

## CQ BUSINESS SKILLS -2

1. When you convince others with strong arguments it is known as – **Persuasion**
2. You are stressed out as you have tons of work to be delivered. What will you do now? Select all that apply.
  - a. Set Smart
  - b. Calm yourself
3. Structured problems typically have – **Only One Solution; Many Solutions**
4. The objective of DevOps environment is to –
  - a. **Combine Developments & Operations**
  - b. Define clear roles and responsibilities amongst all teams
  - c. Allow teams to work in their comfort zones so that they can speed up delivery
  - d. Share detailed feedback by the end of the project
5. Which among the below reasons is important for team cohesiveness? – **Conflicts and debates**
6. Creativity requires challenging “business as usual”. – **True**
7. An employee with good emotional intelligence would like to be observed engaging in some of the following behaviours.
  - a. **Deal Effects ....**
  - b. **Recognize when a coworker ....**
8. Identify the behavioural reaction to anxiety - **Both Correct**
9. A six-step version of Process Writing can be viewed as a strategy for accomplishing the task (solving the problem) of doing a writing project. If so, we need to follow the given steps in a particular order.
  - a. **Brainstorming**
  - b. **Organizing the ideas**
  - c. **Developing a draft**
  - d. **Obtaining feedback**
  - e. **Revising**
  - f. **Publishing**
10. What should you do when there is a misunderstanding with a customer? - Select all that apply.
  - a. **Ask them what you can do to help clarify**
  - b. **Apologize for the misunderstanding even though it may not be your mistake**
11. While trying to do persuasion, it is important to follow a process. Which of the following statements is TRUE in the process of persuasion? Select all that apply. – **All**
12. You have an important meeting with a prospective client later today. You know from your previous discussions that the prospect is impressed with your proposal, but does not believe that implementing your ideas at this particular time is a top priority. Which of the following approaches would provide you with the greatest chance of persuading the prospect to approve your proposal in the shortest period of time? – **Emphasize what the proposal will lose if he does not implement your ideas at the present time (The scarcity Principle)**
13. You are managing a project of launching a sales tool. However, there is this one particular person who is one of the key influencers, did not like the tool as he felt that the tool is not at all user friendly. Be it in the lunch canteen or at the corridor, wherever he would meet you he would literally jeer at the project declaring it as a “shit” tool. You know that he is a critical internal stakeholder of yours and handling him is the key for your tool to be successful. How would you like to go about it? Choose the right option/s from the below options. –
  - a. **You will request him to use the tools once and ask him/his team to specifically highlights the flaws.**  
**You will ensure that you will not get defensive and take his feedback with an open mind, acknowledge the genuine faults of the tools and ask for his suggestion to improve it**
  - b. You will politely tell him that you do not appreciate the ways he is sharing the feedback. You will assert yourself and ask him to give you specific feedback
  - c. You will not bother about him and very calmly ignore him. You will find out ways to influence external stakeholder directly
  - d. All the options re correct
14. Daydreaming is one of the most fundamental idea-generation technique to trigger great ideas - **True**
15. Identify the steps of root cause analysis from the options given below – Select all that apply
  - a. **Identify and describe the problem clearly**

- b. Brainstorm possible solutions
- c. Analyse the quality of the solutions
- d. Establish a timeline from the normal situation up to the time the problem occurred

16. In which step of the problem-solving decision-making process is the fishbone diagram used? – Second
17. You could not achieve the outcome as planned because \_\_\_ and \_\_\_ - **You did not set SMART goals; you could not come up with an effective plan**
18. One of your team leads is known for his team management skills. His team talks highly about his "Happiness board" initiative. In this initiative, the team members are supposed to write any issues they are facing related to work and ask for help on a board kept in their team area. Entire team has a dedicated hour every day to discuss the issues written at the board and help each other in solving the issues they are facing. The Lead himself participates regularly in this daily meeting and shares his experience with team and tries to help the team members in best possible way. Due to this, Lead earns lot of respect from his team members. Also, entire team is very supportive of each other and is one of the best performing teams in the project. What persuades the Lead to help and support his team members? –
- a. **He believes in creating an environment of sharing and caring so as to ensure team performs to its best and continue to support each other through reciprocation.**
  - b. He is a very good human being and therefore helps everyone
  - c. He might have gone through these collaborative techniques in the leadership training programs available in the organizations
  - d. Everyone does it, there is nothing different
19. What does this term indicate in relation to Growth Mindset - 'Think realistically about time and effort'. Select all that apply.
- a. **Effort and time goes hand in hand**
  - b. **Don't expect to master every topic under the sun in one sitting**
  - c. **It takes time to learn**
20. Since all members of a group are rarely equal in status, most groups suffer from –
- a. **Minority Domination**
  - b. Majority domination
  - c. Too much diversity
  - d. gridlock
21. Given below are some of the tasks that you perform. Identify the one that stands as an example of streamlining your work in an effort to eliminate time wasting tasks. –
- a. **look for duplication of effort and waste; Then, take action to eliminate them**
  - b. read and reply to email hourly
  - c. be a good organization citizen and help others routinely with their tasks
  - d. assist your secretary with routine phone calls
22. What are the five barriers to a sale according to zig Ziglar?
- a. **No need, No money, No hurry, No trust, No desire**
  - b. No logic, no attraction, no money, no need and no hurry
23. Match the following story telling technique with their ted presenters storytelling techniques
- a. Bring characters to life – Malcom Gladwell
  - b. Immerse your audience in the story – Richard truer
  - c. Create Suspense – Zak Ebrahim
  - d. Tell a personal Story – Leslie Morgan Steiner
24. What does agile focus on?
- a. Project realisation
  - b. Benefit delivery
  - c. **Value Delivery**
  - d. Style of working
25. Robert Saxon is one of the most senior leaders in the organization. A board meeting was arranged where a few critical aspects were discussed, and crucial decisions were made from the business perspective. At his level, especially as an agent for shareholders, it is expected that Robert makes honest disclosure to the board members about the costs, benefits, and risks involved in some of the large accounts that come under his

purview. The fact is Robert earns his full compensation when these projects run successfully, whereas he is expected to share responsibility for underperformance if the projects' productivity decreases. Taking this into account, Robert decides to underestimate the risks and costs while overstating benefits. In this case, Robert's act of providing information was based on his thinking that any judgments expressed may affect him personally. Which source of bias does this situation reveal? Select all that apply.

- a. **This is an example of motivational bias as Roberts shows a natural tendency of highlights the positive in accordance with his motivations and incentives**

26. When you convince others with strong arguments It is known as

- a. Opinion
- b. **Persuasion**
- c. Stereotype
- d. Influence

27. Creativity requires challenging "Business as usual"

- a. True
- b. False

28. While trying to do persuasion, it is important to follow a process. Which of the following statements is TRUE in the process of persuasion? Select all that apply

- a. **Being Subtle is crucial**
- b. **Get the right introduction done**
- c. **Disagreeing when you don't really agree**
- d. **Speaking continuously in order to sound more credible**
- e. **Be quick to develop your arguments and explain your rationale**

29. What does this term indicate in relation to growth mindset – 'think realistically about time and effort' -select all that apply

- a. **It takes time to learn**
- b. **Effort and time goes hand in hand**
- c. Only put effort if you are sure to get results
- d. **Don't expect to master every topic under the sun in one sitting**

30. You are stressed out as you have tons of work to be delivered. What will you do now? Select all that apply

- a. Do not think much about it. This will help to calm you down
- b. **Set SMART goals and devise an effective plan**
- c. **Calm yourself and do a positive self-task**
- d. All the options are correct

31. An employee with good emotional intelligence would like to be observed engaging in some of the following behaviours. Select all that apply

- a. **Recognize when a coworker needs help and is too embarrassed to ask**
- b. Recognize that the boss is facing considerable pressure
- c. **Deal effectively with an angry customer**

32. Robert Saxon is one of the most senior leaders in the organizations. A board meeting was arranged where new critical aspects were discussed, and crucial decisions were made from the business perspective. At his level, especially as an agent for shareholders, it is expected that Roberts makes honest disclosure to the board members about the costs, benefits and risks involved in some of the large accounts that come under his purview. The fact is Roberts earns his full compensation when these projects run successfully, whereas he is expected to share responsibility for underperformance if the projects productivity decreases. Taking this into account, Robert decides to underestimate the risks and costs while overstating benefits, in this case, Roberts acts of providing information was based on his thinking that any judgements expressed may affects him personally. Which source of bias does this situation reveal? Select all that apply

- a. This is interpreted as planning fallacy as Robert ignored his previous experience and envisioned success scenarios and overlooked the potential for mistakes and delays
- b. This refers to cognitive bias as Robert being an expert seems to have underestimated his own level of knowledge or ability
- c. **This is a distortion that is motivated, either consciously or unconsciously, by Roberts personal situation**

- d. This states confirmation bias as Robert is found to have been favouring ideas that confirm his existing beliefs
  - e. This is an example of motivational bias as Roberts shows a natural tendency to highlight the positives in accordance with his motivations and incentives
- 33.** Structured problems typically have\_\_\_\_\_, while unstructured problems typically have\_\_\_\_\_.
- a. Only one solution; many solutions
  - b. One solution; two solutions
  - c. **Many solutions; fewer solutions**
  - d. Two solutions; three solutions
- 34.** Identify the behavioural reaction to anxiety
- a. Avoiding situation where there are chances of experiencing anxiety
  - b. Escaping situations when feeling of anxiety begins
  - c. **Both the options are correct**
  - d. None of the options are correct
- 35.** You could not achieve the outcome as planned because\_\_\_\_\_and\_\_\_\_\_.
- a. You did not get enough support; there was no guidance
  - b. Your goals was not interesting; you might have lost interest
  - c. **You did not set SMART goals; you could not come up with an effective plan**
  - d. You could not find enough time; you could not delegate the work
- 36.** Which among the below reason is important for team cohesiveness?
- a. **Task commitment and group pride**
  - b. Conflict and debate
  - c. Competition and rigor to excel
  - d. Regular friction and attraction
- 37.** In which step of the problem-solving decision-making process is the fishbone diagram used?
- a. Last
  - b. **Second**
  - c. Third
  - d. It is not used
- 38.** You have an important meeting with a prospective client later today. You know from your previous if=discussion that the prospect is impressed with your proposal, but does not believe that implementing your ideas at the particular time is a top priority. Which of the following approaches would provide you with the greatest chance of persuading the prospect to approve your proposal in the shortest period of time?
- a. **Emphasize what the prospect will lose if he does not implement your ideas at the present time (scarcity principle)**
  - b. Emphasize the positive features and benefits of your proposal
  - c. Ask the prospect the outline his objections to your proposal
  - d. Begin with a respect for a commitment and then try to close the sale
- 39.** What should you do when there is a misunderstanding with a customer? Select all that apply
- a. **Apologize for the misunderstanding even though its ma not have been your mistake**
  - b. Tell them it was someone else's fault
  - c. **Ask them what you can do to help clarify**
  - d. Avoid to discuss something else
- 40.** Which among the following is the second step in problem-solving.
- a. **Analyse the problem**
  - b. Define the problem
  - c. Plan action
  - d. Implement solution & review progress
- 41.** Charities that send you lots of greeting cards along with a request to do donations for them. Which mode of persuasion is used here?
- a. Liking
  - b. Authority
  - c. Scarcity

- d. Reciprocation**
- 42.** Which among the following is not a barrier to problem Solving
- Assumptions
  - Confirmation Bias
  - Functional Fixedness
  - Consistency**
- 43.** Which among the following is the famous speech delivered by Dr. Martin Luther King?
- I have a dream**
  - My Story
  - Life of black People
  - End of racial discrimination
- 44.** [MSQ] Which among the following are mental models for Agile software development. Select all that apply.
- Release based development
  - Decremental development
  - Continuous Improvement**
  - Iterative development**
- 45.** What are the elements of conversation?
- Plan, Prepare, Listen, Close & Clarify along the way**
  - Think, Learn, Know, say, Close and Clarify
  - Think, Know, say, Close and Clarify
  - Plan, Prepare, Close & Clarify along the way
- 46.** Which of the following would NOT influence your assessment of data, information or evidence?
- Assumptions
  - Conceptual Knowledge
  - Point of View
  - Implications**
- 47.** What does teamwork mean?
- To work hard with others
  - To communicate well with others
  - To work well with others**
  - To work using soft skills
- 48.** Which among the following involves Pareto's Principle.
- Give 80% of your time to 20% most important and urgent tasks.**
  - Learn to say no to less important tasks.
  - Discuss with the mentor about your personal growth.
  - Fill your calendar with the most important tasks.
  - Make time to do something new.
- 49.** When working to resolve an issue and achieve a win-win solution to a conflict, it is most effective to use \_\_\_\_\_ and \_\_\_\_\_ technique.
- Compromise / Forcing
  - Competition / Forcing
  - Confrontation / Problem Solving**
  - Forcing / Problem Solving
  - Competition / Confrontation
- 50.** [MSQ] Identify suggested techniques for overcoming time waste in the work environment. Select all that apply.
- Do the most important things later.
  - Be decisive and finish things.**
  - Set a time limit for important tasks and projects**
  - Perform multitasking of most important and least important tasks.
- 51.** How we can be a good team player. Select all that apply.
- By Communicating Well**
  - Be a problem solver**

- c. **Take initiative**
  - d. Do only what is assigned to you and take rest
52. [SBQ] What happens when there is trust between people? Select all that apply. (Situation Based Question)
- a. Trust makes people comfortable in taking advantage of anyone with.
  - b. **Trust makes people feel eager to be a part of a relationship or group that depends on each other.**
  - c. **People willingly contribute in what is needed, not just by their presence, but also talent, energy and honest thoughts on how the relationship or group can grow.**
  - d. **People can share their confidential information with each other as well.**
  - e. Trust doesn't make people comfortable in taking advantage of any other person
53. [MSQ] What are some of the steps you can take to manage multiple stakeholders? Select all that apply.
- a. **Observe and analyse**
  - b. **Communicate and observe**
  - c. Analyse and communicate.
  - d. **Prioritize Outcomes.**
  - e. Time to review who will own benefits and be affected by dis benefits
54. . Select the options applicable to Agile Mindset
- a. Stubbornness
  - b. **Positive Mindset**
  - c. **Thirst of Knowledge**
  - d. Hard thinking
  - e. **Goal of team success**
  - f. **Willingness to fail**
55. Which of the following is/are suggested way(s) of building good relationships with customers?
- a. When a customer complaint, be defensive.
  - b. Place the company's needs first.
  - c. **Show care and concern for the customer.**
  - d. Establish customer dissatisfaction goals.
56. [MSQ+SBQ] On his first day at work in the DIY Shop, Bill's manager asked him to sweep the aisles clean. In aisle three, a customer was examining two different decking products. "Excuse me," he asked the new employee. "Which one do you think is best? I want some decking that will last, while looking modern. Which one do you think is the best fit?" Taken aback and without thinking. Bill answered, "I like the one in your right hand. It's a nicer colour and seems pretty sturdy to me." Persuaded by what he thinks is an expert, the customer walks away with 50 pieces of expensive decking. The above passage refers to which principle?
- a. Reciprocity
  - b. **Authority (Persuaded by what he thinks is an expert)**
  - c. Social Proof
  - d. **Liking (I like the one in your right hand)**
  - e. Consistency
57. [SBQ] It is Rubin's 3rd year in the organization he already feels quite stressed out working for more than his usual office hours the tasks that are assigned to him a repetitive and the workload is high with strict deadlines however Ruben's Boss has high Expectations on him and Rubin does not want to disappoint is boss proven expects a promotion the next year while at the same time he has thoughts about quitting right away because of the stress what should Ruben do in this situation
- a. Ruben should sign up for a meditation course.
  - b. **Ruben should take a one-week vacation to an isolated hill station to assess his mental Wellbeing. Get back with renewed commitments.**
  - c. Ruben should cultivate a hobby like photography, travel, music or reading to avoid monotony.
  - d. Ruben should enrol for the fit-for-life program.
58. Peter is a hard-working team member and works more than 10 hours a day to complete his deliverables. He has a faulty laptop but despite his technical challenges, he manages to complete his task as per the deadline. His mother has also not been keeping well and he, being the only breadwinner of the family, needs to lend his complete support. Just a few days back he took few sick leaves. You are Peter's manager. How would you like

to support him?

- a. **You will assess his workload to see if he is overloaded, and if that can be delegated to others.**
- b. Your immediate support will be to fix his laptop so that he is not stressed technically.
- c. **You will support him by giving him additional leaves if he requires.**
- d. You will pull him out of the project as he has personal challenges.
- e. **You will have a discussion with him and understand about his family health status and provide him support.**
- f. You will give him less responsibilities so that he is a little relaxed

59. How can team creativity be promoted?

- a. Relieve team members of accountability to promote creative ideas.
- b. **Establish challenges for the team.**
- c. Evaluate ideas during the idea generation stage.
- d. Stress and deadlines to encourage intensity and focus

60. \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ are the suggested three practices to be followed for effective problem-solving. Select the appropriate options to fill in the blanks.

- a. Scheduling
- b. Retesting the solved problems
- c. **Analysing**
- d. **Planning**
- e. **Prioritizing**
- f. Identifying our feeling

61. The "vice technique" is a tactic of one of the following options. Identify the correct answer.

- a. Conflict Resolution
- b. **Negotiation**
- c. Persuasion
- d. Storytelling

62. Which principle of persuasion is related to titles, tailors and tune?

- a. None of the options are correct
- b. Consensus
- c. Scarcity
- d. **Authority**

63. [MSQ] Identify the options that do not qualify as the feature of DevOps. Select all that apply.

- a. **It requires maximum downtime and minimal service backups.**
- b. Deployment needs less programming knowledge when compared to the development of others.
- c. Teams need to communicate in order to proceed to the next step.
- d. **There are separate teams for operations and developments.**
- e. DevOps is a tool which is solely automation

64. Creativity is likely to occur when three components come together which involve expertise, creative thinking skills, and.

- a. Proper lightning in the work environment.
- b. Extrinsic Motivating conditions in the work environment.
- c. **Right type of motivation**
- d. Stable economic conditions.

66. Identify the aspects that could be improved by cultivating a growth mindset. Select all that apply.

- a. Rewards and recognition.
- b. **Performance and productivity**
- c. Performance and groupthink
- d. **Goal achievement and happiness**
- e. Connection and groupthink.

67. Which of the following statements regarding delegation is false?

- a. Some supervisors with a strong need for ego fulfilment try to do all the work themselves so that they get personal credit from their supervisors.
  - b. **All team members should be delegated with all kinds of work with equal responsibility for only then they will get empowered.**
  - c. **they will get empowered.**
  - d. A careful explanation of the task to be accomplished is important in successful delegation.
  - e. Skilful delegating is bound to save time for a supervisor in the long run.
68. [SBQ] Linda and her close friend were involved in an unhealthy argument recently, which has caused a rift between the two. What should Linda do in this situation?
- a. Linda should ignore the issue and move on with her tasks.
  - b. **Should suppress her ego and invite her friend over for a cup of coffee or dinner.**
  - c. Linda needs to wait for her friend to make the first move.
  - d. Linda should seek the help of a mutual friend to mediate.
69. Some of the followings are ways that can be used to improve your creativity, except a few. Identify the exceptions, select all that apply.
- a. Discipline yourself to think laterally.
  - b. Embrace mistakes.
  - c. Conduct brainstorming sessions.
  - d. **Concentrate intensely on the task at hand.**
  - e. **Stick to the traditional mental set.**
70. Why is communication an important skill in problem solving? Select all that apply.
- a. Communication generally hampers the troubleshooting process.
  - b. **Communication enables us to articulate our solution.**
  - c. It's not important - Managers can do everything through email or texting.
  - d. We need to make others listen to us when we tell them what to do.
  - e. Communication is not that essential while gathering information about the problem.
  - f. **Communication is essential in order to gather information about the problem.**
71. When resolving an incident, what kind of decision-making skills, operations team (application and infrastructure) adopts in addition to business impact:
- a. Risk assessment
  - b. Fact based quality
  - c. Time bound decision
  - d. Monetary impact
72. [SBQ] A development team often gets some production support requirements in addition to the work in the sprint backlog. The team adapted their team composition and created the sub team to support these ad hoc requirements. Which of the following statements is true
- a. **It is OK to create sub teams within a development team**
  - b. It is not ok since there cannot be sub teams within a development team.
  - c. The team can complete the production support as one team since it is high priority and then connect back to the original sprint work
73. Which Acronym is related to the GOAL setting? Select the appropriate option
- a. TED (Tell me, explain to me, describe to me)
  - b. KISS (Keep it simple, stupid)
  - c. **SMART (Specific, measurable, attainable, realistic, time-bound)**
  - d. WIIFM (What's in it for me)
74. A (n) \_\_\_\_\_ is the existence of a discrepancy between existing and a desired state of affairs.
- a. Opportunity
  - b. Solution
  - c. **Problem**
  - d. Weakness
75. When negotiating asking for something extra at the end, right before you make your agreement is \_\_\_\_\_.

- a. Quivering Pen Technique
- b. Vice Technique
- c. Nibble Technique
- d. Salami Technique

76. Trust is instantly built. Is the statement TRUE or FALSE?

- a. True
- b. False

77. Which of the following would NOT influence your assessment of data, information or evidence?

- a. Assumptions
- b. Conceptual Knowledge
- c. Point of View
- d. Implications

78. [SBQ] Maki was part of a new project. She was anxious to meet new team members and experience her first job.

On the first day, her manager presented her with a meeting full of tasks and responsibilities. She felt overwhelmed as she must get all of these done and was not sure where to start. What should Maki do to ease her anxiety and manage her time effectively?

- a. **Take a break for 10 minutes, get back and calmly list down tasks on priority and start solving them.**
- b. Accept the tasks and try to delegate them to team members.
- c. Seek help from a senior associate to complete her tasks.
- d. Get prepared for such hectic pressure as a routine matter.
- e. Talk to the manager and explain that she is very new to the team, and it is difficult for her to handle all these responsibilities.

79. \_\_\_\_\_ appeals to the audience's emotions and \_\_\_\_\_ shows credibility and makes one seem trustworthy and believable

- a. Ethos / Pathos
- b. **Pathos / Ethos**
- c. Ethos / Logos
- d. Echoes / Logos
- e. Pathos / Logos

80. A specific type of argument that is based only on principles of logic and reasoning is called Persuasion.

- a. True
- b. False

81. To identify a problem, one should \_\_\_\_\_.

- a. **Compare one set of standards or goals to a second set of standard or goals**
- b. Compare the current state of affairs with some standard or desired future expectations.
- c. Use intuition to see that things do not look right
- d. Look for unhappy customers

82. For connecting emotionally, you need to reach the \_\_\_\_\_

- a. Brain
- b. **Heart**
- c. Stomach
- d. Lungs

83. [MSQ] To develop your creativity you should \_\_\_\_\_. Select all that apply

- a. Allow to have pressure to produce immediate results
- b. **Be willing to take risks**
- c. **Reward your curiosity**
- d. **Commit yourself to developing your creativity**
- e. Stick to your comfort zone and don't take new risks
- f. Stick to the boundaries and go with the flow

84. [SBQ] Aman's team gathers for the monthly progress and problem report about reaching individual and departmental objectives. Choose the option that best describes the meeting.

- a. Only a few team members are concerned about the impact of their presentation, they attempt to blame each other within the team

- b. There is an open and realistic sharing of both progress and problems.**
  - c. One clique exists within this team, and their presentations sound about the same political stuff.
  - d. It is obvious that most members play the political game
85. Ryan delegated some of his tasks to his colleagues. He carefully explained the tasks to be performed and the performance standards by which the tasks would be judged. How should Ryan follow up with his colleagues? Select all that apply.
- a. He should set up a due date for the tasks and email reminders along the way.
  - b. He should appoint another senior employee to monitor the employee's progress.
  - c. He should set a due date and allow the employee "space" to complete the tasks without any interference**
  - d. He should make himself available to answer further questions and provide additional inputs if necessary**
  - e. He should monitor the employee's progress daily, correcting any performance issues immediately.
86. [SBQ] We have several theories of perception that are related to the head and the heart. Select the most appropriate assumption
- a. People's behaviour and action are extrinsically linked to their mother and father's parenting style, and the behaviour and actions of siblings.
  - b. People need a way to judge which stories are believable and which are not
  - c. How people process information about the world can play an important part in what kind of message they find most persuasive**
  - d. People need to understand messages regardless of who seeks to persuade them
87. [SBQ] Tinoy and you are part of a project and you have been given certain responsibilities to fulfill being a responsible team mate completed his task on time. He always understands his role as a responsible team member and hence he flagged off his laptop issue (some technical defect) much in advance so that when the project starts his work can move seamlessly. You are also a highly responsible person and quite skilled. Your work is to liaise with one of the team members from the COE team. However, due to Poor health condition of the associate from the COE team, your work got stuck. This impacted the overall project delivery. You are empathetic towards the associate from the COE team as he stays all alone in Mumbai and hence you decided to be supportive of him. Choose the correct option from below that fits into the above situation.
- a. This situation tells us that you are a responsible person
  - b. We need to make choices many times. You chose to prioritize health, relationship over work and there is no harm in it.
  - c. You should talk to any other team member who is close to you and seek their help
  - d. You might be a responsible individual; however, you did not display accountability. You should have looked for an alternate option when you got to know about the health issue of the team member from the COE team. Your timely action could have helped the project to get completed in time.**
88. [SBQ] You are frustrated because your colleagues in North America keeps messaging you at 5:00 AM (your time). They send you seemingly urgent requests when you're sleeping or just waking up, and you are sick of being bombarded with multiple requests even before you start your day. You get the vibe that they do not like you much and you do not know how to approach them. Which of the following statement fits to the above situation?
- a. Rather than assuming one should have an open conversation with the team.**
  - b. Does not know how to prioritize tasks.
  - c. Work comes first; hence time is irrelevant.
  - d. This Conflicting situation is because you have not understood the American culture.
89. When an acquaintance of yours asks you, "How is business"? You respond saying "stakes are up by 14% what about yours at this time?" What type of communication has taken place between both of you?
- a. None of the options are correct
  - b. Feeling
  - c. Opinion
  - d. Fact**
90. [SBQ+MSQ] A few days after the sprint planning, the Product Owner finds that it makes sense to develop another new functionality. Which two of the following statements are correct?
- a. The Developers will add the new item to the Sprint Backlog
  - b. The Product Owner can add the new item in the product backlog in the next sprint planning. Then the**

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**Product Owner can bring that up for the developer's selection.**

- c. If the Developers agree, the Product Owner can swap an existing functionality in the current sprint, for the new functionality.
  - d. The Developers should obtain the Scrum Master's approval to add this to the Sprint Backlog
91. Which technique of negotiation makes use of a 'divide and conquer' process of threats and alliances to overcome opposition? Select the most appropriate.
- a. Quivering Pen Technique
  - b. Vice Technique
  - c. Nibble Technique
  - d. Salami Technique**
92. How to apply analytical thinking while problem solving? Select all that apply
- a. Adopt a creative approach.
  - b. Process and synthesis.**
  - c. Be in this stage of gestation.
  - d. Think in layers.**
  - e. Take a step back.**
  - f. Always stick to the traditional approach.
  - g. Go with the flow of the problems.
93. [SBQ+MSQ] Understanding personality types helps to establish rapport and influence with others in a business setting. Which of the following are the characteristics of the personality type called regulators? Select all that apply
- a. Regulators may not seek formalized approvals of their achievements from those in post.**
  - b. Application of the regulator is logical and well-structured and the style lacks emotions.**
  - c. The first thing on the regulator's mind is how their ideas may affect their staff.
  - d. The regulator is extremely patient and does not expect immediate action.
  - e. The pure regulator is assertive and reserved in outlook.
94. [MSQ] Choose the reason that classify the problem as complex problem
- a. It is binary
  - b. It has high level difficulty**
  - c. It has a very simple way of solving
  - d. It has many components**
  - e. It involves too many unknowns**
95. Teams are effective for complex tasks because they produce a great number of ideas and Commitment to the decisions.
- a. True**
  - b. False
96. Product is the center of \_\_\_\_\_.
- a. Project procedure model
  - b. Traditional and agile model**
  - c. Traditional risk management model
  - d. Design thinking model
97. [SBQ] One day a poet was requested to interpret an especially peculiar and obscure passage within one of his own poems. His response was "at the time that I was writing that particular verse, only God and myself knew its meaning. Now it is only God who knows. What does the poet mean by his answer?
- a. The poet has forgotten the meaning of his own words.**
  - b. Poets do not often know where their creative inspiration comes from.
  - c. Most people cannot understand poetry.
  - d. God is much wiser than people are.
98. The rule of reciprocity is a social norm in which a person feels obligated to return the Favor, if someone does something for them.
- a. True**
  - b. False
99. Which among the following does not belongs to techniques of negotiation \_\_\_\_\_.
- a. Quivering Pen Technique
  - b. Little Pie Technique**

- c. Nibble Technique
  - d. Vice Technique
100. Which among the following are not the steps in the negotiation process.
- a. Clarification / Justification
  - b. Brainstorming / Ideation
  - c. **Evaluation / Feedback**
  - d. Planning / Getting Ready
  - e. Behaviour / Result
101. \_\_\_\_\_ is the first step in problem-solving
- a. Diagnosing the problem
  - b. Identifying possible solutions
  - c. Observing, evaluating and adjusting
  - d. **Determining the root causes of the problems**
102. Which of the following will you do while planning? If you are working towards your personal growth. Select all that apply.
- a. **Give 80% of your time to important and urgent tasks.**
  - b. Learn to say no to less important tasks.
  - c. **Discuss with the mentor about your personal growth.**
  - d. Fill your calendar with the most important tasks.
  - e. Make time to do something new.
103. You are frustrated because your colleagues in North America keeps messaging you at 5:00 AM (your time). They send you seemingly urgent requests when you're sleeping or just waking up, and you are sick of being bombarded with multiple requests even before you start your day. You get the vibe that they do not like you much and you do not know how to approach them. Which of the following statement fits to the above situation?
- a. **Rather than assuming one should have an open conversation with the team.**
  - b. Does not know how to prioritize tasks.
  - c. Work comes first; hence time is irrelevant.
  - d. This Conflicting situation is because you have not understood the American culture.
104. Identify the options that do not qualify as the feature of DevOps. Select all that apply.
- a. **It requires maximum downtime and minimal service backups.**
  - b. Deployment needs less programming knowledge when compared to the development of others.
  - c. Teams need to communicate in order to proceed to the next step.
  - d. **There are separate teams for operations and developments.**
  - e. DevOps is a tool which is solely automation
105. Name the title of the speech of Dr. Martin Luther King is\_\_\_\_\_.
- a. **I have a dream**
  - b. The story of my family
  - c. The story of my friend life
  - d. The story of my life
106. . Charities that send you half a dozen greeting cards along with a request for a donation or using the compliance technique of.
- a. **Reciprocation**
  - b. Authority
  - c. Scarcity
  - d. Liking
107. From the given options, select the stages of successful ideation. Select all that apply
- a. **Implementation**
  - b. Persuasion
  - c. Modification
  - d. **Generation**
  - e. Visualization
  - f. Collaboration
  - g. **Selection**

108. Creativity is likely to occur when three components come together which involve expertise, creative thinking skills, and.
- Proper lightning in the work environment
  - Extrinsically Motivating conditions in the work environment.
  - Right type of motivation**
  - Stable economic conditions.
109. Some of the followings are ways that can be used to improve your creativity, except a few. Identify the exceptions, select all that apply.
- Discipline yourself to think laterally.
  - Embrace mistakes.**
  - Conduct brainstorming sessions**
  - Concentrate intensely on the task at hand
  - Stick to the traditional mental set.
110. Why is communication an important skill in problem solving? Select all that apply.
- Communication generally hampers the troubleshooting process.
  - Communication enables us to articulate our solution.**
  - It's not important - Managers can do everything through email or texting
  - We need to make others listen to us when we tell them what to do.
  - Communication is not that essential while gathering information about the problem.
  - Communication is essential in order to gather information about the problem.**
111. When resolving an incident, what kind of decision-making skills, operations team (application and infrastructure) adopts in addition to business impact:
- Risk assessment
  - Fact based quality
  - Time bound decision**
  - Monetary impact
112. \_\_\_\_\_ & \_\_\_\_\_ is not a step in the negotiation process
- Clarification / Justification
  - Brainstorming / Ideation
  - Evaluation / Feedback**
  - Planning / Getting Ready
  - Behaviour / Result
113. Agile software development is based on one or more of the following options. Select all that apply.
- Release based development
  - Decremental development
  - Incremental development**
  - Iterative development**
  - Linear development
114. Ryan delegated some of his tasks to his colleagues. He carefully explained the tasks to be performed and the performance standards by which the tasks would be judged. How should Ryan follow up with his colleagues? Select all that apply.
- He should set up a due date for the tasks and email reminders along the way.
  - He should appoint another senior employee to monitor the employees progress.
  - He should set a due date and allow the employee “space” to complete the tasks without any interference**
  - He should make himself available to answer further questions and provide additional inputs if necessary**
  - He should monitor the employees progress daily, correcting any performance issues immediately.
115. Identify the barriers to problem solving
- Assumptions**
  - Guided approach
  - Differentiating fact from opinion
  - Data driven approach
  - Prejudice**

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116. The technique of negotiation in which we keep asking for small items, one at a time, until we are getting agreement that we have gotten a lot is\_\_\_\_\_.

- a. Quivering Pen Technique
- b. Vice Technique
- c. **Nibble Technique**
- d. Salami Technique

117. Don't send advance questions is one of the tips to conduct great interviews. Which of the following statements stand as reasons for it? Select all that apply.

- a. **Responses would sound very scripted and may seem written by a committee.**
- b. Interview can be as good as a face-to-face, candid interaction and the discussion may sound informal.
- c. **Asking questions in advance eliminates the scope for follow-up questions.**
- d. Interviewee might lose interest in the discussion as the questions are already disclosed
- e. Asking questions in advance can make the interviewee feel quite nervous about the interview.

118. what characteristics should an organization adopt to become a DevOPS organization.

- a. **Focus on automation**
- b. **Focus on Product thinking**
- c. **Focus on Fail fast**

119. Identify the methods to determine root causes of a problem. Select all that apply?

- a. Euler Method
- b. Regression testing
- c. Picard's Method
- d. **Five Whys**
- e. **Fishbone diagram**

120. An audience captivating story should have details that will allow them to actually see, hear, feel, and smell the different stimuli in your story world. It should also create picture of the events in the story which shall remain in audience's \_\_\_\_\_ a mind forever.

- a. Sensory/Interesting
- b. Interesting/Clear
- c. Sensory/Mental
- d. **Sensory/Clear**
- e. Interesting/Mental

121. You over-hear your boss giving the client the contact details of a person for some information. You know that this person is no longer responsible for that information. The client is still in the office, what, if anything, should you do?

- a. **Give the client the correct name, and explain that your boss was not aware of this change**
- b. Avoid the situation.
- c. Quickly take your boss aside and provide the correct name.
- d. Wait until the client leaves, and then give your boss the correct information

122. Unresolved conflict often results in loss of\_\_\_\_\_, the stifling of creativity and the creation of barriers to and collaboration.

- a. **Productivity/Co-operation**
- b. Productivity/Communication
- c. Maturity/Communication
- d. Maturity/Understanding
- e. Maturity/ Co-operation

sustainable business model. Unresolved conflict often results in loss of productivity, the stifling of creativity, and the creation of barriers to cooperation and collaboration.

123. There is always something that stops people from finding a successful solution to a problem. From among the given choices, identify the barriers to problem solving. Select all that apply.

- i. Natural calamity
- ii. **Irrelevant information**
- iii. Lack of commitment
- iv. **Functional fixedness**

- v. **Mental set**
- vi. Lack of resource



124. In Delegating, the first step is called "Directions. What action does a manager perform in this step?

- i. Lists out the negative consequences to the employee if he/she fails.
- ii. **Provides a clear picture of what 'done looks like.'**
- iii. States clearly the level of authority the employee has in making a decision
- iv. Shares with the employee a step-by-step list of actions that he/she

125. What are the different ways in which a problem can be defined? Select all that apply.

- i. **Differentiate fact from opinion.**
- ii. Determine who was responsible for the problem.
- iii. **Specify underlying causes.**
- iv. **State the problem specifically.**
- v. Do not consult anyone for information.
- vi. Analyze how the problem can be sub-divided for arriving

126. It is a method that is credited to the founder of Toyota Industries, Sakichi Toyoda. Its first appearance was in the field of engineering. Identify the method from the given options.

- a. Execution
- b. Project-based Learning
- c. **Root Cause Analysis**
- d. Implementation

127. The \_\_\_\_\_ seeks to identify the big picture and all of its components.

- a. Domain-specific Strategy
- b. Scientific Strategy
- c. **Top-Down Strategy**
- d. Bottom-Up Strategy

128. We use \_\_\_\_\_ to gain people's compliance to influence and this strategy is called "social proof", which is an \_\_\_\_\_ to show how many people have already complied with our request.

- a. Collaboration/Example
- b. **Endorsement / Example**
- c. Emotional distance / Social validation
- d. Emotional distance/Technique
- e. **Social validation / Technique (Doubt answer)**

129. Which of the following is likely to be perceived as NOT being a team player's quality?

- a. **Give opinions that pleases team members even if it is untrue.**
- b. Establish trust.
- c. Avoid backstabbing.
- d. Share the glory

130.. Using "I" language when resolving conflicts gives you an opportunity to \_\_\_\_\_.

- a. **Take ownership of your feelings and thoughts.**
- b. Take charge of the situation by making the other person defensive
- c. Make a statement that you are right and the other person is wrong
- d. Promote your point of view.

131. Principles of the Negotiation mindset are:

- a. Curiosity and creativity.
- b. To find a way to disagreement.
- c. **To focus on collaboration.**
- d. **Flexible enough to adapt to change**
- e. **To find a way to agreement.**

132. You are working in an agile project/environment with tight deadlines. You are given a task and are expected to complete it within a stipulated time. After some time, another task gets assigned to you, which also has the same priority. How will you

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manage completing both the tasks with the same timelines?

- a. Apply for sick leave.
- b. Resign the current job and apply for new job.
- c. Ask for a release.
- d. Suggest that the second task be assigned to your colleague
- e. **Use Project Management template to find a way to complete both tasks effectively.**
- f. Refuse to accept the second task

133. Which of these are best examples of accountability at work? Select all that apply.

- a. CEO who is accountable to employees' rules.
- b. **Employees being consistent in doing the right thing in all aspects pertaining to their job.**
- c. A middle manager who is accountable to a competitor.
- d. **Employees completing any tasks that have been designated to them.**
- e. A board of directors that is accountable to line workers.

134. Your team is faced to decide on a very controversial and emotionally charged issue. Your supervisor has asked everyone in the team to express the views. What should be your first thought in this situation?

- a. **It is good to express my true feelings without any fear of reprisal**
- b. In majority of cases, it is best not to let my true feelings
- c. How open am I depends on the issue and the people around me at that point of time,
- d. I try to be vulnerable in sensitive situations like these, so I step back

135. To identify a problem, one should .

- a. Look for unhappy customers.
- b. **Compare one set of standards or goals to a second set of standards or goals.**
- c. Use intuition to see that things do not look right
- d. **Compare the current state of affairs with some standard or desired future state.**

136. Client was not very happy with the outcome as it did not meet the requirement as given to the developers. Developers state that something went wrong during the production phase. What happened in this situation? Select all that apply.

- a. Client lacked clear vision
- b. **Both developer and production team lacked collaboration**
- c. Developers team was passing the buck to cover up their mistake.
- d. **Team lacks groupthink**
- e. **Team lacks DevOPS mindset.**

137. Agile promotes one of the following options. Choose the correct option.

- a. **EDUF-Enough Design Up Front**
- b. ONDOF-No Design Up Front
- c. ODDUF-Detailed Design Up Front
- d. OBDUF-Big Design Up Front

138.. Given below are characteristics of an effective work group, except one. Identify the option that is NOT considered as a characteristics of an effective work group.

- a. A sense of commitment by team members to their own goals and objectives.
- b. **The resolution of conflict by members themselves.**
- c. The open expression of feelings and disagreements.
- d. A belief in shared aims and objectives.

139.. Thomas-Kilmann model is a barometer of .

- a. Influencing style
- b. Negotiation style
- c. Decision Making style
- d. **Conflict Resolution style**

140. What are some of the steps you can take to identify stakeholders? Select all that apply.

- a. **Communicate and observe**
- b. Observe and analyze.
- c. Analyze and communicate.
- d. Take time to review who will own benefits and be affected by dis benefits
- e. **Prioritize and communicate.**

141. Conflicts lead to creating problems within a team. Which of the following are characteristics of conflict?

- a. **Perceive incompatible goals.**
- b. Share belief thoughts.
- c. Express feelings.

- d. Share independent thoughts.
- e. Perceive interference for outside parties.

142. Cognitive blocks are our ways of \_\_\_\_\_ and \_\_\_\_\_. These contribute to how we approach and carry out problem solving, leading to barriers.

- a. Feeling/Sensitizing
- b. Explaining/Sensitizing
- c. **Analyzing/Thinking**
- d. Thinking/Feeling
- e. Analyzing/Sensitizing

143.. You are a Project Leader. You see one of your team lead talks in abusive way to some of the junior team members which are against organization culture. You feel this behavior is not at all acceptable and its high time to apprise this team member about the same and ensure that he talks to everyone in team in polite manner. How will you achieve this keeping in mind that the team member is very good technically and hence he feels he has an upper hand over others in the team?

- a. **You will tell the team lead about the wrong behavior and ask him to stop talking to juniors in abusive way whenever you catch him doing so.**
- b. For the time being you will ignore the behavior of the team lead as he is a critical resource.
- c. **You will start a culture of upward feedback and ask the team for anonymous feedback, both yourself and other leads. Mass feedback should serve as a proof to influence the team lead.**
- d. You will ask the team lead to conduct a session on Organizational values and behavioral conduct for the team.

144. The hiddenness and personal nature of trust can be a problem for relationships, teams or organizations.

- a. FALSE
- b. TRUE

145. How does lengthening our perspectives as part of problem solving help us? Select all that apply.

- 1. **Creating long term impact on the decisions made.**
- 2. Creating short term impact on the decisions made
- 3. **Increasing productivity over time.**
- 4. **Identifying our fixed beliefs.**
- 5. Focusing on immediate consequences.

146. In order to achieve results, what should we make the audience agree to? Select all that apply

- a. **There may still be points of contention, but in principle they agree that we are on the right track**
- b. Make them agree to at least two to three points in order of priority to move on
- c. Let them get clarified about the business requirement document.
- d. Let them agree to all the points before moving ahead
- e. **Start all over again until there is agreement on each and every point**

147. Ryan delegated some of his tasks to his colleagues. He carefully explained the tasks to be performed and the performance standards by which the work would be judged. How should Ryan follow up with his colleagues? Select all that apply.

- a. He should set up a due date for the tasks and email reminders along the way
- b. **He should monitor the employee's progress daily correcting any performance errors immediately**
- c. **He should make himself available to answer further questions and provide additional training if necessary**
- d. He should appoint another senior employee to monitor the employee's progress every day
- e. He should set a due date and allow the employee "space" to complete the task without his interference.

148.."That project looks challenging, and I will lead it" is an example of \_\_\_\_\_ and "Failure is the limit of my abilities" is an example of \_\_\_\_\_.

- a. DevOPS mindset/Agile mindset
- b. Agile mindset/DevOPS mindset
- c. Agile mindset/Growth mindset
- d. Fixed mindset/Growth mindset
- e. **Growth mindset/fixed mindset**

149. Given below are a few statements. Identify the ones that are suggestions for building good co-worker relationships.

Select all that apply.

- a. **Be a team player.**
- b. Focus on one's own goals and create personal agendas.
- c. Be a good mentor and mentee.
- d. **Maintain honest and open relationships.**
- e. Openly share problems and progress and avoid smoothing as a collaborative tactic

**f. Make other people feel important**

150. Choose the options that indicate that agile is working for your organization and that your efforts are succeeding.

Select all that apply.

- a. More allocation of resources on low value products
- b. A decrease in participation of stakeholders in agile meetings. For example, during the sprint demo.
- c. **An increase in product quality & value delivery**
- d. **Increased cycle time for hypothesis validation**
- e. **An increase in team velocity.**

151. Vicky overheard two members of the senior management discussing how the director had decided to enter into a new market, saying they would test out this field by first completing a small number of projects with an internal team. Vicky thought with excitement that this could be his big break. If he could get on the initial project team and the organization decided to invest in this new niche, in all possibility he could gain a promotion. Vicky spent the next few days slipping into conversations snippets of information relating to this market. Even in team meetings, Vicky would bring up this topic, highlighting his knowledge. A couple of weeks later, one of the senior management team came to meet Vicky's line manager to discuss putting together a team for a new specialist project. When the subject came up, the manager asked his team members if anyone had any expertise around it. Several people gave Vicky's name, and Vicky was immediately recruited for the project team. To which principle does the above passage refer?

- a. Persuasion
- b. Consistency Reciprocity
- c. **Social Proof**
- d. Authority
- e. Liking

152. Breaking down a problem into its constituent parts during team discussion is one of the following steps in Standard Agenda? Identify the correct step.

- a. **Analyzing the problem**
- b. Evaluating the solution
- c. Identification of the problem
- d. Criteria development

153. \_\_\_\_\_ is a point made with reason and data as the basis

- a. Logos
- b. Ethos
- c. Rhetoric
- d. Pathos

154. My family doctor said that he would be performing a blood test on me when I visit him today. I know it will be painful.

On which of the following assumptions does the above argument depend?

- a. The needle will leave a bruise
- b. The doctor will have a hard time finding the patient's vein
- c. In the past, this patient has experienced pain with the family doctor.
- d. **The use of a needle always causes pain in the patient.**

155. You meet with an acquaintance of yours and he/she asks you "How is business?", and you say, "Okay". What type of communication has taken place between both of you?

- a. Fact
- b. None of the options are correct.
- c. Cliché
- d. Feeling

156. Which of the following statement about conflict is true?

- a. **Conflict does not always occur because of misunderstandings.**
- b. Conflict can always be avoided.
- c. Conflict is always bad.
- d. Disagreements always signal that the relationship is on the rocks

157.. Which of the following is a way to increase team participation?

- a. Plan the meetings and share meeting agendas with people beforehand.
- b. **Encourage everyone to talk whenever they have something to say, even if another person is talking.**
- c. Point out dominating behavior in the meeting
- d. Ask the leader of the group to run the meeting and talk the most

158. View \_\_\_\_\_ as \_\_\_\_\_ that offer the opportunity to innovate.

- a. **Problems/Challenges**
- b. Challenges/Solutions

- c. Challenges/Customers
- d. Challenges/Problems
- e. Customers issues/problems

**159. Which are some of the aspects that are powered by team equity, one of the principles of problem-solving? Select all that apply.**

- a. Profits
- b. Equality
- c. Honor
- d. Motivation
- e. Actions
- f. Power
- g. Authority

**160. To develop your creativity, you should \_\_\_\_\_.**

- a. Allow to have pressure to produce immediate results.
- b. Be willing to take risks.
- c. Stick to the boundaries and go with the flow.
- d. Commit yourself to developing your creativity.
- e. Stick to your comfort zone and don't take new risks.
- f. Reward your curiosity.

**161. Which answer best describes creative thinking?**

- a. Using analysis to solve a problem.
- b. None of the options are correct.
- c. Using objective thoughts.
- d. Looking for new ways to solve the problem

**162. You are attempting to persuade the project manager to implement a costly revision to your back-office function. You know that the company is very concerned about costs, so you have formulated two alternate plans one which is less expensive and other one which is less comprehensive. When the time comes for your presentation, which of the following strategies should you use to obtain the optimal results (the greatest degree of change that the manager will support)?**

- a. Describe the mid-range revision first, and then ask the project manager if he/she would like to hear the alternate plans.
- b. **Describe the most expensive revision first, then the mid-range, and then the least expensive plan.**
- c. Describe the least expensive revision first
- d. Ask the project manager which plan (least expensive/mid-range /most expensive) if she / he is most interested and then describe that plan only.

**163. Which of the following statement is true in regard to 5Ws?**

- a. 5Ws are Who, why, When, Where and What not
- b. It is primarily to identify "Who" has created the problem.
- c. **It helps in identifying the source of the problem.**
- d. It is used in the brainstorming session while creatively working on the solution.

**164. The personalities of creative people tend to have all of the following characteristics except one of the following. Identify the exception.**

- a. **Have a low tolerance for ambiguity and must have clear directions on all tasks.**
- b. None of the options are correct.
- c. Frequently considered to be non-conformists and do not need strong approval from the group.
- d. Can work along in isolation necessary for developing ideas.

**165. Richie had a one-to-one discussion where he confided in the supervisor about a personal matter. He confessed that he is unable to handle his personal problems effectively. Once Richie left the office, the supervisor disclosed the confidential information with another colleague, and his conversation was overheard by a few employees in the office cubicle. Will the relationship between Richie and his supervisor be hampered because of this incident?**

- a. Richie is not to be faulted as his supervisor was unworthy of his trust
- b. Relation will be hampered, and Richie needs to be blamed for his gullibility,
- c. **Not only would the relation with the supervisor be hampered, but also Richie will mistrust because of this experience.**
- d. Richie will never mistrust everyone because of this experience
- e. Richie learns a lesson from this episode and maintains a distance with supervisor.
- f. Richie has to put a hold for her work and has to go for a long leave and try to put an end to her personal problems.

**166.. \_\_\_\_\_ can cause people in a group to fail to express their true opinions.**

- a. Years of experience

- b. Ambiguous responsibility
- c. Group imbalance
- d. **Pressure to conform**

167.Tinoy and you are part of a project and you have been given certain responsibilities to fulfil Tinoy being a responsible team mate completed his task on time. He always understands his role as a responsible team member and hence he flagged off his laptop issue (some technical defect) much in advance so that when the project starts, his work can move seamlessly. You are also a highly responsible person and quite skilled. Your work is to liaise with one of the team members from the COE team. However due to poor health condition of the associate from the COE team, your work got stuck. This impacted the overall project delivery. You are empathetic towards the associate from the COE team as he stays all alone in Mumbai and hence you decided to be supportive of him. Choose the correct option from below that fits in to the above situation

- a. **You might be a responsible individual; however, you did not display accountability. You should have looked for aliterate option when you got to know about the health issue of the team member from the COE team. Your timely action could have helped the project to get completed ontime.**
- b. We all need to make choices many a time. You chose to prioritize health, relationship overwork and there is no harm in it.
- c. You should talk to any other team member who is close to you and seek their help
- d. Above situation tells us that you are a responsible person