi is not confident of eating it with a fork without slurping, he refrains from ordering the spaghetti for now.
* As Ravi is not confident of eating spaghetti with a fork, he orders the same dish but with a pasta form like penne, which is easier to eat with fork and spoon.

1. Sohail and Steven, who are working on the same project, were to join the lunch organisedduning a client visit. However, Schall cannot attend as his brother had to be hospitalized Schail adds that if his brother requires a blood transfusion, he would call Steven to donate blood Steven is about to leave for the restaurant Which of the following action(s) would be appropriate (for Steven) in this situation?

* Inform his manager and client about the situation and ensure that his phone ringer is just loud enough not to miss any call Sit at one end of the table so that he can leave immediately without disturbing
* Tell Sohali that he can come only after the lunch, if required
* Keep his phone in vibrate mode but inform his manager and client right at the beginning that he may have to leave midway if he gets a call Keep the phone handy
* Keeps his phone on the table next to his plate and ensures his phone ringer is loud Check the phone periodically for any messages

1. At the start of the presentation, you see the presenter rubbing his hands together. What is the best explanation of this gesture?

* The presenter is nervous. His hands are shaking That is why he is rubbing them.
* The presenter is feeling cold He is rubbing his hands together to keep them warm
* The presenter is excited to meet the audience This is a sign of energy and excitement
* Judgment based on a single gesture can be flawed To understand body language, we need to look at more than one aspect

1. The agenda of a meeting need not be shared with the new members in a team It should only be shared with members who have been in the team for more than 6 months

* TRUE
* FALSE

1. You are on a call with your client, troubleshooting an error. During the troubleshooting, you face some issues that you are finding difficult to resolve Your colleague, Zahoor, satting next to you, hears you struggling and gestures to you that he can help in solving the issue Which of the following describe the appropriate ways to respond in this scenario?

* Inform the client that you will transfer the call to a colleague and proceed to do so
* Politely refuse the help. Only by making mistakes will you learn. You will be appreciated for your never-give-up spirit
* After seeking the client's permission, put the call on speaker mode so that the client as well can hear Zahoor. This can speed up the troubleshooting process
* Politely inform the client that you would like to consult your colleague offline to reach a resolution quickly Seek the client's confirmation to check if you can disconnect the current call, consult with your colleague and then call back the client to resolve the issue
* Politely accept the offer from your colleague. Ask him to whisper the answer to your ear. You can then convey the same to the customer

**58823**

**55103**

* 1. You have just been introduced to the HR Head of your region for the first time. Which of the following is the phrase you would use to greet him?
* Hi there!
* Olam extremely pleased to have the golden opportunity to meet youl
* Hello, how are you?
* None of the above
  1. Shanti was absolutely certain about the validity of the data in the analysis she had submitted to the Project Manager. She had checked the data several times, and had also corroborated her findings against prevalent research in the area. The Project Manager had expressed some doubt about the results. Shanti wished to justify her stand in her response to his email. Which is the statement she is likely to write to

initiate her opinion?

* It appears to me that.
* It is my opinion that.
* I am convinced that....
* None of the above
  1. You are at a meeting that is scheduled to begin at 5:00 pm. Which one of the following options would you use to get to know the name of an associate you are meeting for the first time?
* What's your good name, sir?
* May I know your name?
* Hi I am Ram. I am not sure we have met before...
* None of the above
  1. You have noticed on several occasions that one of your colleagues has the habit of interrupting you every time you try to make a point at your weekly review meetings. You decide to confront him about this issue. Which of these sentences would you use?
* There could be a slight mix-up about...
* There's something I've been meaning to tell you.
* I'm afraid there could be a bit of misunderstanding You see.
* None of the above
  1. Which of the following is appropriate while communicating in business scenarios?
* The right tone is as important as the language.
* It is important to use flowery language and jargons.
* Polite language is optional as long as the message is communicated
* None of the above
  1. Which of the following is the most neutral phrase to express one's opinion?
* There is no doubt that the ticket has to be resolved at the earliest irrespective of the challenges we are facing.
* In my opinion, the ticket has to be resolved at the earliest irrespective of the challenges we are facing
* I strongly believe that the ticket has to be resolved at the earliest irrespective of the challenges we are facing
* None of the above
  1. Which of these is a key factor when it comes to making polite requests or asking for permission?
* Business friendly tone
* The use of appropriate tenses
* A good relationship with the audience
* None of the above
  1. Which of these options do you think conveys the message in a very polite manner?

I'm sorry to have to say this, but I am afraid I haven't yet received the reports.

I'm sorry to have to say this, but you have not sent the reports yet.

I'm sorry to have to say this, but I want the reports by 3:00 pm. today.

None of the above

* 1. When meeting someone for the first time, you should:

ask for the name directly (ex. "What is your name?)"

introduce yourself first.

ask "What is your good name?"

None of the above

* 1. In a discussion, Sundar states. "I cannot totally agree. My problem is..." Which of the following would be an accurate description of this statement?

A total rejection of the earlier opinion made

An altogether new idea being floated

A partial disagreement followed by a statement of where and why Sundar disagrees with the earlier speaker's opinion

None of the above

* 1. You need to send your client manager an email requesting her to send you a document by Friday, which would enable you to complete a report that is expected from you the following Monday. Which of the following phrases would you use?

Send the document by Friday - then I'll be able to send you the report by Monday

Please send the document by Friday. That will enable me to then send you the report by Monday.

Could you please send me the document by Friday? I will then be able to complete the report and send it to you by Monday

None of the above.

* 1. You need to refuse a request raised by a colleague. Which of the following will you use?

You can't email the report to your gmail account. It's a security violation

That's not permitted. Please follow company guidelines for information security

I'm afraid it's not permitted to email work documents to a personal email account. You can email the report to yourself on your TCS email account, and access it later via webmail, from home

None of the above

* 1. Rohit had slipped the deadline in delivering the material to the customer. Which of the following is he likely to use when writing to the client manager?

I'm sorry to have to say this, but we were supposed to send the analysis on the 4th. We sent it on the 6th because of some problems we encountered

We are very sorry for the delay in sending you the analysis. We regret the inconvenience caused

I'm not sure how to put this, but we need to let you know that there is a delay in delivering the analysis to you.

None of the above

* 1. The client manager escalated his displeasure regarding a missed deadline to Rohit's Project manager. Which of the following statements is he likely to have used?

I'm sorry to mention this, but I've started becoming a bit doubtful about your project's ability to address our needs.

Your project team is incompetent and unprofessional

Perhaps we shall need to discuss the delivery schedule again.

None of the above

* 1. This is your first call with your client, and your client is finding it difficult to pronounce your name. Which of these responses would be appropriate?

You can call me Hari.

You can call me anything.

I think you are not able to pronounce my name Call me Hari

None of the above

* 1. Which of these options do you think is not very polite?

Could you do this for me?

Can you do this for me?

Would you be able to do this for me?

None of the above

* 1. This is your first day at office and a colleague of yours offers to help you get introduced to the rest of the members. You, however, have been asked to wait at your desk by your PL while he makes arrangements for somebody to provide you with important. Knowledge Transfer What would you say to decline the colleague's offer of help?

Thank you, but I can do it myself

Not now

That's very kind of you, but

None of the above

* 1. Which of these expressions is more appropriate for a face-to-face interaction rather than a telephonic one:

"Good morning I am Akash I have along with me Richa, Rahul and Pooja from the same team."

"Good morning. I am Akash. Let me introduce my team to you."

"Good morning. Akash here."

None of the above

* 1. You would like to request a team mate to send you some information by Monday. Which of these options do you think will help you make the request in a polite and business-friendly way?

I hope you can send the information for me as soon as possible.

Is it alright if I asked you to send the information by Monday?

Could you send the information to me by Monday, please?

None of the above

* 1. It might be difficult to understand a speaker when s/he

speaks fast and in a low tone

uses unfamiliar expressions and jargons

uses grammatically incorrect sentences

All of the above

* 1. You are meeting the Project's onsite coordinator for the first time, via a videoconference. Which of the following phrases will you use?

Myself\_\_\_\_\_\_What's your good name?

Hi I'm\_\_\_\_\_\_It's nice to meet you

I'm honoured to make your acquaintance!

None of the above

* 1. While at a discussion with your Project leader, you realise that you would need access to the client server to complete the task assigned to you. Which of the following options would you use to make a polite request?

Do you think you could able to access the server for me?

Is it all right if I access the client server to complete the task?

I'd like you to access the server for me please

None of the above

1. Which of the following would be the correct way to respond to somebody who says "Do you mind if I borrowed your pen?"? (You have a pen and you don't mindlending it)

No, not at all go ahead

By all means

Sure, here it is!

All of the above

1. You are in conversation with your client and he happens to speak at a very quick pace. What would you do?

Say "Can you repeat, please?"

Say "I am afraid I couldn't quite follow what you were saying. Could you rephrase that for me, please?"

Say "Can you slow down a bit, please, I am finding it a bit difficult to catch up with you."

None of the above

1. Which one of these phrases used for clarifications is grammatically accurate?

Can you please repeat again?

Could you explain me that point again?

Could we go through that again?

None of the above

1. A client calls the first level of support about a problem he faces. The client does not understand technology too well. Which of these options would he use to describe a technical problem that he faces?

I am convinced that

It seems to me

There is no question/doubt about that

None of the above

1. Which of the following statements is true with respect to seeking permission.

Being elaborate is equivalent to being polite

Seeking permission is a form of making a request

Providing a reason for seeking permission is not important

None of the above

1. Which of the following statements is true for communicating disagreement.

It is not considered rude to say "You're wrong"

It is not necessary to communicate disagreement

It is not wrong to communicate disagreement politely and give a reason for doing so

None of the above.

1. In which of these communication functions does one require to be most careful?

Disagreeing

Agreeing

Introducing oneself

None of the above

1. When complaining, it is a good idea to

keep the focus on the person involved and not on the problem.

avoid sounding accusatory.

be very direct

None of the above

1. The Module Leader has just introduced himself to you. You did not manage to catch the Module Leader's name Which of the following in appropriate?

You say "I'm afraid I didn't get your name. Could you repeat it, please?"

You remain silent and decide to find out the name later.

You say "Just say your name again, OK?

None of the above

1. You receive a phone call at 4:30 PM informing you that your child is urrwell and needs to be taken to the doctor You wish to take the Project Lead's pemasInave a bit early Which of the following phrases are you likely to une?

Is it alright to leave a bit earlier today, please? I've just received a call that my child is unwell and I need to take him to the doctor

Onent to take my child to the doctor. Please let me leave a little earlier foday

I'm leaving earlier today I'm taking my child to the doctor

None of the above

1. You need to refuse a request raised by a colleague. Which of the following will you use?

You can't email the report to your gmail account. It's a security violation

That's not permitted. Please follow company guidelines for normation security

I'm afraid it's not permitted to email work documents to a personal email account. You can email the report to yourself on your TCS email account and access it later via webmail from home."

None of the above

1. In a public speaking debate on Global Warming, an associate made a powerful speech on the need for development to reboot the economy The opposing team's speaker rebutted his opinion Which of the following statements is he likely to have used to intialle his rebuttal?

Stuff and nonsensel

Interesting points made by my friend, but don't you think...

That's not a correct view

None of the above

1. During an audio telecon, one of the associates in the onsite in a persisted in using unfamiliar jargon throughout the cat The Leads offshore decided to connect then later to let her know that he needed to communicate more clearly al team meetings. Which of the following statements are they likely to have used?

We are not very familiar with the terms you used during the call to discuss. Would you please provide some additional explanation, in case it is necessary?"

use untamikar jargon in our leam calls?

Please refranbrom using unfamiliar jargon during our team calls

Showing off won't get us anywhere

None of the above

1. When someone says, "I do see what you mean. But I would also like to consider the resources available before committing to a deadline", she

completely agrees

completely disagrees

partially disagrees

None of the above

1. You go back to the ODC from the Conference room, two minutes before your presentation is to start, to collect a notepad you had forgotten to take with you Which of the following is an appropriate statement you'd make to the Project Lead?

Can you hold on for two minutes?

Can you hold on for another two minutes, please?

I'd be highly obliged if you could please tolerate my absence for two minutes

None of the above

1. At a meeting, the client manager asks you for your opinion on the matter being discussed in your technical opinion, the idea proposed does not seem to be very sound and you feel you need some more information. Which of the following would be the response you would give him?

As I understand it, it seems that We might need a bit more information on to be able to respond more fully

I don't think this idea is useful

We'll have to discuss this among ourselves and get back to you later

None of the above

1. Which of the following statements is true with respect to giving polite replies?

One ward replies are appropriate for positive and negative responses to requests

While giving a negative response, it is not important to give a reason for turning down the request

Providing an alternative is an effective way to add a positive note to a negative response

None of the above

1. You are preparing a poster for a presentation to the account leads. You'd like to borrow a blue marker pen from another team member, in the adjoining cubicles Which of the following phrases would you use?

Do you think you could let me borrow your blue marker pen?

Can I borrow your blue marker pen, please?

I need your blue marker pen. Just give it to me.

None of the above

1. You disagree with one of the suggestions made by one of your colleagues. How would you express the disagreement?

I totally disagree. My problem is...

I agree with what you are saying, but don't you think it would be better to

I'm afraid I can't agree, because.

None of the above

1. When you receive complaints from the customer, it is advisable to:

mention the name of the person who was responsible for the issue.

apologies and promise to put things back on track.

provide solutions but refuse to accept responsibility

None of the above

1. The person you are speaking to is using a lot of words you do not understand. You say:

"I am sorry but could you rephrase what you just said? I am unfamiliar with some of the terms you are using."

"You are using a lot of difficult words. Please simplify"

"What? Repeat please"

"Come again?"

1. Which of the following would you not do in an outbound call?

Greet and introduce yourself.

Check if it is the right time to speak

Start the call with, "May I know who's speaking?"

Summarize.

1. You are in a teleconference with several participants across locations. Your onshore counterpart is speaking about the status of the work done and delivery deadlines. What do you do while listening to him/her?

Put your microphone on mute and listen attentively.

Discuss with your team mates who are with you about the updates that are to be given to the onshore team.

You continue with your work as you know you can take updates from your team mates later

Make another important call to resolve a pending issue. This will help optimize time.

1. You are in a teleconference where only you and one person from the client team have joined. What do you do?

Put your microphone on mute and wait.

Ask the person about his/her family and personal life.

Start a conversation on general topics like the weather, or sports, without being too personal.

Start discussing the agenda of the call

1. Which of the following ground rules is applicable to both teleconferencing and videoconferencing?

Only one person should speak at a time.

Be aware of the delay caused by the communication network. Not being aware of this delay might lead to misunderstanding among participants.

Every time a key point is discussed during a meeting, the chairperson should summarize the discussion and the next steps from it

All of the above.

1. Once a video conference is in progress, why do people tolerate poor quality audio/video at times?

Because video conferences are not important. All important decisions are made over calls or emails.

Because the flow of the call should not be interrupted.

Because it is not important to listen to all that is being discussed.

Because poor quality audio/ video is to be accepted as the normal

1. Which of the following would you do before a call?

Identify yourself each time you speak.

Share the agenda of the call with all participants.

Get the names of everyone you talk with

Limit your own talking so that you can listen better.

1. Body language is:

more important in audioconference than in videoconference.

more important in videoconference than in audioconference.

equally important in both audio and videoconferences.

None of the above.

1. When attending a video conference, what kind of dressing is appropriate?

White is a good choice for colour: it is elegant and formal.

Only western formal attire is admissible.

Bright colours are preferable as they make you more visible

None of the above.

1. It is not a good idea to interrupt a speaker during a video conference because:

it disrupts the smooth flow of the meeting and the person who is speaking.

it is impolite to interrupt.

it confuses the voice activated switching of the camera.

All of the above.

1. When you receive a call, the first thing you say is:

"Hellol Ashok here."

"Hil Who is this?"

"Hi! Who is on the line?"

"Hellol Myself Ashok."

1. Which of the following statements is true with respect to virtual conferencing?

Polite language is important body language is not.

Making efforts to communicate effectively and building rapport are some key factors for the success of the meeting.

Virtual meetings lead to a lot of confusion and hence must be avoided to the extent possible.

Body posture does not influence the message being conveyed.

1. Which of the following is a tip for successful teleconferencing?

During a teleconference, since time is limited, get your point across even if someone else is talking at the moment.

Remember to put your phones on mute when others are talking.

If you do not understand what is being said, do not seek clarifications. You don't want the others to think you are not paying attention

Never, never ask others to repeat what they are saying.

1. What should you do if you cannot understand the accent of the others in the call?

Interrupt the speaker and tell him you cannot understand his accent.

Paraphrase what is being said to check your understanding of the situation.

Let him continue speaking even if you don't understand. Someone from your team would have understood. You will find out from them.

Look for someone in your team who understands the accent and ask him to listen in to the call

1. While initiating small talk with a client during a teleconference, which of the following phrases would not be acceptable?

"Hello, how was your last vacation?"

"Hello, so who accompanied you when you went to Florida last weekend?"

"Hello, hope you had a good time during your Christmas break!"

Hello, how does it feel to get back to work after your break?"

1. Which of the following is not to be done while dealing with an irate caller?

Argue with the caller. You cannot let him off without placing your point of view.

Drop the call.

Put him on hold.

All of the above

1. Which of the following is not an advantage of teleconferencing?

Teleconferencing allows us to speak to more than one person at a time during the same call.

Teleconferencing allows us to continue to work while the call is going on.

Teleconferencing saves travel cost.

Teleconferences are planned, so we can prepare for them.

1. Which of the following would you do during a call?

Prepare the agenda for the call

Circulate the minutes of the call.

Share the agenda of the call with all participants.

Identify yourself each time you speak

1. Before a teleconference, it is important to:

Oset the agenda and the purpose of the call.

make a list of points you already know and also points you want to raise.

ensure that the equipment is in order

All of the above

1. You need to inform your client about a Business Continuity Process (BCP) situation in your project. You make an unannounced/unscheduled call to the client. What do you say?

"Hello, I"m Sarah. I called because it's urgent. We're facing a power outage and it looks like we'll not be able to meet our deadline"

"Good morning, I'm Sarah from the offshore SAP team. Would it be alright if we speak now?"

"Hi, I'm calling from the SAP team. If you aren't too busy, could we speak now?"

"Hello, Sarah here I was wondering if we could extend the deadline by a week?

1. While responding, how would you paraphrase the following sentence? "Please keep yourself free for the meeting scheduled next Monday at 2 pm."

"What are you saying? You want me to be free for the Monday meeting?"

"Hi Are you asking me to be available on Monday?"

"Do you want me for the 2 pm meeting?"

"Are you saying that you would like me to attend the meeting next Monday at 2 pm?

1. Which statement is true for videoconferencing?

In videoconferencing, non-verbal cues are more important than para-verbal cues.

In videoconferencing, para-verbal cues are more important than non-verbal cues.

In videoconferencing, both non-verbal and para-verbal cues are equally important.

None of the above.

1. At the very start of the videoconference:

Ouse the "self-view" window to see how you appear.

Okeep a few minutes for testing the connection.

Omake whatever adjustments are required before the call.

All of the above.

1. Which of the following rules is applicable to videoconferencing but not to teleconferencing?

You should sit straight and maintain an upright posture.

You should not eat or drink during the meeting.

You should wear warm, solid coolers.

You should speak slowly and articulate your speech clearly.

1. Which of the following does not help add to the quality of a video conference?

Wearing warm and solid coolers.

Maintaining eye contact with people in the room.

Sitting close to the camera

Maintaining upright posture and attentive body language.

1. The main difference between videoconference and audioconference is:

you can see the other person during the video call.

you can read the other person"s mind.

you can message the person instantly

All of the above.

1. Which topic is considered safe for small talk?

* Politics
* Sports
* Corruption
* Religion

1. Irealized(1) that it can be very frustrating. Iappreciate(2) you / your contacting us once again. Please let me know if you needadditional(3) information. Let us nowrun through(4) the steps to check if the application works properly. Before we understandbegin(5). I suggest you check if you have the latest version of the software. Before we proceed further, could you give me some more information which might help usnarrow down(6) the issue? As I understand it, when you turn on your laptop, itdisplays(7) the login screen and then the screen flickers with lines. Am I correct? Now that you have restarted your computer, this issue will beresolved(8) Could you ensure that the plug, on the cable that runs from the wall outlet to the AC adapter, isplugged in(9) properly?Would you like me to(would you like me to, Can I, Must I, Should I be)(10) send you the application required to streamline the process?
2. Iregret(regress, lament, regret) to inform you that the session on Languages tips for Writing Right scheduled(2)for 24th February has been canceledowing to(3) a sudden power shutdown activity. The session will remain canceled until further notice(4) Please note (5) that the nominations(6)received for the session would remain unchanged. I would also like to add that the registration(7) for a second session on Language Tips for Writing Right is open. Request you to send us a minimum(8) of 15 nominations in thetemplate (9) attached below on or before 20th February. If you require any further information or clarification(10) please do not hesitate to contact me.
3. A) This is to update you that we are awaiting (waiting , wanting, requiring, awaiting) approves from your supervisor which is required to provide you access to the Enterprise Reporting application.
4. We'll Inform (communicate, Inform, say, narrate) you once we receive the approval and give (give, allowed, award, transferring) you the necessary access.

B) We are pleased to inform you that all the required (urgent, basic, required, importantly) steps have been completed and you have been granted access to the Enterprise reporting application.

To log in go to the link pasted here... Use your employee number as your username and your India domain password as the password.

Furthermore (As, Furthermore, Beside, Since) we have added your user id to the directory, which will automatically push and install the software on your machine. Could (

Will not, shall, wouldn't, could) you try logging

into the application and Confirm (Approved, Assure, Confirm, Cross check) (over email to Emp. ID 1111111) that you have gained access to the application? Could you also check whether ( In case, whether, that, as) you are able to export cost reports? Should you need further help, please feel free to contact us.

C) This is with reference to ticket no. 123456. As per ( With reference, according, as per, as regards) the process, we are required to ( Are required to, required, are required, are to required)close tickets within a week of sending the second reminder.

Could you give the necessary information before Thursday?

1. Our preliminary (prejudiced, missionary, preliminary) survey reveals that customers are not completely satisfied with the product.

We would like to inform you that the Deadline ( Deadline, boundary, border) for submitting your self-evaluation report is on 20th February.

Being the only industry in town gave the company considerable Deadline ( Deadline, boundary, border) in its financial negotiations.

We \_\_\_\_\_\_\_(4) to buy new colour printers for our organization. Could you send us a catalogue of your product?

An early response will give us time to evaluate your performance Objectively.( Objectively, internationally, nicely) As each person's expertise,

motivation and personality are different, it is important to discuss this before anything is committed contractually.( Organically, contractually, proportionally)

The Human Resource Department in our organization has announced (Announced, forgiven, responded) a pay Increase. The advertising industry that functions

as an intermediary ( Transmission, agenda, intermediary) between the manufacturers and the customers has a pivotal role to play in the economy of a country.

Negative employee attitudes and beliefs need to be addressed ( Acted, addressed, emphasized) because they can create a long term culture of failure.

There are specific things you can do to take control of potential hostile situations so that they don't escalate ( Increase, escalate, form) into major time-consuming issues.

1. I am writing to you in regard ( Regard, connection, with respect, about) with your Clarity ( Clarity, query, doubting, details)regarding BEC Higher exams. You need to fill in the necessary ( Relevance, importance, necessary, some) details in the application form attached, and submit it to the learning officer with the documents mentioned ( Mentioned, spoke about, needed, attachment) in the application form. Moreover, you need the approval (approval, signed, integration, nod) of your GL/PL to get yourself nominated for this course. Unfortunately (Unfortunately, regardlessly, fortunately, hence) the last date for registration is over. Hence, I am unable to entertain your application for this course.

However, you can apply for the next exam, which is likely ( Possible, likely, may, surety) to be held after four months.

A/an announcement ( Announcement, board, assignment, writing) giving details of the dates, and asking for nominations will be posted to the group ID TDCLI@tcs.com.

Please make sure to check your inbox periodically ( periodically, safely, rarely, nicely) For further clarification and Information ( Information, reality, comprehension, answer) speak with

the undersigned at extn. 52111.

1. A) This is regarding ( connecting, regarding, referencing, associating) your complaint about the mistakes in the monthly bill. We are extremely sorry for this.

There have been some technical problems with the application which generates ( Offers, configures, generates, gives) the bills. We are in the process of (Considering on, in the process of, hopeful, going to) rectifying these problems and estimate ( Predicted, thinking, felt, estimate) that the correct bill will reach you within the next five days. We deeply regret ( Apologized, sorry, regret, excuse) the Inconvenience this may have caused you. Please feel free to contact us if you have further Concerns ( Concerns, matters, anxieties,worries)

B Although ( Although, because of, in spite, despite) taking several steps, we have been unable to present reasonable to reasons ( Predict, estimates, reasons, calculate)the client. We need to device ( Plan, think, produce, device) more efficient means to capture ( Hold, capture, Catch, enclose)the data. Perhaps we could take this up during our next meeting.

1. I am pleased to publicly commend ( Command, commend, criticize) Ms Shania Shawn for the excellent Service ( Service, survival, servility) she rendered to Team ACT Outbound Camp Inc.

In my opinion, the standard ( Paragon, principal, standard) of service she extended to our company is immeasurable.

I was so impressed ( Impressed, Obsessed, oppressed) by the support and service provided by Ms Shawn and her enthusiastic ( Attractive, enthusiastic, fervent)team of marketing and communication specialists that I felt compelled to Go overboard, ( Go overboard, disembark,jump inside) with my praise.

The team truly deserves it. In an era where exceptional one-to-one customer service excellence has virtually ( Regardlessly, potential, virtually) disappeared from our industry,

the work that Ms Shawn and her team did is a testament to exemplary work that needs to be emulated by others. What particularly impressed me was that there were no

additional financial costs involved. I was also glad to note that the team imparted ( Departed, imparted, allotment) customer centric training by incorporating Appropriate ( Appropriate, approximate, articulation) role-plays, brainstorming sessions,

break-out sessions and questionnaires. Their example has definitely helped us to go the criticize extra mile ( Extra road, extra path, extra mile) for our customers.

1. Please accept my sincere processing your payment apologize for the delay in

apologize

apologies

regret

1. The \_\_\_\_ is that we have to take a decision today.

top line

bottom thing

bottom line

1. We have several \_\_\_\_\_\_to tackle recession. We could either reduce the salary of the employees or reduce their perks.

Alternatives

Alternate

Altercate

1. The Internet presents numerous \_\_\_\_\_\_ problems to the unwary.

Dangerous

Potential

Policing

1. By March, customer surveys showed signs of an \_\_\_\_\_\_ reputation for our product.

Polished

Improved

Enriched

1. We would like to ensure that the agreement is \_\_\_\_ to both the dealers.

Positive

Auspicious

Advantageous

1. We have \_\_\_\_\_ the results of the survey and charted them.

Tabulated

Assorted

Dealt

1. There will probably be a lot of \_\_\_\_\_\_at the conference. So I am bringing a lot of paperwork.

Downtime

Uptime

Timelessness

1. I am not quite clear on the last point mentioned by you could you\_\_\_\_ on that?

Describe

Justify

Elaborate

1. We need to \_\_\_\_\_our production procedures.

Narrow

Streamline

Edge

**56148**

* 1. Your team lead has just requested you to take on some additional responsibility. However you are sure you will not be able take on the additional responsibility. Which of these strategies do you think you should be following?
* Say, "I am sorry I have some other work".
* Say, "I am afraid I won't be able to do this for you because.
* Say, "I can't do that".
* None of the above
  1. While communicating with clients, one must NOT:
* disagree
* make assumptions based on unclear understanding.
* express opinions.
* None of the above
  1. During virtual conferencing, which of these skills is very important:
* Listening skills
* Non-verbal skills
* Para-verbal skills
* All of the above
  1. You are on a call for the first time with your new American client, Mr. Jakes. He speaks with a heavy accent and you are unable to follow everything. What do you do during the call?
* You do not wish to interrupt him while he is speaking. If there is a doubt, you could send an email later to clarify.
* You check if you have understood him correctly and ask him to repeat when you feel you are not able to understand a word or an expression.
* You take notes of what you understand and take action accordingly.
* Tell him that it is impossible to understand him and that you wish to speak to someone else with a better accent
  1. Which of the following skills is not necessary for a video conference?
* Coding skills
* Listening skills
* Non-verbal and para-verbal skills
* Rapport-building skills
  1. You receive a call that is meant for your teammate. What do you do?
* You put the call on hold to transfer it to your teammate
* You disconnect the call.
* You seek permission from the caller to transfer the call explaining why you must do so.
* You transfer the call to your teammate
  1. Which of the following would you do after the call?
* Ensure that the equipment is in order.
* Circulate the minute of the call.
* Identify action items along with responsibilities and timeliness.
* Share the agenda of the call with all participants
  1. Which of the following is an advantage of videoconferencing?
* It saves travel cost.
* It saves time.
* D It depends on visual cues which are more effective than verbal cues.
* All of the above.
  1. During a teleconference:
* it is alright to continue doing other work.
* discuss simultaneously with your team mates about the points that need to be worked on.
* interject whenever you have a point to raise about an issue at hand.
* None of the above
  1. In a team meeting, the chairperson observes that the conversation is going off track. In such a scenario, which of the following phrases could be used by the chairperson to steer the conversation back to the topic.
* Could you give us your views on that?
* Can we please try to keep to the issue at hand?
* Could I just sum up the points that we've discussed so far?
* Thank you all for your time.
  1. Which communication behavior is highly recommended at work?
* Passive behavior
* Aggressive behavior
* Assertive behavior
* None of the above
  1. Which of the following sentences could mean that the writer is shouting at the reader?

Could you please send the report immediately?

COULD YOU SEND THE REPORT IMMEDIATELY, PLEASE?

Can you send the report immediately, please?

Would you send the report immediately, please?

* 1. They employed a consultancy, but they couldn't improve their company's image.

They employed a consultancy despite they couldn't improve their company's image.

Despite employing a consultancy, they couldn't improve their company's image.

Despite they couldn't improve their company's image, they employed a consultancy

They employed a consultancy, but they couldn't improve their company's image, despite.

* 1. Brenda has a flight to London at 9 PM. So she planned to leave her desk at 4 PM. But, at the last minute, she had to attend an important update call from her client. While answering the call, she booked a cab to the Airport, wrote her OOO message and also packed her office bag. After the call, she couldn't recall some key updates that her client gave her during the call.

Which of the following acted as a barrier to listening in the aforementioned scenario?

Mental filters

Multi-tasking

Information overload

Distraction

* 1. Which of these cultures would be more comfortable communicating disagreements in a direct manner?

High context cultures

Low context cultures

Both high and low context cultures

None of the above

* 1. You dash back to the ODC from the Conference room, two minutes before your presentation is to start, to collect a notepad you had forgotten to take with you. Which of the following is an appropriate statement you'd make to the Project Lead?

Can you hold on for two minutes?

Can you hold on for another two minutes, please?

I'd be highly obliged if you could please tolerate my absence for two minutes.

None of the above

* 1. In a public speaking debate on Global Warming, an associate made a powerful speech on the need for development to reboot the economy. The opposing team's speaker rebutted his opinion. Which of the following statements is he likely to have used to initiate his rebuttal?

Stuff and nonsense!

Interesting points made by my friend, but don't you think.

That's not a correct view.

None of the above

* 1. You have just been introduced to the HR Head of your region for the first time. Which of the following is the phrase you would use to greet him?

Hi there

I am extremely pleased to have the golden opportunity to meet you!

Hello, how are you?

None of the above

* 1. While making a request, it is important to:

Use the right tone.

Be polite and to the point.

Use phrases appropriate for making a request.

All of the above

* 1. The person you are speaking to speaks very fast. You say:

"Hello. Why are you speaking so fast? Slow downl"

"Too fast. Slower please!"

"Would you mind speaking a bit slowly? I am taking notes and finding it difficult to keep up."

"You are speaking like the Rajdhani express. Please speak slowly."

* 1. Which of the following should not be done during a teleconference:

Listen carefully and take notes.

Converse with others in the room.

Paraphrase and summarize the points discussed whenever required.

Ask the speaker to repeat if you have not followed what he/she has said.

* 1. Which of the following shows poor mobile etiquette?

Speaking on the phone loudly.

Taking calls in the middle of meetings.

Not putting your mobile phone in silent mode during meetings.

All of the above.

* 1. You have been given an impossible deadline for completing a task. During the call, you would like to ask for more time to complete the task, you say:

"Are you crazy? I need more time."

"We understand the urgency of the situation, but since we would like to test the application thoroughly, we request you to give us two more days to complete the task."

"We need more time."

"This job will not be done so soon. Request more time."

* 1. If you need to use a presentation or reference material during a call, it is necessary to:

oad the presentation in advance on the conference room computer.

check in advance that all equipment is working.

if you plan to use any printed material for reference in addition to your presentation, please get it printed in advar

All of the above.

* 1. TCS' Safety First team

an approach to create awareness on road safety amongst young associates.

worked about

worked for

worked to

worked out

* 1. Naren gives the following feedback to Prakash, "You have prepared an impressive presentation, but I find a discrepancy in the figures. Could you verify them again?"

Which type of feedback did Naren give to Prakash?

Positive feedback

Corrective feedback

Both positive and corrective feedback

None of the above.

* 1. Which of the following sentences appropriately conveys that the participants were seated on chairs?

She distributed handouts to the participants seated on chairs.

Seated on chairs, she distributed handouts to the participants.

* 1. Select an appropriate word to make the sentence grammatically correct.

Mr team will not attend the meeting tonight.

Brown

Brown's

Browns'

Browns

* 1. \_\_\_\_\_\_\_\_\_\_\_and\_\_\_\_\_\_\_will attend the Product Launch in Mauritius next month.

Norman and myself

Norman and I

Myself and Norman

I and Norman

* 1. During a team meeting, Harsha asked his team to share their suggestions on effective ways to handle a critical task. When the team had put forth their ideas, he paraphrased them and made a note.

From the following options, select the option which discusses why paraphrasing is considered an important listening skill.

It tells the speaker that the listener is listening attentively

It helps the listener to assess the language capabilities of the speaker

It allows the listener to check his/her understanding of the speaker's message

None of the above

* 1. In Cross-Culture communication, statements are often interpreted differently by high and low context cultures.

TRUE

FALSE

* 1. During a videoconference:

keep mobile phone on silent.

Obe as close to the camera as possible.

wear bright clothes.

eat if you are feeling hungry, nobody will mind.

* 1. During a videoconference:

one should announce one's name before speaking.

one should not interrupt when another person is talking..

one should not wear white clothes.

All of the above

* 1. During a video conference, if you have a question for a specific person, you must:

interrupt the speaker and ask the question.

address the person directly by taking his/her name.

look at the person on the screen and address the question.

speak out loudly to attract the attention of the person.

* 1. Which of the following phrases can be used while beginning a follow-up conversation in a formal business context: (More than one answer)

Further to our discussion

With reference to your queries

Many thanks in advance

Looking forward to hearing from you

* 1. Constructive feedback\_\_\_\_

motivates and improves the recipient's performance

creates an amicable work environment

creates a culture of complacency in the work environment

All of the above

* 1. Your client has just written a mail to point out that there is an error in the report you had just sent. Which of the following sentences is the best way to ensure that the message is complete?

Thank you for pointing this out. We will do the needful.

I am sorry I seem to have sent the wrong details. I have made the changes in the attached version of the XYZ report. Thank you for pointing out the error and helping us rectify the report

I am very grateful to you for pointing this out. Please forgive me for the inconvenience caused. I take complete responsibility for this.

All of the above

* 1. Which types of barriers to Cross-Culture communication do you think the following statement typifies? (more than one answer)

India was known as the land of snake charmers.

Misunderstanding

Body Language

Stereotyping

Display of emotions

* 1. In a status report, which of these approaches would be most appropriate?
* Start off with a good summary, and then work your way down to lower levels of detail.
* Organize information under headings and sub-headings for easy identification and access.
* Use a tabular format to provide details, and graphs to illustrate achievement and trends.
* None of the above
* All of the above
  1. The sequence of information followed in a status report is based on the customer's priorities and preferences, and the aspects you want to highlight
* True
* False
  1. When you cannot understand what the other person is saying, you say:
* "What?"
* "I'm sorry I did not get the last point. Could you please repeat?"
* "You are not speaking clearly. Repeat please."
* "There is a problem somewhere. Repeat what you just said please."
  1. You are in an important call with a client. You're taking notes for the key points discussed. However, you are unable to understand a specification the client mentioned about the next delivery schedule. What do you do?
* Interrupt the speaker and ask, "I didn't get that. Could you come again?"
* Let the speaker continue and rely on your assumptions to fill the gaps. You're an experienced professional anyway.
* After the speaker finishes, you ask, "If I understand correctly, you would prefer the first two modules to be completed before 25 December. Is that right?"
* Ask your teammates to find out what the client said Someone must have definitely noted it down.
  1. You receive a call at your desk that is not meant for you. You say:
* "I think my colleague, Mr. X, will be able to help you on this matter. May I put the call on hold while I transfer it to him?"
* "I'm sorry I'm not the person you are looking for. Please wait while I transfer the call to Mr. X.
* "I'm sorry I don't think I'll be able to help you on this matter."
* "Sorry! Wrong number"
  1. Which topic should you avoid during small talk?
* Weather
* Religion
* Traffic
* Food
  1. For better understanding of the discussion during a call, you should:
* Listen carefully and take notes.
* Check your understanding in case of doubt.
* Listen for details and not just words. It is important to get the whole picture.
* All of the above.
  1. During a teleconference, your client suggests something to which you do not agree. What do you do?
* Keep silent.
* Complain to your colleagues about how inconsiderate your client is.
* Express your disagreement politely and assertively, giving reasons for your thinking that way.
* Start an argument. It is important to express your opinion.
  1. Which of the following is an appropriate opening statement for a teleconference?
* "Hello everybody, this is Harry. The purpose of setting up this call is to discuss.
* "Hi! Let's begin!"
* "Hello. Do we start now?"
* "Hi all, let the party beginIII"
  1. Sunitha's patience is wearing thin with her colleague Raman due to his criticism. He even undermines her before the whole team at team meetings. So she decides to talk to him, but just when she is about to approach him, she loses her nerve. Her colleagues suggest that she should learn to be assertive.

What are the qualities of an assertive speaker? (More than one answer)

* Openness and honesty
* Defensiveness
* Respect for other people and their opinions
* Effective non-verbal communication
  1. Identify the factors that are required to project a business-friendly image over the telephone. (more than one answer)
* Tone of the speaker
* Manner of conversation
* Choice of words
* None of the above
  1. Devika Sharma calls her client to discuss a sales report. Before beginning her presentation, she puts the call on hold, very politely, and then searches for the PPT and graphs that are required for the presentation.

Did Devika follow the best practices of telephone etiquette?

* Yes, she did as she put the call on hold very politely.
* No. The best practice is to be prepared before the call.
  1. Raman is preparing a report that would be submitted to a potential client.

Which of the following statements about the condition of Global markets can be considered as a credible statement?

* We heard through the grapevine that global markets may be volatile during the next quarter.
* A study published in a newspaper mentioned that global markets would be volatile during the next quarter.
* Our sources mentioned that global markets would be volatile during the next quarter.
* According to the report "Emerging Trends in Global Market Scenarios" published in The Economic Times on 07-07-17, global markets would be volatile during the next quarter.
  1. You are an HR manager and you are going to negotiate an agreement between the management and staff concerning the relocation of staff to new offices. Which of the following language phrases could come in handy during negotiation? (More than one answer)
* So, what you're saying is
* No, I'm afraid we couldn't possibly accept that.
* Here's what we suggest
* I'm sorry but that choice is out of the question.
  1. Regional TD head Prashanth calls Meena from XYZ team to brief her about the Domain Day event that will take place after two months. He informs her about the number of videos, mailers, posters and leaflets that her team has to prepare for publicizing the event. After the call, Meena can remember the key ideas of the conversation, but forgets the numbers

Which focus area of listening should Meena improve?

* Reading between the lines
* Understanding the big picture
* Staying attuned to subtle cues
* Recalling details
  1. Once a teleconference is over, you should:
* Check with your team mates whether you understood all points of the call correctly.
* Mail your client and express disagreement about a point discussed during the call.
* Send the minutes of the call to all the participants.
* Not follow entirely all guidelines agreed upon during the call. You understand your work best after all.
  1. During a teleconference, in order to reassure the speaker that you are following the discussion, it is a good idea to:
* Keep silent and listen attentively.
* Take notes of everything being discussed.
* Acknowledge what is being said by saying "yes", "I see..", "right" without overdoing it.
* Stop him/her while he is speaking to ask questions and give your opinions.
  1. Which of the following is true with respect to a video conference?
* Since you can see each other, speaking clearly is not important.
* Body language is as important as speaking clearly.
* It is alright to multitask while the meeting is on.
* Interrupting a speaker is acceptable.
  1. Which of the following should you keep in mind when dealing with an irate caller?
* Do not take the criticism personally.
* Listen carefully and take notes.
* Do not play a blame game or transfer the blame onto someone else in the team.
* All of the above.
  1. Stephen's got his hands full with multiple tasks and the deadlines are very close, too. His colleague Mandy approached him for help on a new task. Help Stephen in selecting polite and diplomatic ways of saying "No" (more than one answer).
* I am afraid, I don't have the bandwidth to take up this request at the moment.
* I am sorry, I can't take this up now. But I'll put the word out and see if I can get some help for you
* I can't take up this request now.
* I am so sorry, but my schedule won't allow me to accommodate this request right now
  1. State whether the following statement is "True" or "False"

Posture, body language and facial expressions will reflect in the tone of our voice in a telephonic conversation

* FALSE
* TRUE
  1. Which communication behavior is highly recommended at work?
* Passive behaviour
* Aggressive behaviour
* Assertive behaviour
* None of the above
  1. Sam is extremely disappointed with the performance rating that he received this year. He meets his boss Andrea and gives vent to his emotions. Andrea listens to him with empathy. Is Andrea involved in Active Listening?
* No. She, isn't
* Yes. She is

**58755**

1. **A. Customer Services.**

**B. Domestic travel**

**C. Finance**

**D. Human Resources**

**E. Administration**

**F. Learning and Development**

**G. Recruitment**

**H. International travel**

Vijay wants to travel to Delhi to the Canadian consulate for getting a visa for Canada.

* H

Shashi Malik, who arranges training programs, has a question about his eligibility for a salary hike.

* D

Abdul Razak wants to report that his telephone is not functioning

* A

Vinay Pradhan wants to check why his travel claims have not been processed.

* C

1. When people come to work (Works, Working, to work) in Holland, they notice that decisions are taken by consensus.

Regardless of the seniority of the individual, the supervisor will (Could, Will, Might) ensure that he or she gains consensus amongst (amongst, between, around) his or her team.

A further complexity to this is (Would, Was, is) that al members of a team are given the right to express their opinions.

In fact, it is very rare that you have to ask a (some, this, a) Dutch person for his or her opinions-li cab drivers, they will give it to you for free.

What new people to the environment then struggle with (over, through, with) is the appearance of no decision making or long decision times, when actually,

the delay is on account of no consensus having been gained.

1. You need to send a message complaining about the poor service in the canteen.

Your subject line reads as:

* Poor service in the canteen
* A Complaint
* Regarding canteen service

1. You have joined a new team, and you are sending an introductory message to the client, Tom Smith.

use the best answer:

Your closing greeting should say:

Best regards

Best wishes

Cheers

1. You would like to request your recipient to approve a CR

that you have raised. Which of the following sentences should you use as a subject line?

OCR no: 123456 - Approval Required

OCR no: 123456 - Please Approve

CR no: 123456 - Request your approval

1. You are writing an email to thank a colleague for help you received from him. Your closing sentence should be:

Thanks and regards

If there is anything I can do, please feel free to contact me.

Once again, thanks for your help.

1. To make your Articulation joumey truly Agile: (more than one answer)

* Understand your audience's need and orient the articulation based on this
* Spend time on structuring information logically, to help your users scan quickly and access the info they need
* Be concise and to-the-point
* Only a and b

1. In today's Agile world, nobody has the time to read too much of detail. Therefore, it is important to:

* Get straight to the point
* Provide details after the main point is articulated at the beginning
* Structure information such that your readers are able to scan through the content quickly
* All of the above

**60280**

1. You are culturally incompetent if you:

* Are aware of your own biases against another
* Are considerate about another person's habits
* Are indifferent to other's behavior and habits

1. Santiago did not think that delaying a meeting by 15 minutes would be considered offensive by Dave. State whether True or False.

* TRUE
* FALSE

1. Intercultural difference is often a cause for conflicts in the workspace. In such a situation empathy is a tool for resolution since an empathetic person is most likely to:

* be defensive of one's opinion
* be careful in choosing his words
* be ready to have a heated discussion
* be angry about differences in opinion

1. State which one of these statements is True':

* Dave and Santiago were not interested in working together
* Dave and Santiago were interested in working together but were unable to understand each other
* Dave and Santiago were interested in working together but did not have enough time

1. While working in an intercultural workspace, the ability to deal with change and ambiguity becomes a critical skill. If someone is uncomfortable with ambiguity, that person would be:

* Anxious about change in responsibilities
* Comfortable with working in different locations
* Willing to work on new projects

1. A person with a high level of cultural empathy, is (more than one answer):

* Most likely to be willing to have open ended discussions
* Most likely to pay attention to etiquette during client visit
* Most likely to not pick up calls from angry customers

1. Dave's refusal to indulge in Small Talk offended Santiago. State whether True or False.

* TRUE
* FALSE

1. We become more aware of our own mindsets, habits, biases when we are taken out of known cultural contexts and placed into unfamiliar ones.

* TRUE
* FALSE

1. Choose the statement that is incorrect:

* All members of a country behave in the same way.
* Each individual has unique characteristics.
* Members of the same country often share common attributes.

1. A meeting with someone from a different culture will be more effective if (more than one answer).

* One understands the emotions of the other person and acts accordingly
* Emotions have no role to play in a professional relationship.
* One understands the business etiquette the other person follows and acts accordingly

1. Leading a multicultural team is challenging. Of the multiple skills required to succeed at it, empathy is an essential one. An empathetic leader is (more than one answer):

* Concerned with the well-being of his/her team members
* Aware when someone from the team is upset
* Unable to imagine what the team members are feeling
* Unaffected by a team member's unhappiness

1. Knowledge of a country's history, arts, food and monuments is the same as cultural competency.

* TRUE
* FALSE

1. During a meeting with a person from another culture, conflict could arise due to (more than one answer).

* Difference in time management
* Difference in meeting etiquette
* Difference in meal timings

1. While working in an intercultural setting, a good sales person is:

* most likely to stick to the same selling style for each customer
* most likely to adapt his selling style to the needs of the customer
* most likely to think that the needs of each customer are same

1. While working in an intercultural workspace, the ability to deal with uncertainty is a key skill. Those who are comfortable with uncertainty:

* are open to taking risks
* prefer a highly structured work environment
* prefer to micromanage tasks

1. In Part 4, the meeting between Dave and Santiago did not go well because of (more than one answer):

* lack of cultural sensitivity
* lack of technical knowledge
* lack of empathy

1. In Part 4, the meeting between Dave and Santiago did not go well because of:

* lack of flexible mindsets
* lack of domain knowledge
* lack of infrastructural support

1. In order to shift perspectives to understand, accept or adapt to business etiquette of other countries, humans need to be flexible in their thinking.

* TRUE
* FALSE

1. We carry our culture within us. It shows up in:

* the way we deal with conflict
* the way we deal with relationships
* the way we deal with teamwork
* all of the options

1. In Part 4, Dave and Santiago are not able to understand each other's behaviour during the meeting because (more than one answer):

* They are from different countries
* They follow different styles of business etiquette
* They are unaware of the etiquette in the others' country.

1. Intercultural Empathy means that

* you understand what is important for those from a different culture
* you cannot see things from anyone else's cultural perspective
* you have travelled to many countries

1. In an intercultural context, one is required to work with people from different backgrounds. Being empathetic helps understand others because people who are empathetic (more than one response is correct):

* pass judgment on others
* listen actively to others
* observe others' behaviors well

**58823**

1. Sonia plans to wear her favourite beige silk saree to the high-profile business awards programme tonight. Considering that there will be many dignitaries present, Sonia's friends have advised her to apply some makeup to complement her smart saree. However, Sonia never wears any makeup and is therefore not comfortable with makeup. What would the best options for Sonia be?

* Sonia does not wear make-up but ensures that hair, eyebrows, nails are properly groomed
* Sonia wears only her regular skincare products and keeps the look natural.
* Although Sonia is not comfortable with makeup, it is essential to wear makeup at such an event

1. As per the generally accepted accessories rule, accessories such as jewellery, watches, etc. should be limited to 10.

* TRUE
* FALSE

1. Where should the water glass be placed on the table?

* On the left side of the plate
* On the right side of the plate

1. The team is celebrating a project delivery success with some clients. Everyone in the team is trying to persuade Subhash, a teetotaller, to try some wine. Subhash is in two minds, as he would like to "fit in", but he really can't bring himself to drink wine. Just then, the client announces that he would like to propose a toast. Which of the following action(s) would be appropriate in this situation?

* Subhash makes a good-humoured joke about being a teetotalier, orders cola or juice and joins the toast
* Subhash explains to the client very politely that he cannot drink wine, but joins the toast with a glass of water.
* Subhash sticks to his principles and refuses to take the wine glass.
* Subhash accepts a glass of wine so that the clients are not offended, but does not drink it.

1. At a dinner organised for the visiting clients, Mehul is answering a query from the client. Just then, a waiter comes over to serve him rice and curry. Since the flow of explanation is very important, Mehul does not wish to be interrupted.

What is the appropriate action in this situation?

* The explanation is interrupted. Mehul pauses speaking, says "No, thank you" to the waiter, and then resumes speaking
* The explanation continues uninterrupted. Mehul gestures to the waiter to go away by waving his right hand.

1. Which one of the following is the most inappropriate place to have small talk?

* Elevator
* Pantry
* In front of restroom

1. You expect a call from the client. The phone rings. Which of the following option(s) would be appropriate?

* Answer the phone after 4 rings. This will create an impression that you are busy. Then the other person keeps the conversation short
* Wait for the phone to ring and end. Then call the client back. You possibly save some money for the client by doing this.
* Take the call within two to three rings. This shows professionalism
* If it takes a long time to answer the call, apologize as soon as you answer the phone.
* Always answer the phone as soon as it rings. This shows how pro-active you are

1. Kevin has newly been appointed as the Team Lead. He wants to conduct a team meeting to discuss their upcoming project. Which of the following does he need to take care of when organizing the meeting?

* Include the agenda, date, time and venue in the meeting invite.
* Assign a member to take down the Minutes of the Meeting.
* Check the availability of a meeting room during the planned time
* Arrange refreshment for all the attendees.

1. You are talking to one of your colleagues on a topic of common interest. Both of you are enjoying the conversation. You notice the time and realize it is time for you to leave for lunch.

Which of the following describe the most suitable ways to leave?

* Wait for a lull in the conversation to bring it to a close and inform your colleague that you have to leave for lurch
* Look at the watch once and tell your colleague that you could go for lunch together and continue with the conversation.
* Stop responding to your colleague and inform the colleague that you will leave for lunch

1. One of your friends has come back to office after a long vacation for Christmas. When she sees you after a long time, she is very excited to meet you and gives you a hug

* What is the most appropriate way to respond in this situation?
* You step back after the hug to reinstate the physical distance that should be maintained at the workplace.
* You hug her back. It's understandable, she is excited and happy

1. Which of the following behavior is acceptable while you are using lifts (elevators)?

* Pressing the emergency call button when bored
* Assisting specially abled members for easy entry/exit
* Taking a selfie after putting on makeup in the lift.
* Playing music and video on your mobile.

1. Kiran is a big fan of film music. To show his love for his latest favourite song to his colleagues, he has kept the song as his ringtone. What are the best practices that can be recommended to Kiran in this regard?

* By keeping the song as his ringtone, Kiran has already made sure that his colleagues know his taste in music. He can use this to build rapport with them during meetings.
* He should avoid keeping the song as his ringtone. Since people share the workspace, it would be a distraction.
* Keeping the song as his ringtone may disturb others. However, Kiran can bring up his enthusiasm for the song during coffee or lunch break with colleagues
* No recommendation required. As the ringtone is part of his identity, he has the right to show the world what he likes.

1. Choose the actions which should be discouraged within the Offshore Development Centre (ODC) to create a professional work environment

* Pasting stickers of your favourite superheroes on your cubicle wall for inspiration.
* Putting an extra cushion on your chair to support your back.
* Entering ODC in gym attire to check emails before leaving for the day.
* Wearing flowers and anklets to work to project a professional image.

1. Choose the actions which should be discouraged within the Offshore Development Centre (ODC) to create a professional work environment

* Watching your favorite team’s cricket match online to show your support.
* Listening to music to liven up the environment while working
* Keeping photos of your favorite political party leader on your desk
* Helping a news comer set up his workspace.

1. You have been given the responsibility of consolidating weekly updates from your team of eight members. Your responsibility also includes sharing the consolidated updates with the client. However, due to a technical error you are unable to consolidate the updates before the deadline.

* What is the most appropriate way to act in this situation?
* Send each of the 8 updates individually as 8 separate mails, so that the client understands that the update was given on time.
* Inform the client regarding the glitch; let him/her know that you are looking into it urgently, and follow up with tech support to resolve the glitch.

1. Which of the following actions are not appropriate in the workplace?

1. Share official desk phone numbers with bank agents to get exciting offers on credit cards.

2. Get flowering plants to decorate your cubicle.

3. Request a colleague to reduce the volume of the speaker phone during calls.

4. Put on soothing, instrumental music, at a low volume, during times of pressure and deadlines

* 2,4
* 1,2
* 2,3,4
* 1,2,4

1. Sujata has joined a new location on deputation. During the weekly team meetings, Sujata finds that some of the members tend to form smaller sub-groups and switch to the local regional language to express their thoughts. Due to this Sujata sometimes misses out on what is being discussed, and feels that a decision has been thrown at her suddenly.

* What can Sujata do?
* Learn the local language quickly.
* Speak to the team leader and explain the challenge. Request the team leader to ensure that everyone speaks the common language.
* In the next meeting, request clearly but politely, that they use a language that everyone understands

1. Which of the following actions could influence others negatively?

* Encouraging a team member to take ad hoc leaves and lie about it.
* Helping newcomers learn shortcuts to avoid process work.
* Joining team meetings late regularly.
* Submitting reports earlier than committed.

1. Mani was confident of delivering an excellent presentation. He created his slides well in advance, shared it with the interpreter and also arranged for the printed version to be given to the clients. However, in the actual meeting, he found he was short of time and had to rush through the presentation. The Q&A session too had to be cut short.

* What can Mani do to prevent this in future?
* Share the presentation with the interpreter and ask her to read out the presentation notes. There is no point in two people saying the same thing.
* Include all the required data and notes in the slides and request the clients to read them. He does not need to speak much.
* Allow almost double the time than originally planned as the services of an interpreter are being used.

1. You attend your first team meeting. The manager asks you to introduce yourself. Choose the best protocol.

* While introducing yourself, look at everyone in the room.
* While introducing yourself, you should look only at your team members.
* While introducing yourself, what you say is important, however, it does not matter how you say it.
* While introducing yourself, ensure that you look only at the manager.

1. Where is the napkin placed to show "finished eating"?

* On the chair
* On the plate
* On the table, to the left of the plate

1. Dia is aware of the importance of looking professional while giving a presentation to the clients. For an important presentation, she plans to wear a formal trouser suit. For footwear, she is trying to decide between high-heeled or flat-heeled shoes. Which of the following option(s) would be most appropriate?

* Dia should choose flat-heeled sneakers, as trouser suits are best suited for flat-heeled shoes.
* Trouser suits are not considered appropriate for formal presentations. She should reconsider her choice of formal wear.
* Trouser suit is a good idea. She can wear flat-heeled formal shoes with it
* Trouser suit and high-heeled shoes are an appropriate choice. However, it may not be a good decision if she is not used to wearing high-heeled shoes.

1. Sarveshi has recently joined your team. During a presentation, you find her using more gestures than words. Which of the following option(s) would be appropriate explanations for this behavior?

* This shows her concern for everyone. Hand gestures will help those who don't understand the language to get the message.
* This could be due to lack of fluency. While it is true that hand gestures are needed while speaking, it is important not to overdo it
* This could mean that she hasn't prepared well for the presentation and is trying to compensate by using more hand gestures.
* Excessive use of hand gestures makes one appear knowledgeable; hence, Sarveshi is using this technique

1. Joseph is meeting his client Andrew for the first time. Upon seeing each other, they shake hands and greet However, Joseph could immediately decipher that Andrew is dominating in nature.

* Why do you think Joseph considered Andrew to be dominant?
* Andrew's grip was very strong. It almost hurt Joseph's hand
* Andrew held Joseph's hand longer than usual
* Andrew had a clammy palm
* Andrew maintained prolonged eye contact with Joseph

1. Smita is one of the anchors for an event organised by HR to celebrate International Women's Day. The organising committee decides that all anchors will wear pink sarees. Due to her obesity problem, Smita does not wear sarees. The organising committee is debating the appropriate decision in this scenario. Which of the following option(s) would be most appropriate in this scenario?

* Remove Smita as anchor, so that the structure of the event remains undisturbed.
* Modify the dress code. Instead of pink saree, any pink formal outfit is fine. Arrange pink sashes for all anchors
* Convey to Smita that she either needs to lose weight or change her mindset.

1. What are the appropriate activities that can be done while attending a business call?

* Taking notes of any action items decided during the call. Keeping the phone on mute when one is not speaking.
* Checking social media, playing casual games, etc.
* Doing courses on iEvolve and FrescoPlay. This is the best opportunity to increase your T-Factor.
* Checking email and responding to them.

1. You attend a conference call scheduled for one hour. Due to unexpected reasons, the call continues beyond the scheduled slot into lunchtime. Which of the following option(s) would be appropriate?

* You should open your snack box and start munching. When others hear you they will be reminded of the lunch break and end the call quickly.
* Politely mention that the call has exceeded the planned duration. Request everyone to be brief
* Politely inform the host that you would be going for lunch and end the call.
* If you have to leave urgently due to other commitments, politely mention this to the convenor of the call. Also, add that you would get back to him/her to get the updates that you missed.
* Simply end the call. No one would notice as there are many participants

1. You are on a call with your client, troubleshooting an error. During the troubleshooting, you face some issues that you are finding difficult to resolve. Your colleague, Zahoor, sitting next to you, hears you struggling and gestures to you that he can help in solving the issue Which of the following describe the appropriate ways to respond in this scenario?

* After seeking the client's permission, put the call on speaker mode so that the client as well can hear Zahoor. This can speed up the troubleshooting process
* Inform the client that you will transfer the call to a colleague and proceed to do so.
* Politely inform the client that you would like to consult your colleague offline to reach a resolution quickly. Seek the client's confirmation to check if you can disconnect the current call, consult with your colleague and then call back the client to resolve the issue.
* Politely accept the offer from your colleague. Ask him to whisper the answer to your ear. You can then convey the same to the customer.
* Politely refuse the help. Only by making mistakes will you learn. You will be appreciated for your never-give-up spirit.

1. Peter returns from his lunch and checks his email to find that there is an urgent team meeting scheduled in the next 10 minutes. The venue is six floors above and the elevators at this time are usually very crowded. It is also a hot summer day.

* What are the appropriate steps that Peter must follow now while going to the meeting?
* Grab a pen and notebook in case he requires to take down notes
* No need to rush. Anyway it is lunch time, probably everyone will be a couple of minutes late.
* Choose to wait for the elevator but drop a message to his team lead informing he might be late by a couple of minutes.
* Rush up the stairs. It is more important to be on time than look presentable.

1. You have a usual day at office. One hour before you leave for the day, the manager comes to you and asks you to join a conference call urgently. What is the best response in this situation?

* After noting the call details, request for a quick brief on the agenda and participants of the call. This will enable you to add value to the discussion.
* Politely accept the request. Be a passive listener during the call. This is an extra task that you are doing, so you need not concentrate so much on it.
* Politely decline the request. Ask your manager to send a formal mail asking you to join the call. You will be appreciated for your professionalism.
* After noting the call details, run to the nearest conference room to join the call. You can understand the agenda by listening to the conversation.

1. Which of the following behavior is acceptable within an Offshore Development Centre (ODC)?

* Encouraging a busy colleague to have lunch at his desk.
* Raising the height of the chair to help you conveniently listen to office gossip in other cubicles.
* Using the desk phone to call the admin team to adjust the A C. Temperature.
* Decorating your cubicle with flowers as religious offerings to the Lord.

1. Rohit is asked to work temporarily at a different office for a month. In the new office, he shares a cubicle with 4 members. He has to attend several calls as a part of his work.

* How can he ensure that he does not miss an important call?
* Keep the volume of the ringtone at 100%. This will enable him to never miss a call.
* Keep the phone in silent mode. Whenever he is free, he can check the missed calls and call back. Everyone would understand as he is working from a different location
* Send an email to important stakeholders about his relocation and request them to schedule important calls as much as possible. This way he will not miss any important call
* Keep the volume of the ringtone low or in vibration mode. By keeping his phone near him he will not miss any call.

1. You like technology and have subscribed to technology news. Hence you receive a lot of updates on current affairs on the same. You think it is very useful and would like to share it with the team.

What are the best ways to act in this situation?

* You discuss with your team members the usefulness and relevance of such news items. You inform the interested members how to subscribe to such updates.
* You forward all the emails to everyone in the team, as you think that these emails would be useful to everyone.
* You inform your team about the news site and ask if anyone would be interested in receiving updates. You create a group and forward the emails only to them.

1. The team has planned a farewell for Rakesh, who is moving to another team from the next day. The team has brought cake, soft drinks and snacks for everyone in the Offshore Development Centre (ODC). Team members take selfies with Rakesh and post it on social media.

What actions should the team have avoided?

* Planning a farewell within office hours.
* Consuming food items within the ODC.
* Wasting money on soft drinks and cake.
* Clicking pictures within office premises and then sharing them on social media.

1. One of the onsite team members will be working from Raja's TCS location for the next three weeks. Raja is pleased and excited as this is the first time he will be working closely with someone from another country. He is wondering what the best topic would be to start a conversation when he meets this onsite Nam member.

* Share information about his family and ask about the visiting team member's family background too.
* Ask about the visiting team member's city/country and the climate there
* Share some interesting information about Raja's location and the climate there
* Share information about the upcoming festival and ask about the visiting team member's religious preferences too.

1. Canteen serves your favorite Biriyani on Wednesdays. On a particular Wednesday, when you reach the canteen, you see a long queue. It has been 20 minutes and the queue has not moved much. You realize random people are reaching out to people at the front of the line, handing over their coupon to get the plate early What would be the appropriate actions, in this situation?

* Accept the situation and not make a fuss if the biryani gets over before you reach the counter.
* Talk to the people up front and request them to respect the queue.
* Move to the front and hand over the coupon to a friendly face to get the plate early
* Talk to the admin team for support on Wednesdays as the queue needs to be managed better.

1. Jason is an excellent team player and is loved by his teammates for his amazing sense of humour. He is requested to be the speaker for the upcoming client presentation. Jason plans to begin the presentation in his usual style, with a joke on misunderstandings in multicultural teams. Which pointer should Jason keep in mind?

* Humour helps to build a connection. Excellent decision
* It is advisable to exercise caution while using humour. It is possible that the clients may interpret the joke wrongly, or not understand the joke at all.

1. Which of the following is inappropriate at the workplace?

* Wearing deodorant
* Wearing polished leather shoes.
* Getting a tattoo inked on a visible part of the body.
* Keeping nails clipped.

1. Your work requires you to travel to different countries. You notice that in some countries, people tend to stand at least 3 feet apart when talking to each other, whereas in a few countries, people stand quite close to each other. How should one interpret this behavior?

* Countries where people stand at least 2 to 3 feet apart are more professional
* Proximity is a result of culture and upbringing It does not always reflect friendliness.
* Countries where people stand close to one another are more friendly
* It is wrong to notice aspects such as proximity when traveling to other countries. One should only focus on work
* Protocols regarding physical proximity in social situations are different for each culture. It is better to look at this behavior with the culture in context.

1. Ravi and his team are eating dinner with the client Ravi wishes to order his favourite dish, spaghetti in tomato sauce. When eating at home, he loves to slurp the spaghetti off his fork. However, he is unable to decide whether he should order it here

What would be the most suitable option(s) in this scenario?

* As Ravi is not confident of eating it with a fork without slurping, he refrains from ordering the spaghetti for now
* As Ravi is not confident of eating spaghetti with a fork, he orders the same dish but with a pasta form like penne, which is easier to eat with fork and spoon.
* Ravi goes ahead and orders his favorite food without worrying about any rules

1. You have been on sick leave and return to office after a couple of days. Your colleague comes to you and asks about your health. What are the best ways to respond?

* You tell her that you are currently doing fine and thank her for taking interest in your health.
* You tell her what your sickness was but don't get into too much detail
* You tell her about your sickness, the cause and the effects it had on you for the past two days and how you coped with it.

1. You attend your team's quarterly review. Half way through the meeting, you receive an urgent call from home. What is the most appropriate action in this scenario?

* Simply leave the room and attend the call. Everyone would understand.
* Politely request permission to attend the call. You won't disturb others when you cover your mouth with your hands and speak in the phone.
* Politely excuse yourself from the meeting. Step out and attend the call. Make your phon conversation brief and join the meeting again.
* Do not attend any calls during any meeting. This is totally unprofessional,

1. If you see someone influential in the restrooms, never lose the opportunity to have a conversation and explain your work.

* TRUE
* FALSE

1. Which of the following tasks would you categories as unethical at the workplace?

1) Your ID card seems to have stopped working. You use your colleagues' ID card to swipe in and out of the ODC.

2) Your colleague is going on leave and mails the responsibility matrix to the team.

3) You took leave but did not apply for the leave because no one tracks leaves.

4) You came to know of a pharmacy, which can give you fake medical bills that you can apply for reimbursement

* 2,3,4
* 1,3,4
* 1,2,3,
* 2,4

1. Before your presentation, you are caught in a dilemma. Should you smile only when you genuinely feel so or have a smile throughout the presentation?

Which of the following option(s) would be most appropriate in this scenario?

* If practiced well, it is not easy to spot a fake smile. So regardless of actual feelings, one should smile continuously during a presentation.
* Prepare well and be confident. It is more important to do a good presentation than maintain a smile throughout
* Smiling is inappropriate for a business presentation. It is important to look serious.
* It is possible to instinctively tell a genuine smile from a fake one. So, a forced smile is better avoided.

1. What does a man do while shaking hands with a lady?

* Remains sensitive towards her culture (in some cultures, it may not be a usual practice to shake hands with people of opposite gender)
* Waits until the lady extends her hand
* If he has met her before, must extend his hand first
* Always extends his hand first

1. The Lucknow HR team is in a call with Sumit, Pamela and Sheela from Pune. The discussion begins but it t doesn't go as planned due to telephone etiquette not being observed. Choose all the options that describe unprofessional telephone etiquette –

a. All participants joining the call introduced themselves each time before speaking

b. Sumit's personal cellphone started ringing loudly in the middle of the discussion

c. Sumit interrupted another person, but immediately apologised. He, then, waited for the other person to complete before speaking.

d. Pamela forgot to press the 'mute' button while discussing internally with Sumit

e. Sheela deviated from the agenda and started talking about the personal challenges she had been facing in the new role

* a,b,c,e
* b,d,e
* a,d,e
* a,c,d,e

1. It is okay to answer the mobile phone while in the toilet, if it is an urgent and/or important call.

* FALSE
* TRUE

1. You are leaving the cafeteria with your friends and you see a person on the other side holding the door.

What would the appropriate responses be?

* Request him to hold the door a little longer as one of your friends forgot his mobile and had gone to get it.
* You may offer to hold the door so that he/she may get a chance to enter.
* Make eye contact and thank the person for the gesture.
* Thank him but also tell him not to waste his time holding doors for others.

1. You are rushing to the meeting room on the 4th floor. You are carrying your half-open laptop, charger, mouse, notepad. You wait near the lift, the lift opens, pec move out and in all the chaos, you end up dropping your mobile and the charger.

How could you avoid such incidents in future?

* Use your elbows to push people out of the way to protect the things in your hands.
* Plan your meetings. Leave early. Step back and allow the people in the lift to come out and then enter the lift.
* Be more organized Carrying a laptop bag would have been more practical and organized.
* Enter the lift sideways, pushing forward with your shoulders Hold the objects close to your chest using both hands.

1. Choose the actions which should be avoided in a lift –

* Helping others enter/leave by shifting your position in the lift each time the lift stops at a new floor.
* Requesting someone listening to music to lend an earphone to share the experience.
* Pressing all the buttons in the lift before getting out because it is fun to do so
* Asking people to squeeze in more to create space in a crowded lift for your supervisor to enter smoothly.

1. You share your cubicle with Ruchita who brings her lunch to work daily. She opens her lunchbox and often offers you her food. Her friends visit her desk and create a lot of noise and share the tiffin.

Which of the following should you discuss with her and why?

1. Consuming food inside the Offshire Development Centre (ODC) - Because it leaves a foul smell. It may invite rodents to the ODC in the long run.

2. Her friends - Because her friends leave their work and come to waste their time.

3. Her choice of utensils - She should use microwave-safe glass utensils, as that is a healthier choice

4. Her sensitivity to her colleagues - By Inviting her friends to ODC, she is disturbing others trying to focus on their work

* 1,2,3
* 2,3,4
* 1,4
* 1,3,4

**51248**

1. Select the techniques that help to enhance the presentation of content in a status report.

* Effective use of white space
* Appropriate text highlighting convention
* Consistently formatted tables
* Graphs presenting trends
* None of the above

1. Using a template to create your status report helps you to:

* Leverage best practices in status reporting
* Present a specific position or solution to a problem
* Introduce new concepts, technology innovations, or products
* Utilize a standard format that can be filled in quickly and consistently by all

1. Which among the following cannot be considered a valid attribute of an effective status report?

* Accuracy
* Specificity
* Clarity.
* None of the above

1. Which of the following details would you not expect in a status report?

* Highlights and achievements
* Risks, Dependencies and Constraints
* Task procedures
* Work plan

1. While updating status on pending action items of the previous reporting period, ensure:

Each action item is numbered in sequence according to the action item date.

* Owner of an action item is clearly identified.
* Specific information is provided about why an action item could not be closed on time.
* For each action item, the boundary or limits of the activity are described clearly.
* All of the above

1. Which of the following can never be the target audience for a status report?

* Team Members
* Project Managers
* Business Owners
* All of the above
* None of the above

1. Which among the following can be included as additional information/appendices in a status report?

* Detailed information about the number of tickets/incidents resolved
* People involved in resolution of the tickets
* % utilization of team for ticket resolution
* Budget implications - people and financial
* All of the above

1. Which among the following should not form a part of the status report?

* Detailed project background
* Description of functionality
* Value Addition and Highlights
* Change History
* None of the above

1. When showcasing value addition in a status report:

* Specify how the initiatives taken have improved the current process
* Map the key features of your solution to the customer's requirements/challenge
* Provide measurable facts and metrics to showcase the benefit to the customer
* None of the above
* All of the above

1. Identify the incorrect option:

* Formal status reporting is a substitute for all other types of communication - formal and informal.
* Project status reports are shared with stakeholders, according to the procedure which is normally defined in the project's Communication Management Plan.
* Reporting requirements and the frequency of reporting vary from project to project.
* None of the above.

1. Trend analysis based on various KPIs helps your customers to:

* Assess the situation better and plan ahead
* Understand and appreciate the team's concerns and challenges
* Work hand-in-hand where required to resolve challenges and ensure continuity of work
* All of the above
* None of the above

1. TechCom can help you to:

* Get your documentation and business communication 'first-time-right'.
* Save yourself considerable time and effort on review and rework of documents.
* Delight your customer with quality of the documentation.
* All of the above

1. A Project Status Dashboard or Summary presents the following information:

* Key accomplishments for the reporting period
* Risks and challenges
* Key decisions to be taken
* Details of the solutions provided in the reporting period
* None of the above

1. Which of the following can make it difficult for your reader to understand the details of your report?

* RAG status column in a table without a legend
* Missing comments/notes/remarks for a trend analysis
* Technical Jargon without explanation
* Random use of abbreviations and acronyms, without the expanded forms
* All of the above
* None of the above

1. When providing information about milestone or project schedule, it would be most appropriate to use a.

* Tabular format
* Pie chart
* Gantt chart
* Bar chart
* All of the above