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| **BUSINESS ETHICS** | |
| |  |  | | --- | --- | | 1) | Which of the following things should senders (speakers) and receivers (listeners) do to ensure that their nonverbal communications are positive and effective? | |  | A) avoid using any facial expressions | |  | B) make consistent eye contact | |  | C) slouch or hunch over | |  | D) speak very softly | |  |
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| |  |  | | --- | --- | | 2) | After considering several options, Carla selected the Copy-It-Fast Print Shop to print the business cards for her new company. Carla chose the print shop because it provided her former employer with quality goods and services. Carla made her decision on the basis of \_\_\_\_\_. | |  | A) bias | |  | B) experience | |  | C) friendship | |  | D) emotion | |  |
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| |  |  | | --- | --- | | 3) | *Chase, Marina, and Shayn are working on a project together in class. The project involves writing a paper, creating a presentation, and presenting to the class. Chase is a high-achiever who believes that he is one of the smartest students in the class. He thinks Shayn is fairly smart, too, and a talented artist. However, he has noticed that Marina doesn’t participate in class and struggles to keep up with the homework. He thinks that, of the three of them, he is the best writer and speaker, and Shayn is the best artist. Without asking Marina, he starts doing all of the written work and practicing for the presentation. He asks Shayn to create the graphics for the presentation.*  *When Marina finds out that Chase and Shayn are doing all of the work without her, she asks why they have****not****included her. Chase tells her that he and Shayn know what they are doing, and that he wants to be sure he gets a good grade, so they need to do the work themselves. At this, Marina becomes angry. She yells at Chase, insulting him and calling him names. She accuses him of being biased against her because she’s female. Chase is offended and tells Marina that he doesn’t want her in the group anymore. Chase does****not****think that he did anything wrong. He just wants to get a good grade and knows that, by doing all of the work, he and Shayn are helping Marina get a better grade, too.*  Chase knows that he is a strong writer and public speaker, but that he is**not** gifted at visual arts. Chase has taken the time to \_\_\_\_\_. | |  | A) assess his personal strengths and weaknesses | |  | B) build teamwork and communication skills | |  | C) develop an empathetic mindset | |  | D) improve his decision-making skills | |  |
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| |  |  | | --- | --- | | 4) | *Chase, Marina, and Shayn are working on a project together in class. The project involves writing a paper, creating a presentation, and presenting to the class. Chase is a high-achiever who believes that he is one of the smartest students in the class. He thinks Shayn is fairly smart, too, and a talented artist. However, he has noticed that Marina doesn’t participate in class and struggles to keep up with the homework. He thinks that, of the three of them, he is the best writer and speaker, and Shayn is the best artist. Without asking Marina, he starts doing all of the written work and practicing for the presentation. He asks Shayn to create the graphics for the presentation.*  *When Marina finds out that Chase and Shayn are doing all of the work without her, she asks why they have****not****included her. Chase tells her that he and Shayn know what they are doing, and that he wants to be sure he gets a good grade, so they need to do the work themselves. At this, Marina becomes angry. She yells at Chase, insulting him and calling him names. She accuses him of being biased against her because she’s female. Chase is offended and tells Marina that he doesn’t want her in the group anymore. Chase does****not****think that he did anything wrong. He just wants to get a good grade and knows that, by doing all of the work, he and Shayn are helping Marina get a better grade, too.*  How could Chase have treated Marina more fairly? | |  | A) asked her to join a different group | |  | B) set aside his self-interest and judgment | |  | C) treated her exactly the same way that he treated shayn | |  | D) told a white lie to make her feel better | |  |
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| |  |  | | --- | --- | | 5) | Once you have acknowledged your existing biases, you should \_\_\_\_\_. | |  | A) monitor and challenge your biased thoughts | |  | B) interact with people who share your biases | |  | C) explain to others that everyone has biases | |  | D) try not to dwell on them so they will not affect you | |  |
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| |  |  | | --- | --- | | 6) | What should you do if you realize that your vision no longer matches your ambitions? | |  | A) throw out your vision completely | |  | B) change or adjust your original vision | |  | C) realign your ambitions with your vision | |  | D) consult your significant other's vision | |  |
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| |  |  | | --- | --- | | 7) | Dion isn't happy with the way things are. He's achievement oriented because he wants to change his company's \_\_\_\_\_. | |  | A) status quo | |  | B) constructive criticism | |  | C) goals | |  | D) feedback | |  |
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| |  |  | | --- | --- | | 8) | *Chase, Marina, and Shayn are working on a project together in class. The project involves writing a paper, creating a presentation, and presenting to the class. Chase is a high-achiever who believes that he is one of the smartest students in the class. He thinks Shayn is fairly smart, too, and a talented artist. However, he has noticed that Marina doesn’t participate in class and struggles to keep up with the homework. He thinks that, of the three of them, he is the best writer and speaker, and Shayn is the best artist. Without asking Marina, he starts doing all of the written work and practicing for the presentation. He asks Shayn to create the graphics for the presentation.*  *When Marina finds out that Chase and Shayn are doing all of the work without her, she asks why they have****not****included her. Chase tells her that he and Shayn know what they are doing, and that he wants to be sure he gets a good grade, so they need to do the work themselves. At this, Marina becomes angry. She yells at Chase, insulting him and calling him names. She accuses him of being biased against her because she’s female. Chase is offended and tells Marina that he doesn’t want her in the group anymore. Chase does****not****think that he did anything wrong. He just wants to get a good grade and knows that, by doing all of the work, he and Shayn are helping Marina get a better grade, too.*  Chase and Marina's communication was**not** effective because they both failed to be \_\_\_\_\_. | |  | A) concise | |  | B) correct | |  | C) complete | |  | D) courteous | |  |
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| |  |  | | --- | --- | | 9) | It is important to set goals that are realistic and attainable, which means that they should be \_\_\_\_\_. | |  | A) achievable within a year | |  | B) specific rather than vague or general | |  | C) challenging to your creativity | |  | D) appropriate to you and your abilities | |  |
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| |  |  | | --- | --- | | 10) | When Shonda starts college, her goal is to get a degree in marketing. However, after taking a semester of classes, she decides to change her goal to getting a degree in business. Shonda's example illustrates that goals are \_\_\_\_\_. | |  | A) unimportant | |  | B) short term | |  | C) dynamic | |  | D) static | |  |
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| |  |  | | --- | --- | | 11) | A leader should be an expert at their job. In other words, a leader must possess \_\_\_\_\_. | |  | A) business knowledge | |  | B) the ability to share a vision | |  | C) flexibility | |  | D) emotional intelligence | |  |
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| |  |  | | --- | --- | | 12) | *Chase, Marina, and Shayn are working on a project together in class. The project involves writing a paper, creating a presentation, and presenting to the class. Chase is a high-achiever who believes that he is one of the smartest students in the class. He thinks Shayn is fairly smart, too, and a talented artist. However, he has noticed that Marina doesn’t participate in class and struggles to keep up with the homework. He thinks that, of the three of them, he is the best writer and speaker, and Shayn is the best artist. Without asking Marina, he starts doing all of the written work and practicing for the presentation. He asks Shayn to create the graphics for the presentation.*  *When Marina finds out that Chase and Shayn are doing all of the work without her, she asks why they have****not****included her. Chase tells her that he and Shayn know what they are doing, and that he wants to be sure he gets a good grade, so they need to do the work themselves. At this, Marina becomes angry. She yells at Chase, insulting him and calling him names. She accuses him of being biased against her because she’s female. Chase is offended and tells Marina that he doesn’t want her in the group anymore. Chase does****not****think that he did anything wrong. He just wants to get a good grade and knows that, by doing all of the work, he and Shayn are helping Marina get a better grade, too.*  Marina became angry with Chase, yelling at him and insulting him. What would have helped Marina solve this conflict more effectively? | |  | A) sympathy | |  | B) adaptability | |  | C) transparency | |  | D) self-control | |  |
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| |  |  | | --- | --- | | 13) | When your coworker is having a hard time completing a project, you try to understand how he feels. You're demonstrating \_\_\_\_\_. | |  | A) integrity | |  | B) empathy | |  | C) consistency | |  | D) honesty | |  |
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| |  |  | | --- | --- | | 14) | *Chase, Marina, and Shayn are working on a project together in class. The project involves writing a paper, creating a presentation, and presenting to the class. Chase is a high-achiever who believes that he is one of the smartest students in the class. He thinks Shayn is fairly smart, too, and a talented artist. However, he has noticed that Marina doesn’t participate in class and struggles to keep up with the homework. He thinks that, of the three of them, he is the best writer and speaker, and Shayn is the best artist. Without asking Marina, he starts doing all of the written work and practicing for the presentation. He asks Shayn to create the graphics for the presentation.*  *When Marina finds out that Chase and Shayn are doing all of the work without her, she asks why they have****not****included her. Chase tells her that he and Shayn know what they are doing, and that he wants to be sure he gets a good grade, so they need to do the work themselves. At this, Marina becomes angry. She yells at Chase, insulting him and calling him names. She accuses him of being biased against her because she’s female. Chase is offended and tells Marina that he doesn’t want her in the group anymore. Chase does****not****think that he did anything wrong. He just wants to get a good grade and knows that, by doing all of the work, he and Shayn are helping Marina get a better grade, too.*  Marina believes that Chase won't let her work on the project because she is female. If that is true, Chase's actions are an example of \_\_\_\_\_. | |  | A) dishonesty | |  | B) stereotypes | |  | C) discrimination | |  | D) conflict resolution | |  |
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| |  |  | | --- | --- | | 15) | A business's sales have been declining, and a new employee suggested a means of increasing sales. The manager belittled the employee's suggestion. This is an example of \_\_\_\_\_. | |  | A) positive feedback | |  | B) destructive criticism | |  | C) constructive criticism | |  | D) internal feedback | |  |
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| 1) | B |
| 2) | B |
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| 6) | B |
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| 9) | D |
| 10) | C |
| 11) | A |
| 12) | D |
| 13) | B |
| 14) | C |
| 15) | B |