

Biz2 Poll question and ans pdf

elon musk:

< < Nov 22 Question:

The six-step strategy for problem-solving helps increase our expertise in solving problems Hence it is important to distinguish between having some level of expertise and being an expert.

Which of the given statements are NOT true when it comes to words EXPERT and EXPERTISE? Select all that apply

1. A person who is really good at something relative to his/her peers is considered to be an expert.
2. A person's level of expertise can increase through learning and practice
3. The word expertise means any particular level of ability.
4. It takes a few weeks of study, practice, and hard work for a person to achieve full potential in any particular area of expertise
5. When a person has a high level of expertise in some particular area, we call this person an expert.

< < Nov 2022 Bizz Skill 2 Question:

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.

1. Execution
2. Project-based Learning
3. Root Cause Analysis
4. Implementation

< < Nov 2022 Bizz Skill 2 Question:

To make the stakeholder communication effective, Mark has analyzed his stakeholder's basis the different interests, objectives and agendas. He figured out that Teresa falls in high-power highly interested category, while Paul comes under low-power highly

interested category, and William belongs to high-power less interested category. Choose the correct option that helps Mark identify the right communication plan for Teresa, Paul and William, respectively.

1. Keep Teresa informed, keep Paul satisfied, and manage William closely.
2. Manage Teresa closely, keep Paul informed, and keep William satisfied.
3. Keep Teresa satisfied, manage Paul closely, and keep William informed.
4. Monitor Teresa closely, keep Paul satisfied, and keep William informed.

Nov 2022 Bizz Skill 2 Question:

Problem-solving is often identified as its own separate skill. But, there are other related skills that contribute to this ability. From the given options, identify the other skills.

1. Active listening skill
2. Passive listening skill
3. Team building skill
4. Networking skill
5. Creativity skill

Nov 2022 Bizz Skill 2 Question:

While dealing with problem solving, it is important to know when to intervene in a conflict. Which of the following could be the reasons? Select all that apply.

1. what seems important at the moment may seem unimportant later
2. In order not to make everyone involved feel happy
3. It is to resolve the conflict arbitrarily to maintain the impression of the team.
4. Avoiding a serious disagreement only postpones the time when action will be required.

5. In order not to make everyone involved feel contented and satisfied.

Nov 2022 Bizz Skill 2 Question:

A trigger is when a ____ and an _____ combine together that results in an unwanted experience.

1. thought
2. feeling
3. emotion
4. behaviour
5. action

Nov 2022 Bizz Skill 2 Question:

Q. Alex is preparing to launch a new product in the market and taking input from his team. Which of following ideas will help alex in launching the product successfully? (More than one correct answer)

- 1) Use the word of mouth approach to promote the product
- 2) Adopt a delivery style that focuses on detailing the product feature
- 3) Highlights how unfriendly the product is
4. Weave a story around the product that will connect with audience

Nov 2022 Bizz Skill 2 Question:

Lack of awareness is on the left side of the vertical line. For example, if you're frustrated but unaware, it is called _____ quadrant.

1. Discipline
2. Acting out
3. Losing control
4. Danger zone

Nov 2022 Bizz Skill 2 Question:

There was a small discussion in a team regarding a few approaches and techniques. Vaibhav buys a lot of apparels basis the reviews and haul videos. Rhea has often been observed as someone who helps those who offers her timely support and help. Sujoy is careful in putting forth his ideas confidently without hurting the feelings of others. Choose the option that denotes the correct approach followed by Vaibhav, Rhea and Sujoy, respectively.

1. Vaibhav adopts reciprocity. Rhea follows social proofing. Sujoy shows assertiveness.
2. Vaibhav shows assertiveness. Rhea shows assertiveness. Sujoy follows social proofing.
3. Vaibhav follows social proofing. Rhea adopts reciprocity. Sujoy shows assertiveness.
4. Vaibhav explains scarcity. Rhea shows assertiveness. Sujoy adopts reciprocity.

Nov 2022 Bizz Skill 2 Question:

What is the purpose of commitments?

choose the best option

1. Coordinating action
2. Uncovering bias
3. Resolving conflicts
4. Discovering similarities

Abhi Rajput:

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?

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 to outline his objections to your proposal

D Begin with a request for a commitment and then try to close the sale.

What does Agile focus on?

A Project Realization

B Benefits Delivery

C Value Delivery

D Style of Working

Identify the behavioural reaction to anxiety.

A Avoiding situation where there are chances of experiencing anxiety

B Escaping situations when feelings of anxiety begin

C Both the options are correct.

D None of the options are correct.

elon musk:

Nov 2022 Bizz Skill 2 Question :

Q. ___ illustrates how people typically behave when faced with an uncomfortable situation.

Choose the best option

1. Kirk Patrick Conflict Model
2. Daniel Golemann Conflict Model
3. John-Tuckman Conflict Model
4. Thomas Killman Conflict Model

Nov 2022 Bizz Skill 2 Question :

People with a _____ influencing style tend to search for a middle ground as a way to motivate others.

1. Bridging
2. Rationalizing
3. Asserting
4. Inspiring
5. Negotiating

Nov 2022 Bizz Skill 2 Question :

You wish to prove your credibility by growing your expertise. Which of the following options is NOT a suggested method of expanding your expertise?

1. Research and read relevant articles.
2. Attend trainings.
3. Start a blog on a new hobby.
4. Seek knowledge from more experienced co-workers

Nov 2022 Bizz Skill 2 Question:

Trustworthiness is evaluated on two primary criteria. They are _____ and _____.

1. Loyalty
2. Competency
3. Integrity
4. Warmth

5. Skills

Nov 2022 Bizz Skill 2 Question:

In order to solve the problem, how many steps are involved in Problem Solving.

1. Three
2. Four
3. Five
4. Six

Nov 2022 Bizz Skill 2 Question:

What is unconscious incompetence?

1. Unaware of missing knowledge
2. Aware of missing knowledge
3. Aware of performing the job well
4. Performing the job without conscious effort

Nov 2022 Bizz Skill 2 Question:

From the very first step of the six step problem-solving model, the group gets a clear grasp of what the problem is, they investigate the wider symptoms to discover the implications of the problem, who it affects, and how urgent/important it is to resolve the symptoms. At this stage groups will use few techniques. From the below given options, identify those techniques. Select all that apply

1. Brainstorming
2. Storyboarding
3. Interviewing
4. Mind mapping
5. Questionnaires
6. Story weaving

Nov 2022 Bizz Skill 2 Question:

_____ occurs when one favours information that confirms the existing beliefs.

1. Cognitive Bias
2. Motivational Bias
3. **Confirmation Bias**
4. Recency Bias
5. Framing Bias

< < Nov 2022 Bizz Skill 2 Question:

_____ In a style, managers dictate to employees what they must do and expect them to accomplish their tasks, leaving little room for autonomy

1. Supporting Leadership Style
2. Conceptualising Leadership Style
3. Delegating Leadership Style
4. Coaching Leadership Style
5. Overreacting Leadership Style
6. **Directing Leadership Style**

< < Nov 2022 Bizz Skill 2 Question:

Which among the following are the most important qualities to persuade others? Select all that apply.

1. **Gain attention.**
2. Force them to do it.
3. Have a take it or leave it approach.
4. **Create a compelling desire.**
5. **Reward them when accomplished with assigned tasks**

Saraswathi Angalakoorthi:

_ and _ are among the six major causal elements that could contribute to an effect before failure analysis is conducted?

1. **time**

2. management
3. effort
4. environment
5. space
6. mindset

elon musk:

Nov 2022 Bizz Skill 2 Question:

What are the different ways in which problem can be defined select all that apply:

- 1) Differentiate fact from the opinion
- 2) determine who was responsible for the problem
- 3) specify underlying causes
- 4) state the problem specifically
- 5) do not consult anyone for information
- 6) analyze how the problem can be sub divided arriving

Nov 2022 Bizz Skill 2 Question:

What characteristics should an organization adopt to become a Devops organization? Select all that apply.?

1. Focus on problem avoidance.
2. Focus on product thinking.
3. Focus on individual work over teamwork.
4. Focus on fail fast strategy.
5. Focus on delayed learning strategy
6. Focus on automation.

Nov 2022 Bizz Skill 2 Question:

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.

1. Collaboration/Example
2. Endorsement / Example

- 3. Emotional distance / Social validation
- 4. Emotional distance/Technique
- 5. Social validation / Technique

Nov 2022 Bizz Skill 2 Question:

_____ is a problem solving strategy that allows people to simplify complex problems and reduce the total number of possible solutions to a manageable set .

- 1. Algorithms
- 2. Trial and error
- 3. **Heuristics**
- 4. Insight

Nov 2022 Bizz Skill 2 Question:

when someone lacks warmth competency . people will feel ____

- 1. Pity
- 2. Trust
- 3. **Disdain**
- 4. Envy or Respect

Nov 2022 Bizz Skill 2 Question:

Problem-solving is often identified as its own separate skill. But, there are other related skills that contribute to this ability. From the given options, identify the other skills.

- 1. Active **listening** skill
- 2. Passive listening skill
- 3. Team **building** skill
- 4. Networking skill
- 5. **Creativity** skill

Nov 2022 Bizz Skill 2 Question:

Identify agile values and principles.

1. iteration
2. collaboration
3. change
4. all

Nov 2022 Bizz Skill 2 Question:

personal mastery is one of the learning disciplines first promulgated by?

1. Steve Jobs
2. Peter Senge
3. Henry David

Nov 2022 Bizz Skill 2 Question:

Result oriented is a term used to describe an individual or organization that focuses on _____ rather than _____ used to produce a product or deliver a service.

1. income
2. outcome
3. purpose
4. process
5. ROI
6. IRR

Nov 2022 Bizz Skill 2 Question:

You are leading a mix team of tenured and new joiners of 15 associates Amit, who is fairly new in the team is taking some time to pick up the work. You have seen a lot of effort from Amit's end and you understand that everybody has their own learning curve. Which Leadership style you would like to apply to groom Amit?

1. As Amit is a hard working person, you know there is no attitude issue Hence you would like to give him some space and timely feedback and wait for him to pick up pace
2. You would like to closely work with Amit and provide him guidance and direction to come up the learning curve.
3. You would like to give autonomy at work to Amit so that he is mote on his own in the learning journey. This way he will build up his confidence.
4. You would like to closely work with Amit with timey feedback as he needs direction and guidance to come in the learning curve. You will also ensure that he gets required space so that he build on his confidence.

Nov 2022 Bizz Skill 2 Question:

In _____ there is no expectation of a returned favor, instead, people simply do something for another person based on the assumption that the other person would do the same thing for them.

1. Centralized reciprocity
2. Generalized reciprocity
3. Imbalanced reciprocity
4. Balanced reciprocity
5. Positive reciprocity
6. Negative reciprocity

Nov 2022 Bizz Skill 2 Question:

_____ learning provides continuous learning over extended periods of time reinforces previous Learning.

1. Spaced
2. learning.
3. Visual
4. Auditory
5. Reading

Nov 2022 Bizz Skill 2 Question:

Good problem solving skills empower you not only in your _____ life but are critical in your _____ life.

1. social
2. **Prisonal=> personal**
3. purposeful
4. **professional**
5. universal

Nov 2022 Bizz Skill 2 Question:

The ____ seeks to identify the big picture and all of its components.

1. Domain-specific Strategy
2. Scientific Strategy
3. **Top-Down Strategy**
4. Bottom-Up Strategy

Nov 2022 Bizz Skill 2 Question:

__ and __ are among the six major causal elements that could contribute to an effect before failure analysis is conducted?

1. **time**
2. management
3. effort
4. **environment**
5. space
6. mindset

Nov 2022 Bizz Skill 2 Question:

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

1. **5Ws are Who, why, When, Where and What not**
2. It is primarily to identify "Who" has created the problem.
3. It helps in identifying the source of the problem.

4. It is used in the brainstorming session while creatively working on the solution .

Nov 2022 Bizz Skill 2 Question:

Which among the following are the most important qualities to persuade others? Select all that apply.

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2. Force them to do it.
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4. Create a **compelling** desire.
5. Reward them when **accomplished** with assigned tasks

Nov 2022 Bizz Skill 2 Question:

what is meant by fixed mindset ?

1. **Your mindset is that you feel your skills and ability are not able to be changed, and you will remain the same**
2. Your mindset can be a fixed mindset or a growth mindset, depending on the situation and circumstances.
3. Your mindset is a mixture of both a fixed mindset and a growth mindset, regardless of situations or circumstances.
4. Your mindset is that with the right mix of learning and practice, you can change your mindset over time

Nov 2022 Bizz Skill 2 Question:

once the people have acquired the ability to quickly build trust with stakeholders, it can be used to

1. Persuade
2. Influence
3. Negotiate
4. Manage conflicts
5. Have a excellent communication skills with clients and partners
6. **All**

Super user1:

Negotiation Technique

1. Nibble

The nibble technique is used when a negotiator asks for concessions in small “increments”. Your opponent is ready to close the deal, but you throw in one more nibble.

2. Vice

This technique asks the simple question, “Is that the best you can do?”

The opposition may come back at you with a lower price, and you haven’t even begun to negotiate. Some sellers will ponder this question, and come back with a lower price. Or, the seller may consider adding some concession to the deal. I use this on my children sometimes.

3. Salami

It's called the salami because people eat salami in thin slices, and the person using the tactic takes thin slices off the other person, just asking for small concessions, one after another, and gradually, bit by bit, most of the value is taken off the other person before they realize.

4. Quivering pen

In quivering pen technique, you ask for something extra just at the end, but the big difference is that you ask for the extra before you sign the deal, before you shake hands. In fact, just before.

elon musk:

Nov 2022 Bizz Skill 2 Question:

_____ is a coping technique many people used to avoid feelings of anger

1. Supression

- 2 Calming
- 3 Impression
- 4 Brainstorming

Nov 2022 Bizz Skill 2 Question:

During anger, why does people lose control? Select all that apply

Choose the best option(s)

- 1. Angry mindset
- 2. Escalation
- 3. External Pressure
- 4. Awareness
- 5. Internal desire

Nov 2022 Bizz Skill 2 Question:

What are the two key questions to ask in the face of any difficult decision? Select the correct options that apply

Choose the best option(s)

- 1. What am I not seeing here?
- 2. What is your gut feeling?
- 3. What else might be true?
- 4. What course of action to take?
- 5. What is the alternate approach that can be implemented here

Nov 2022 Bizz Skill 2 Question:

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

- 1. Productivity/Co-operation
- 2. Productivity/Communication
- 3. Maturity/Communication

4. Maturity/Understanding
5. Maturity/ Co-operation

Nov 2022 Bizz Skill 2 Question:

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

1. Fact
2. None
3. Cliche
4. feeling

Neha:

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?

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

SNJY:

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

1. None of the options are correct
2. Consensus
3. Scarcity
4. Authority

Su.....:

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?

1. Persuasion
2. Consistency Reciprocity
3. **Social** Proof
4. Authority
5. Liking

to make the stakeholder communication effective, mark has analyzed his stakeholder's basis the different interests, objectives and agendas. he figured out that teresa falls in high-power highly nterested category, while paul comes under low-power highly interested category, and william belongs to high-power less interested category. choose the correct option that helps mark identify the right communication plan for teresa, paul and william, respectively.

1. **keep teresa informed, keep paul satisfied, and manage william closely.**
2. manage teresa closely, keep paul informed, and keep william satisfied.

3. keep teresa satisfied, manage paul closely, and keep william informed.
4. monitor teresa closely, keep paul satisfied, and keep william informed.

problem-solving is often identified as its own separate skill. but, there are other related skills that contribute to this ability. from the given options, identify the other skills.

1. active listening skill
2. passive listening skill
3. team building skill
4. networking skill
5. creativity skill

siva:

there was a small discussion in a team regarding a few approaches and techniques. vaibhav buys a lot of apparels basis the reviews and haul videos. rhea has often been observed as someone who helps those who offers her timely support and help. sujoy is careful in putting forth his ideas confidently without hurting the feelings of others. choose the option that denotes the correct approach followed by vaibhav, rhea and sujoy, respectively.

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3. vaibhav follows social proofing. rhea adopts reciprocity. sujoy shows assertiveness.
4. vaibhav explains scarcity. rhea shows assertiveness. sujoy adopts reciprocity.

which of the following is not a potential outcome of a negotiation?

- a) win-win
- b) win-lose
- c) lose-lose

d) no-deal

31. 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.

1. client lacked clear vision
2. both developer and production team lacked collaboration
3. developers team was passing the buck to cover up their mistake.
4. team lacks groupthink
5. team lacks devops mindset.

the___seeks to identify the big picture and all of its components.

1. domain-specific strategy
 2. scientific strategy
 3. top-down strategy
 4. bottom-up strategy
- anyone answer please

in delegating, the first step is called "directions. what action does a manager perform in this step?

1. lists out the negative consequences to the employee if he/she fails.
2. provides a clear picture of what 'done looks like.'
3. states clearly the level of authority the employee has in making a decision
4. shares with the employee a step-by-step

a specific type of argument that is based only on principles of logic and reasoning is called persuasion.

1. true

2. false

shubham garg:

in order to achieve results, what should we make the audience agree to? select all that apply

1. there may still be points of contention, but in principle they agree that we are on the right track
2. make them agree to at least two to three points in order of priority to move on
3. let them get clarified about the business requirement document.
4. let them agree to all the points before moving ahead
5. start all over again until there is agreement on each and every point

given below are a few statements. identify the ones that are suggestions for building good co-worker relationships. select all that apply.

1. be a team player.
2. focus on one's own goals and create personal agendas.
3. be a good mentor and mentee.
4. maintain honest and open relationships.
5. openly share problems and progress and avoid smoothing as a collaborative tactic
6. make other people feel important

what is the purpose of commitments?

1. coordinating action
2. uncovering bias
3. resolving conflicts
4. discovering similarities

santhosh crazeeee:

from the very first step of the six step problem-solving model, the group gets a clear grasp of what the problem is, they investigate

the wider symptoms to discover the implications of the problem, who it affects, and how urgent/important it is to resolve the symptoms. at this stage groups will use few techniques. from the below given options, identity those techniques select all that apply choose the best option(s)

brainstorming
storyboarding
interviewing
mind mapping
questionnaires
story weaving

which answer best describes creative thinking?

1. using analysis to solve a problem.
2. none of the options are correct.
3. using objective thoughts.
4. looking for new ways to solve the problem

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?

choose the best option

the poet has forgotten the meaning of his own verse.

poets do not often know where their creative inspiration comes from

god is much wiser than people are.

most people cannot understand poetry.

s

ans?

r:

which of the following would not influence your assessment of data, information, or evidence?

1. conceptual knowledge
2. point of view
3. **implications**
4. assumptions

by _____ at every step of service or product development, they can actually enable the birth of fresh possibilities and ideas.

morphological analysis

questioning assumptions

forced relationship

socializing

satyabrata pradhan:

. 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?

1. richie is not to be faulted as his supervisor was unworthy of his trust
2. relation will be hampered, and richie needs to be blamed for his gullibility,
3. **not only would the relation with the supervisor be hampered, but also richie will mistrust because of this experience.**
4. richie will never mistrust everyone because of this experience
5. richie learns a lesson from this episode and maintains a distance with supervisor.
6. 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.

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)?

1. describe the mid-range revision first, and then ask the project manager if he/she would like to hear the alternate plans.
2. describe the most expensive revision first, then the mid-range, and then the least expensive plan.
3. describe the least expensive revision first
4. ask the project manager which plan (least expensive/mid-range /most expensive) if she / he is most interested and then describe that plan only.

name 1:

which are some of the aspects that are powered by team equity, one of the principles of problem-solving? select all that apply.

1. profits
2. equality
3. honour
4. motivation (team equity=> php)
5. actions
6. power
7. authority

bhushan bankar:

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.

1. responses would sound very scripted and may seem written by a committee.
2. interview can be as good as a face-to-face, candid interaction and the discussion may sound informal.

3. asking questions in advance **eliminates** the scope for follow-up questions.

4. interviewee might lose **interest** in the discussion as the questions are already disclosed

5. asking questions in advance can make the interviewee feel quite nervous about the

interview.

anyusha shukla:

using "I" language when resolving conflicts gives you an opportunity to ____ .

1. take **ownership** of your feelings and thoughts.

2. take charge of the situation by making the other person defensive

3. make a statement that you are right and the other person is wrong

4. promote your point of view.

£:

6. ____ is the first step in problem-solving.

1. diagnosing the problem

2. **identifying** possible solutions

3. observing, evaluating and adjusting

4. determining the root causes of the problem

vijay pareek:

24.[msq] identify the options that do not qualify as the feature of devops. select all that apply.

1. **it requires maximum downtime and minimal service backups.**

2. deployment needs less programming knowledge when compared to the development of others.

3. teams need to communicate in order to proceed to the next step.

4. there are separate teams for operations and developments.

5. devops is a tool which is solely automation

talent battle .:

which of these are best examples of accountability at work? select all that apply.

1. aceo who is accountable to employees' rules.
 2. employees being consistent in doing the right thing in all aspects pertaining to their job.
 3. a middle manager who is accountable to a competitor.
 4. employees completing any tasks that have been designated to them.
 5. a board of directors that is accountable to line workers.
- ????????

cognitive blocks are our ways of _and____. these contribute to how we approach and carry out problem solving, leading to barriers.

1. feeling/sensitizing
 2. explaining/sensitizing
 3. analyzing/thinking
 4. thinking/feeling
 5. analyzing/sensitizing
- ????

d ray:

view ___ as ___ that offer the opportunity to innovate.

1. **problems/challenges**
2. challenges/solutions
3. challenges/customers
4. challenges/problems
5. customers issues/problems

you are a project leader. you see one of your team lead talk in abusive way to some of the junior team members which is 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?

1. 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.
2. for the time being you will ignore the behavior of the team lead as he is a critical resource.
3. 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.
4. you will ask the team lead to conduct a session on organizational values and behavioral conduct for the team.

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?

1. the poet forgotten the meaning of his own words.
2. poets do not often know where their creative inspiration comes from.
3. most people cannot understand poetry.
4. god is much wiser than people are.

which of the following statements regarding delegation is false?

1. some supervisors with a strong need for ego fulfillment try to do all the work themselves so that they get personal credit from their supervisors.
2. all team members should be delegated with all kinds of work with equal responsibility for only then they will get empowered.

3. a careful explanation of the task to be accomplished is important in successful delegation.
4. skillful delegating is bound to save time for a supervisor in the long run.

33 . 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.

1. a sense of commitment by team members to their own goals and objectives.
2. the resolution of conflict by members themselves.
3. the open expression of feelings and disagreements.
4. a belief in shared aims and objectives.

40. 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.

41 . in order to achieve results, what should we make the audience agree to? select all that apply

1. there may still be points of contention, but in principle they agree that we are on the right track
2. make them agree to at least two to three points in order of priority to move on
3. let them get clarified about the business requirement document.
4. let them agree to all the points before moving ahead
5. start all over again until there is agreement on each and every point

42 . ryan delegated some of his tasks to his colleagues. he carefully explained t

. which are some of the aspects that are powered by team equity, one of the principles of problem-solving? select all that apply.

1. profits
2. equality
3. honour
4. motivation 5. actions
6. power
7. authority

60 . 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)?

1. describe the mid-range revision first, and then ask the project manager if he/she would like to hear the alternate plans.
2. describe the most expensive revision first, then the mid-range, and then the least expensive plan.
3. describe the least expensive revision first
4. ask the project manager which plan (least expensive/mid-range /most expensive) if she / he is most interested and then describe that plan only

61 . which of the following statement is true in regard to 5ws?

1. 5ws are who, why, when, where and what not
2. it is primarily to identify "who" has created the problem.
3. it helps in identifying the source of the problem.
4. it is used in the brainstorming session while creatively working on the solution .

which of the following is not component of delegating leadership style?

1. be aware of emp skills

2. celebrating victories
3. keep communication going
4. fascinating culture of trust

shubham sapkal:

when resolving an incident, what kind of decision making skills, operations team (application and infrastructure) adopts in addition to business impact:

1. risk assessment
2. fact based quality
3. time bound decision
4. monetary impact

6)what are some of the steps you can take to identify stakeholders? select all that apply.

1. observe and analyze
2. communicate and observe.
3. analyze and communicate.
4. prioritize and communicate

21)why is communication an important skill in problem solving? select all that apply.

1. communication generally hampers the troubleshooting process.
2. communication enables us to articulate our solution.
3. it's not important - managers can do everything through email or texting.
4. we need to make others listen to us when we tell them what to do.
5. communication is not that essential while gathering information about the problem.
6. communication is essential in order to gather information about the problem.

22)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

1. **it is ok to create sub teams within a development team**
2. it is not ok since there cannot be sub teams within a development team.
3. the team can complete the production support as one team since it is high priority and then connect back to the original sprint work

25) jessica is a manager who is reviewing job applications for an open position. she notices that one applicant, mark, graduated from a prestigious university. despite lacking relevant work experience, jessica assumes that mark will excel in the role solely based on his educational background. what cognitive bias is jessica demonstrating in this scenario?

- a) **halo** effect
- b) self-serving bias
- c) anchoring bias
- d) representative heuristic

26)a company has invested a significant amount of money in a new project, but it is not yielding the expected results. however, the management team is hesitant to abandon the project because they have already invested so much time and money into it. question: what is the term used to describe the management team's reluctance to abandon the project due to the money already invested?

- a) fundamental attribution error
- b) **sunk cost fallacy** => (Sunk costs are those which have already been incurred and which are unrecoverable.)
- c) marginal cost
- d) fixed cost
- e) self-serving bias

27) anyone can practice the art of persuasion. however, it takes dedication to learn how to do it effectively and there are multiple factors to be considered before you are trying to persuade people. from the below given options, identify those factors select all that apply

1. leadership
2. group membership
3. high self-esteem
4. depressive tendencies
5. social adequacy

unresolved conflict often results in loss of _____, the stifling of creativity and the creation of barriers to _____ and collaboration.

1. productivity/co-operation
2. productivity/communication
3. maturity/communication
4. maturity/understanding
5. maturity/ co-operation

ginny weasley:

to identify a problem one should _

1. compare one set of standards or goals to a second set of standard or goals
2. compare the current state of affairs with some standard or desired future expectations.
3. use intuition to see that things do not look right
4. look for unhappy customers

9. which of the following will you do while planning? if you are working towards your personal growth. select all that apply.

1. give 80% of your time to important and urgent tasks.
2. learn to say no to less important tasks. 3. discuss with the mentor about your personal growth.
4. fill your calendar with the most important tasks.

5. make time to do something new.

how to apply analytical thinking while problem solving? select all that apply.

1. adopt a creative approach.
 2. process and synthesis.
 3. be in this stage of gestation.
 4. think in layers.
 5. take a step back.
 6. always stick to the traditional approach.
 7. go with the flow of the problems.
- (1. Start with big picture
2. Think in layers
3. process and synthesis)

1) view__as__that offer the opportunity to innovate.=>problems as challenges

- 2). to develop your creativity, you should_ .
1. allow to have pressure to produce immediate results.
 2. be willing to take risks.
 3. stick to the boundaries and go with the flow.
 4. commit yourself to developing your creativity.
 5. stick to your comfort zone and don't take new risks.
 6. reward your curiosity.

4)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)?

1. describe the mid-range revision first, and then ask the project manager if he/she would like to hear the alternate plans.

2. describe the most expensive revision first, then the mid-range, and then the least expensive plan.
3. describe the least expensive revision first
4. ask **the** project manager which plan (least expensive/mid-range /most expensive) if she / he is most interested and then describe that plan only.

.5) which of the following statement is true in regard to 5ws?

1. **5ws** are who, why, when, where and what not
2. it is primarily to identify "who" has created the problem.
3. it helps in identifying the source of the problem.
4. it is used in the brainstorming session while creatively working on the solution .

. 7)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?

1. richie is not to be faulted as his supervisor was unworthy of his trust
2. relation will be hampered, and richie needs to be blamed for his gullibility,
3. not only would the relation with the **supervisor** be hampered, but also richie will mistrust because of this experience.
4. richie will never mistrust everyone because of this experience
5. richie learns a lesson from this episode and maintains a distance with supervisor.

6. 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.

8)___can cause people in a group to fail to express their true opinions.

1. years of experience

2. ambiguous responsibility
3. group imbalance
4. pressure to conform

)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

1. 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 on time.
2. we all need to make choices many a time. you chose to prioritize health, relationship over work and there is no harm in it.
3. you should talk to any other team member who is close to you and seek their help
4. above situation tells us that you are a responsible person

11)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.

1. responses would sound very scripted and may seem written by a committee.
2. interview can be as good as a face-to-face, candid interaction and the discussion may sound informal.
3. asking questions in advance eliminates the scope for follow-up questions.
4. interviewee might lose interest in the discussion as the questions are already disclosed
5. asking questions in advance can make the interviewee feel quite nervous about the

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 member 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

rahul sony:

priya:

which principle of influence emphasise the importance of aligning the actions with our existing beliefs and actions

- a) liking
- b) social proof
- c) scarcity
- d) consistency

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?

1. give the client the correct name, and explain that your boss was not aware of this change
2. avoid the situation.
3. quickly take your boss aside and provide the correct name.
4. wait until the client leaves, and then give your boss the correct information

guna shekar:

[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 are 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 his 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

1. ruben should sign up for a meditation course.
 2. ruben should take a one week vacation to an isolated hill station to assess his mental wellbeing. get back with renewed commitments.
 3. ruben should cultivate a hobby like photography, travel, music or reading to avoid monotony.
 4. ruben should **enroll** for the fit-for-life program.
- 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.

answer this?

question 1. what are some of the steps you can take to identify stakeholders? select all that apply.

question 2. what are some of the steps you can take to manage multiple stakeholders? select all that apply. <-- this questions answer

1. **communicate** and observe
2. observe and analyze.
3. analyze and communicate.
4. take time to review who will own benefits and be affected by dis benefits
5. **prioritize** and communicate.

saurabh:

5. time to review who will own benefits and be affected by dis benefits.

which among the following are not the steps in the negotiation process.

1. clarification / justification
2. brainstorming / ideation
3. evaluation / feedback
4. planning / getting ready
5. behavior / result

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.

1. regulators may not seek formalized approvals of their achievements from those in post.
2. application of the regulator is logical and well-structured and the style lacks emotions.
3. the first thing on the regulator's mind is how their ideas may affect their staff.
4. the regulator is extremely patient and does not expect immediate action.
5. the pure regulator is assertive and reserved in outlook.

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?

1. the developers will add the new item to the sprint backlog
2. the product owner can add the new item in the product backlog in the next sprint planning. then the product owner can bring that up for the developer's selection.
3. if the developers agree, the product owner can swap an existing functionality in the current sprint, for the new functionality.

4. the developers should obtain the scrum master's approval to add this to the sprint backlog

1. be a team player.
2. focus on one's own goals and create personal agendas.
3. be a good mentor and mentee.
4. maintain honest and open relationships.
5. openly share problems and progress and avoid smoothing as a collaborative tactic
6. make other people feel important.

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?

1. rather than assuming one should have an open conversation with the team.
2. does not know how to prioritize tasks.
3. work comes first, hence time is irrelevant.
4. this conflicting situation is because you have not understood the american culture.

tinoy and you are part of a project and you have been given certain responsibilities to fulfill.

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 into the above situation.

1. this situation tells us that you are a responsible person
2. we **need** to make choices many times. you chose to prioritize health, relationship over work and there is no harm in it.
3. you should talk to any other team member who is close to you and seek their help
4. 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.

uring the anger why does people loose control

- a) angry **mindset**
- b) **escalation**
- c) external pressure
- d) **awareness**
- e) internal desire

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.

1. he should set up a due date for the tasks and email reminders along the way.=> (Following up and micromanaging are different things)

2. he should appoint another senior employee to monitor the employee's progress.

3. he should set a due date and allow the employee "space" to complete the tasks without any interference

4. he should make himself available to answer further questions and provide additional inputs if necessary

5. he should monitor the employee's progress daily, correcting any performance issues immediately.

4. skillful delegating is bound to save time for a supervisor in the long run

which of the following statement is true in regard to 5ws?

حالة:

what are the different ways in which problem can be defined
select all that apply:

1) differentiate fact from the opinion

2) determine who was responsible for the problem

3) specify underlying causes

4) state the problem specifically

5) do not consult anyone for information

6) analyze how the problem can be sub divided arriving

principles of the negotiation mindset are:

1. curiosity and creativity.

2. to find a way to disagreement.

3. to focus on collaboration.

4. flexible enough to adapt to change

5. to find a way to agreement.

you are working in an agile project environment with tight deadlines you are given a task and are expected to complete it

with in a stipulated time after sometime another task gets assign to you which also has the same priority how will you manage completing both the task with the same timeline

- 1) apply for sick leave
- 2) resign the current job and apply for new job
- 3) ask for release
- 4) suggest that the second task is assigned to your colleague
- 5) use project **management** template to find a way to complete both tasks effectively
- 6) refuse to accept the second task

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?

1. it is good to **express** my true feelings without any fear of reprisal
2. in majority of cases, it is best not to let my true feelings
3. how open am i depends on the issue and the people around me at that point of time,
4. i try to be vulnerable in sensitive situations like these, so i step back

agile promotes one of the following options xchoose the correct option

- 1) **eduf**- enough design up front
- 2) **ndof**- no design up front
- 3) **dduf**- detail design up front
- 4) **bduf**- big design up front

conflicts lead to creating problems within a team. which of the following are characteristics of conflict?

1. perceive incompatible goals.
2. share belief thoughts.
3. express feelings.
4. **share independent thoughts.**

5. perceive interference for outside parties.

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

1. false
2. true

how does lengthening our perspectives as part of problem solving help us? select all that apply.

."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 _____ .

1. devops mindset/agile mindset
2. agile mindset/devops mindset
3. agile mindset/growth mindset
4. fixed mindset/growth mindset
5. growth mindset/fixed mindset

choose the options that indicate that agile is working for your organization and that your efforts are succeeding. select all that apply.

1. more allocation of resources on low value products
2. a decrease in participation of stakeholders in agile meetings. for example, during the sprint demo.
3. an increase in product quality & value delivery
4. increased cycle time for hypothesis validation (increased means more backlogs)
5. an increase in team velocity(team velocity= measure of the amount of work a team can tackle during a single sprint)

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?

1. persuasion
2. consistency reciprocity
3. **social** proof
4. authority
5. liking

breaking down a problem into its constituent parts during team discussion is one of the following steps in standard agenda? identify the correct step.

1. analyzing the problem
2. evaluating the solution
3. identification of the problem
4. criteria development

_____ is a point made with reason and data as the basis.

1. **logos**
2. ethos
3. rhetoric
4. pathos

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?

1. the needle will leave a bruise
2. the doctor will have a hard time finding the patient's vein
3. in the past, this patient has experienced pain with the family doctor.
4. the use of a needle **always** causes pain in the patient.

which of the following is a way to increase team participation?

1. plan the meetings and share meeting agendas with people beforehand.
2. **encourage everyone** to talk whenever they have something to say, even if another person is talking.
3. point out dominating behavior in the meeting
4. ask the leader of the group to run the meeting and talk the most

lack of which of the following elements differentiate celebrity design thinking from real design thinking?

1. a very impressive presentation to the executives
2. concept that appear to be great
3. a sketch based on the requirement provided
4. a **comprehensive** way to gather fast and frequent customer feedback

Browsing on eBay, Marc spotted an expensive leather bag that he wanted for work. The bag was worth around \$120 but always looking for a deal, Marc was happy to spend up to \$60 on the product due to the bag's brand. Many people had bid on the item and with only 2 hours left to bid, the bag was already at \$75. Marc decides he will up his bid to \$80 as the bag was in perfect condition. Marc had already searched on Google and learnt that this particular bag was no longer manufactured. This was his only chance to get this bag in such good condition with only 5 minutes to go. The bid was now at \$130. Marc wins the bag 5 minutes later, paying \$150 for the purchase. The above passage refers to which principle.

1. consistency

2. social proof
3. reciprocity
4. social status
5. scarcity

k:

what are some of the aspects that are powered by team equity, one of the principles of problem-solving? select all that apply.

2. equity
4. motivation
5. actions

=>(Trust, power, Honour, profit)

alekhya bugatha:

i:

charities that send a dozen greetings cards along with the request for donation are using the compliance technique

- 1) reciprocity
- 2) authority
- 3) scarcity
- 4) liking

effective learning involves and

- 1) comprehension, retention
- 2) comprehension, understanding
- 3) comprehension, facilitation
- 4) understanding, repetition
- 5) understanding, testing

mahendra singh dhoni:

when working to resolve an issue and achieve a win-win solution to a conflict, it is most effective to

use _____ and _____ technique.

1. compromise / forcing

2. competition / forcing
3. confrontation / problem solving
4. forcing / problem solving
5. competition / confrontation

] some of the following are ways that can be used to improve your creativity, except a few.

identify the exceptions, select all that apply.

1. discipline yourself to think laterally.
2. embrace mistakes.
3. conduct brainstorming sessions.
4. concentrate intensely on the task at hand.
6. stick to the traditional mental set.

akhil:

structured problem solving typically have ____, while unstructured problem typically have ____

- 1 only one solution, many solutions
- 2 one solution, two solutions
- 3 many solutions, fewer solutions
- 4 two solutions, three solutions

tcs guy..:

15. 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 are repetitive and the workload is high with strict deadlines however rubin's boss has high expectations on him and rubin does not want to disappoint his boss. rubin expects a promotion the next year while at the same time he has thoughts about quitting right away because of the stress what should rubin do in this situation

=> Fit - for - life

2. rubin should take a one week vacation to an isolated hill station to assess his mental wellbeing. get back with renewed commitments.

??

∴

- a) ambiguous responsibility
- b) group imbalance
- c) pressure to conform
- d) years of experience

what characteristics should an organization adopt to become a devops organization? select all that apply.?

- 1. focus on problem avoidance.
- 2. focus on **product** thinking.
- 3. focus on individual work over teamwork.
- 4. focus on fail **fast** strategy.
- 5. focus on delayed learning strategy
- 6. focus on **automation**.

ans plss

unresolved conflict often results in loss of _____, the stifling of creativity and the creation of barriers to _____ and collaboration.

- 1. **productivity/co-operation**
- 2. productivity/communication
- 3. maturity/communication
- 4. maturity/understanding
- 5. maturity/ co-operation

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.

- 1. natural calamity
- 2. irrelevant **information**
- 3. lack of commitment
- 4. functional **fixedness**
- 5. **mental** set
- 6. lack of resource

in delegating, the first step is called "directions. what action does a manager perform in this step?

1. lists out the negative consequences to the employee if he/she fails.
2. provides a clear picture of what 'done looks like.'
3. states clearly the level of authority the employee has in making a decision
4. shares with the **employee** a step-by-step list of actions that

. 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.

the_____seeks to identify the big picture and all of its components.

1. domain-specific strategy
2. scientific strategy
3. top-**down** strategy
4. bottom-up strategy

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.

1. **collaboration**/example
2. endorsement / example
3. emotional distance / social validation
4. emotional distance/technique
5. social validation / technique

which of the following is likely to be perceived as not being a team player's quality?

1. give opinions that **pleases** team members even if it is untrue.
2. establish trust.
3. avoid backstabbing.
4. share the glory

using "I" language when resolving conflicts gives you an opportunity to _____ .

1. take **ownership** of your feelings and thoughts.
2. take charge of the situation by making the other person defensive
3. make a statement that you are right and the other person is wrong
4. promote your point of view.

. 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 manage completing both the tasks with the same timelines?

1. apply for sick leave.
2. resign the current job and apply for new job.
3. ask for a release.
4. suggest that the second task be assigned to your colleague
5. use project **management** template to find a way to complete both tasks effectively.
6. refuse to accept the second task

1. aceo who is accountable to employees' rules.
2. employees being **consistent** in doing the right thing in all aspects pertaining to their job.
3. a middle manager who is accountable to a competitor.
4. employees **completing** any tasks that have been designated to them.
5. a board of directors that is accountable to line workers.

. 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?

to identify a problem, one should _____ .

1. look for unhappy customers.
2. compare one set of standards or goals to a second set of standards or goals.
3. use intuition to see that things do not look right
4. compare the **current** state of affairs with some standard or desired future state.

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.

1. client lacked clear vision
2. both developer and production team lacked collaboration
3. developers team was passing the buck to cover up their mistake.
4. team lacks groupthink
5. team lacks devops mindset.

agile promotes one of the following options. choose the correct option.

1. eduf-enough design up front
2. ondof-no design up front
3. odduf-detailed design up front
4. obdof-big design up front

. 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.

1. a sense of commitment by team members to their own goals and objectives.
2. the resolution of conflict by members themselves.
3. the open expression of feelings and disagreements.
4. a belief in shared aims and objectives.

what are some of the steps you can take to identify stakeholders? select all that apply.

cognitive blocks are our ways of _____ and _____. these contribute to how we approach and carry out problem solving, leading to barriers.

1. feeling/sensitizing
 2. explaining/sensitizing
 3. analyzing/thinking
 4. thinking/feeling
 5. analyzing/sensitizing
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.

. choose the options that indicate that agile is working for your organization and that your efforts are succeeding. select all that apply.

teams are effective for complex tasks because they produce a great number of ideas, and commitment to the decision.

1. true
2. false

which of the following statement about conflict is true?

1. conflict does not always occur because of misunderstandings.
2. conflict can always be avoided.
3. conflict is always bad.
4. disagreements always signal that the relationship is on the rocks

. it is ruben's third 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 are repetitive, and the workload is high with strict deadlines. however, ruben's boss has high expectations on him, and ruben does not want to disappoint his boss. ruben expects a promotion the next year, while the same

time he has thoughts about quitting right away because of the stress. what should ruben do in this situation?

1. ruben should sign up for a meditation course.
2. ruben should enroll for fit-for-life program.
3. ruben should take a one-week vacation to an isolated hill station to assess his physical and mental wellbeing. get back with renewed commitments.
4. ruben should cultivate a hobby like photography, travel, music or reading to relieve the monotony.

view_____as_____that offer the opportunity to innovate.

1. profits
2. equality
3. honour
4. motivation
5. actions
6. power
7. authority

. to develop your creativity, you should_____ .

. which of the following statement is true in regard to 5ws?

the personalities of creative people tend to have all of the following characteristics except one of the following. identify the exception .

_____can cause people in a group to fail to express their true opinions.

kalyan:

given below are a few statements. identify the ones that are suggestions for building good co-worker relationships. select all that apply.

1. be a team player.
2. focus on one's own goals and create personal agendas.
3. be a good mentor and mentee.
4. maintain honest and open relationships.

5. openly share problems and progress and avoid smoothing as a collaborative tactic
 6. make other people feel important.
- s:

42 . 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.

1. he should set up a due date for the tasks and email reminders along the way
2. he should monitor the employee's progress daily correcting any performance errors immediately
3. he should make himself available to answer further questions and provide additional training if necessary
4. he should appoint another senior employee to monitor the employee's progress every day
5. he should set a due date and allow the employee "space" to complete the task without his interference.

a passenger :

1 supports eavesdropping..that's not right. also, this creates negative impression about boss in client's mind as boss is not being aware of changes happening. if client knows that the guy did eavesdropping, that is again another negative impression.

2 - avoiding is also not correct..

3 - doesn't make sense..

4 - makes a little sense..

praveen gupta:

.in delegating, the first step is called "directions. what action does a manager perform in this step?

4. shares with the employee a step-by-step list of actions that he/she

kd:

an individual who has attained personal mastery would be able to raise __, __ and __.

- a) self-awareness
- b) self-realization
- c) self-acceptance
- d) self-actualization. (i don't know)
- e) self-responsibility
- f) self-affinity
- g) self-esteem

what is the first step in the negotiation process?

- a) bargaining
- b) preparation
- c) agreement
- d) evaluation

-:

which of the following is not a common type of negotiation?

- · a. distributive negotiation
- · b. integrative negotiation
- · c. mediation
- · d. arbitration

radha krishna:

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.

collaboration/example

endorsement / example

emotional distance / social validation

emotional distance/technique

social validation / technique

while dealing with problem solving, it is important to know when to intervene in a conflict. which of the following could be the reasons? select all that apply.

1. what seems important at the moment may seem unimportant later
2. in order not to make everyone involved feel happy
3. it is to resolve the conflict arbitrarily to maintain the impression of the team.
4. avoiding a serious disagreement only postpones the time when action will be required.
5. in order not to make everyone involved feel contented and satisfied.

2. good problem solving skills empower you not only in your_____ life but are critical in your_____ life.

1. social
2. prisonal
3. purposeful
4. professional
5. universal

._____learning provides continuous learning over extended periods of time reinforces previous learning.

1. spaced
2. learning.
3. visual
4. auditory
5. reading

. in _____ there is no expectation of a returned favor, instead, people simply do something for another person based on the assumption that the other person would do the same thing for them.

1. centralized reciprocity
2. generalized reciprocity
3. imbalanced reciprocity
4. balanced reciprocity
5. positive reciprocity
6. negative reciprocity

you are leading a mix team of tenured and new joiners of 15 associates amit, who is fairly new in the team is taking some time to pick up the work. you have seen a lot of effort from amit's end and you understand that everybody has their own learning curve. which leadership style you would like to apply to groom amit?

1. as amit is a hard working person, you know there is no attitude issue hence you would like to give him some space and timely feedback and wait for him to pick up pace
2. you would like to closely work with amit and provide him guidance and direction to come up the learning curve.
3. you would like to give autonomy at work to amit so that he is more on his own in the learning journey. this way he will build up his confidence.
4. you would like to closely work with amit with timely feedback as he needs direction and guidance to come in the learning curve. you will also ensure that he gets required space so that he build on his confidence.

a trigger is when a _____ and an _____ combine together that results in an unwanted experience.

1. thought
2. feeling
3. emotion
4. behaviour
5. action

_____ is a problem solving strategy the allows people to simplify complex problems and reduce the total number of possible solutions to a manageable set .

1. algorithms
2. trail and error
3. heuristics
4. insight

result oriented is a term used to describe an individual or organization that focuses on _____ rather than _____ used to produce a product or deliver a service.

1. income
2. outcome
3. purpose
4. process
5. roi
6. irr

personal mastery is one of the _____ learning disciplines first promulgated by _____.

1. 5, steve jobs
2. 5, peter senge
3. 4, henry david thoreau
4. 4, ernest hemingway
5. 6, oprah winfrey
6. 6, henry david thoreau

. what is meant by fixed mindset ?

1. your **mindset** is that you feel your skills and ability are not able to be changed, and you will remain the same
2. your mindset can be a fixed mindset or a growth mindset, depending on the situation and circumstances.
3. your mindset is a mixture of both a fixed mindset and a growth mindset, regardless of situations or circumstances.
4. your mindset is that with the right mix of learning and practice, you can change your mindset over time

lack of awareness is on the left side of the vertical line. for example, if you're frustrated but unaware, it is called _____ quadrant.

1. discipline
2. acting out
3. losing control

4. danger zone

when someone lacks warmth competency . people will feel _____

1. pity
2. trust
3. **disdain**
4. envy or respect

_____ in a style, managers dictate to employees what they must do and expect them to accomplish their tasks, leaving little room for autonomy

1. supporting leadership style
2. conceptualising leadership style
3. delegating leadership style
4. coaching leadership style
5. overreacting leadership style
6. **directing** leadership style

which among the following are the most important qualities to persuade others? select all that apply.

1. gain attention.
2. force them to do it.
3. have a take it or leave it approach.
4. create a compelling desire.
5. reward them when accomplished with assigned tasks

._____ occurs when one favours information that confirms the existing beliefs.

1. cognitive bias
2. motivational bias
3. **confirmation** bias
4. recency bias
5. framing bias

from the very first step of the six step problem-solving model, the group gets a clear grasp of what the problem is, they investigate the wider symptoms to discover the implications of the problem,

who it affects, and how urgent/important it is to resolve the symptoms. at this stage groups will use few techniques. from the below given options, identify those techniques. select all that apply

1. brainstorming
2. storyboarding
3. interviewing
4. mind mapping
5. questionnaires
6. story weaving

what is unconscious incompetence?

1. **unaware** of missing knowledge
2. aware of missing knowledge
3. aware of performing the job well
4. performing the job without conscious effort

trustworthiness is evaluated on two primary criteria. they are _____ and _____.

1. loyalty
2. **competency**
3. integrity
4. **warmth**
5. skills

. you wish to prove your credibility by growing your expertise. which of the following options is not a suggested method of expanding your expertise?

1. research and read relevant articles.
2. attend trainings.
3. start a blog on a new hobby.
4. seek knowledge from more experienced co-workers

people with a _____ influencing style tend to search for a middle ground as a way to motivate others.

1. bridging

2. rationalizing
3. asserting
4. inspiring
5. negotiating

._____ illustrates how people typically behave when faced with an uncomfortable situation

1. kirk patrick conflict model
2. daniel golemann conflict model
3. john-tuckman conflict model
4. thomas-killmann conflict model

what is the purpose of commitments? select all that apply ?

1. coordinating action
2. uncovering bias
3. resolving conflicts
4. discovering similarities

which of the following is not true about devops?

- 1 it is socio technical system
- 2 gives delivery value
- 3 firm handshake b/w dev & operations

4 better collaboration with tight integration

what is number one thing you can do to become more unstoppable?

- 1 have focus
- 2 listen to others
- 3 change your environment
- 4 be around the people

rahul is browsing online for a new laptop. they come across two options that meet their requirements: option a, endorsed by a popular tech youtuber, and option b, which has consistently positive customer reviews. rahul is torn between the two. which principle of influence is most likely affecting his decision?

- a) social proof

- b) scarcity
- c) authority
- d) reciprocity
- e) novelty
- f) consistency

anyone can practice the art of persuasion. however, it takes dedication

to learn how to do it effectively and there are multiple factors to be considered before you are trying to persuade people. from the below given options, identify those factors select all that apply effective learning involves __ and ____.

- 1. comprehension; retention
- 2. understanding; repetition
- 3. understanding; testing
- 4. comprehension; facilitation
- 5. comprehension; understanding

nadeem hassan:

to identify a problem one should _____

- 1. look for unhappy customers
- 2. use intuition to see that things do not look right
- 3. compare the current state of affairs with some standard or desired future expectations
- 4. compare one set of standards or goals to a second set of standard or goals

identify the aspects that could be improved by cultivating a growth mindset. select all that apply.

- 1. rewards and recognition.
- 2. performance and productivity
- 3. performance and groupthink
- 4. goal achievement and happiness
- 5. connection and groupthink.

. some of the following are ways that can be used to improve your creativity, except a few. identify the exceptions, select all that apply.

6. stick to the traditional mental set

when negotiating asking for something extra at the end, right before you make your agreement is ____.

1. quivering pen technique

2. vice technique

3. nibble technique

4. salami technique

sunny:

[msq] what are some of the steps you can take to manage multiple stakeholders? select all that

19. which of the following would not influence your assessment of data, information or evidence?

1. assumptions

2. conceptual knowledge

3. point of view

4. implications

nidhi:

it is ruben's third 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 are repetitive, and the workload is high with strict deadlines. however, ruben's boss has high expectations on him and ruben does not want to disappoint his boss. ruben 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? choose the best option ?

ruben should sign up for a meditation course

ruben **should enrol for fit-for-life program.**

ruben should take a one-week vacation to an isolated hill station to assess his physical

and mental wellbeing. get back with renewed commitments.
ruben should cultivate a hobby like photography, travel, music or reading to relieve the monotony

which of the following will you do while planning? if you are working towards your personal growth. select all that apply.

2. learn to say no to less important tasks.
3. discuss with the mentor about your personal growth.
4. prioritize and communicate.

identify the barriers to problem solving

- a. assumptions
- b. guided approach
- c. differentiating fact from opinion
- d. data driven approach
- e. prejudice

why is communication an important skill in problem solving?
select all that apply.

3. it's not important - managers can do everything through email or texting.

you can't always control what goes on outside, but you can always control what goes on inside.

- a) anthony
- b) wayne
- c) roosevelt
- d) einstein