Wings1 Biz Skills Track 2 - Poll Questions

Total Questions: 60

Total Time: 90 Min

Marking Scheme: Correct Answer +1, Incorrect Answer 0 Marks

No Negative Marking, No Partial Marking for Multiple Select Questions (MSQs)

Total Questions: 167

1. SAM = Result, What is the full form of SAM

Ans: System+Accountability+Motivation

2. What is mean of Scarcity?

Ans: Rare

3. EI full form.

Ans: Emotional Intelligence

4. You cannot dream yourself into a character, you must hammer and forge yourself one said by

Ans: Henry Devid Thoreau

5. Leaders are born or made

Ans: made

6. I have a dream was speech by

Ans: Martin Luther King

7. Personal Mastery Guides you to develop

Ans: Attitude, Belief behavioural, Impact

8. Correct steps for oz pricipal

Ans: See it, Own it, Solve it, Do it

9. An individual who attended personal Mastery would be able to raise

Ans: Self Awareness, Self Acceptance, Self Responsibility

10. Commonly Agile Sprint time is

Ans: 1 - 4 weeks

11. Forms of agile methodology

Ans: Scrum, Kanban, Lean Development

12. Learning involves how many types of skills

Ans: 3 (Knowledge, Transferrable skill, traits)

13. WIIFM full form

Ans: What's in it for me

14. Consulting Mindset shifting from

Ans: What to how

15. What are the 3 techniques which comes under root cause of problem solving?

Ans: 5 why, fishbone, cause mapping

16. FMEA full form

Ans: Failure mode and effect analysis

17. Pathos deals by

Ans: Emotions

18. The only type of leadership that will count the 21st century is personal leadership, said by

Ans: Peter drucker

19. Founder of root cause analysis

Ans: Sakichi toyota

20. Encourage critical thinking with 3 questions was given at which tedx talk

Ans: TEDx Xiguan

21. 7 princilples of creative thinking given by

Ans: Raphael diluzio

22. Author of 5th decipline

Ans: Peter senge

23. To pay back what we get from others is an example of

Ans: Reciprocity

24. Cialdini gave what

Ans: Principles of persuasion

25. Coming together is beginning, keeping together is process, working together is success.

Ans: henry ford

26. What is mean by ethos

Ans: Persuasion of characters (ethics)

27. How many principles of persuasion

Ans: 6

28. No of steps in negotiation process

Ans: 5

29. Which negotiation technique involves 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

Ans: Salami Technique

30. There is nothing in being superior to your fellow man, is given by

Ans: Ernest Hemingway

31. In which of the following negotiation technique user will ask something extra at the end before

Ans: nibble technique

32. Preparation and planning come which step of negotiation

Ans: 1st

33. Who gave the principle of Persuasion

Ans: Robert cialdini

34. Growth mindset developed by

Ans: Carol Dweck

35. "To earn trust, money and power aren't enough; you have to show some concern for others. You can't buy trust in the supermarket."

Ans: Dalai Lama

36. Six building blocks of trust

Ans:

1.Reliability and Dependability

2.Transparency

3. Competency

4. Sincerity, Authenticity and Congruency

5. Fairness

6. Openness and Vulnerability

37. Who introduced modes of persuasion?

Ans: Aristotle

38. What is pathos

Ans: the emotional appeal, means to persuade an audience by appealing to their emotions.

39. What is ethos

Ans: the ethical appeal, means to convince an audience of the author's credibility or character

40. What is Logos

Ans: the appeal to logic, means to convince an audience by use of logic or reason

41. What are 5 influencing styles

Ans: Bridging, Rationalizing, Asserting, Inspiring, Negotiating

42. What is mean by Bridging Influence Style

Ans: Motivate by using reciprocity, consultation, and personal relationships

43. What is mean by Rationalizing Influence Style

Ans: Use logic and reasoning to try to persuade others.

44. What is mean by Asserting Influence Style

Ans: use authority and assurance as their way of motivating others

45. What is mean by Inspiring Influence Style

Ans: example and comradery to motivate others

46. What is mean by Negotiating Influence Style

Ans: search for a middle ground as a way to motivate others.

47. What is Reciprocity?

Ans: A process of exchanging things with other people to gain a mutual benefit.

48. What are types of reciprocity?

Ans: 3 (Generalized reciprocity, Balanced reciprocity, Negative reciprocity)

49. What is generalized reciprocity.

Ans: This form often involves exchanges within families or friends. 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.

50. What is Balanced reciprocity

Ans: This type involves a calculation of the value of the exchange and an expectation that the favor will be returned within a specified time frame. For example, someone might exchange something they have, whether it is a skill or tangible item, for something of perceived equal value.

51. What is Negative reciprocity?

Ans: This form of reciprocity happens when one party involved in the exchange is trying to get more about it than the other person. Selling a much-needed item at an inflated price is one example of negative reciprocity.

52. "A successful talk is a little miracle—people see the world differently afterward." said by

Ans: Chris Anderson

53. "If I had an hour to solve a problem I'd spend 55 minutes thinking about the problem and five minutes thinking about solutions." Who said

Ans: Albert Einstein

54. What is mean by IDEAL

Ans:

Identify the problem

Define the context of the problem

Explore possible strategies

Act on best solution Look back and learn

55. "The ability to ask the right question is more than half the battle of finding the answer." who said

Ans: Thomas J. Watson, founder of IBM

56. "Never try to solve all the problems at once — make them line up for you one-by-one." who said

Ans: Richard Sloma

57. Who popularized Brainstorm method

Ans: Alex Faickney Osborn in 1953

58. What are 3 bias

Ans: Confirmation bias, Recency bias, Framing bias

59. What is Confirmation bias?

Ans: This occurs when we favour information that confirms our existing beliefs. For example, during an election, people tend to seek out positive information that puts their favored candidate in a good light.

60. What is Recency bias?

Ans: This is when we place greater importance on information that we've recently acquired. A classic example of this is financial traders looking at only the most recent events whilst disregarding older pieces of information which are equally important (and sometimes more important).

61. What is Framing bias?

Ans: This concerns how we are influenced by the way information is presented, as opposed to the information itself. For example, a yoghurt could be labelled as 90% fat free or, alternatively, as containing 10% fat. Similarly, a burger could be 'framed' as being 75% fat free as opposed to being labelled as containing 25% fat. Which of those options sounds the most appealing?

62. Who considers analytical skills as an important skill to become successful?

Ans: Warren Buffett63. 'When a problem appears, study it until you are completely knowledgeable. Then, find the spot, break the problem apart and the rest will be easy.' Who said

Ans: Norman Vincent Peale

64. Who suggested Plan, Do, Check, Act (PDCA)

Ans: Eduard Deming

65. Who discovered Pareto Principle?

Ans: Vilfredo Pareto

66. 20-80 rule is known as

Ans: Pareto Principle (80% effect, 20% cause)

67. What is SCAMPER?

Ans: SCAMPER is an idea generation technique that utilizes action verbs as stimuli. It is a well-known kind of checklist developed by Bob Eberie that assists the person in coming up with ideas either for modifications that can be made on an existing product or for making a new product.

68. Meaning of SCAMPER

Ans:

S – Substitute

C – Combine

A – Adapt

M – Modify

P – Put to another use

E – Eliminate

R – Reverse

69. What is Mindmapping

Ans: Mindmapping is a graphical technique for imagining connections between various pieces of information or ideas.70. What is Synectics?

Ans: Synectics is a creative idea generation and problem solving technique that arouses thought processes that the subject may not be aware of.

71. What is Storyboarding?

Ans: Storyboarding has to do with developing a visual story to explain or explore.

72. What is Morphological analysis?

Ans: Morphological analysis has to do with recognizing the structural aspects of a problem and studying the relationships among them.

73. What are the elements of conversation?

Ans: Plan, Prepare, Listen, Close & Clarify along the way

74. The suggested three practices to be followed for effective problem-solving

Ans: Analyzing, Planning, Prioritizing

75) 4 dimension of emotional Intelligence given by

Ans: Daniel goleman

76) Never try to solve all problems at once, make them line up for you one by one, given by

Ans: Richard Sloma

77) A successful talk is a little miracle people see the world differently afterword said by

Ans: Ted curator Chris Anderson

78) Ethos, Pathos, Logos given by

Ans: Aristotle

79) The problem is not that there are problem. The problem is expecting otherwise and thinking that having problem is a problem, given by

Ans: Theodore Rubin

80) Individual commitment to group effort that is what makes a team work, a company work, a society work, civilization work, who said.

Ans: Vince Lambardi

81) "Courage hard work self-mastery and intelligent effort are very essential to successful life"

Ans: Therodore Roosevelt

82) Personal Mastery is the reason why _____is the most outstanding famous entrepreneur in the world.

Ans: Steve jobs

83) Personal Mastery is the reason why _____commands millions of followership all over the world.

Ans: Oprah Winfrey

84) Founder of root cause analysis

Ans: Sakichi toyota

85) How many questions to help you improve your teams communication.

Ans: 25

86) Which component of agile gives "Quality over quantity"

Ans: Delivery Value

87) Agile promotes

Ans: EDUF (enough design up front)

88) Suffering, Expertise, Empathetic and pathetic comes under

Ans: Pathos

89) Ability to effect the manner of talking of other

Ans: Influence

90) Types of reciprocity

Ans: Generalized, Balanced, negative

91) The first step to any successful conversation is

Ans: Trust

92) Ability to look at things with fresh perspective

Ans: Creative thinking

93) The ability to think clearly and rationally to understand the logical connection between ideas

Ans: Critical thinking

94) In order to analyse questions or problem and reach out solution, you need which below key

aspects of analytical key

Ans: Critical thinking

95) Personal Mastery enables you to

Ans: Accept Yourself

96) What is blood in veins for engineering organisation

Ans: Continuous learning

97) When you give priorites to your work as your own

Ans: Taking ownership

98) Delegation deals with

Ans: Giving authority

99) Planing and priorities your work makes you

Ans: Productive

100) When you go to famous restaurant which persuasion is this?

Ans: Social proof

101) When your manager order you to do something

Ans: Authority

102) You over hear your boss giving the client the contact details of person for some information you know that this person is no longer responsible for that information. The client is still in the office. What should you do

Ans: Give the client the correct name and explain that your boss was not aware of the change

104) Which quadrant of four types of matrix? "Preparation, Planning, Decide, schedule" a time to do it.

Ans: Not urgent, Important

105) Teams are effective for complex task because they produce a great number of ideas and commitment to the decision

Ans: True

106) Product is the centre of the

Ans: Traditional and agile model

107) One day a poet was requested to interpret an especially peculiar an 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 knows.

Ans: The poet has forgotten the meaning of his own words

108) Which of the following are not the steps in negotiation process

Ans: Evaluation/Feedback

109) The vice technique is a tactic of one of the following options.

Ans: Negotiation

110) You are the team lead for project stream. Which would you take first in setting expectation with your team.

Ans: Set shared goals

111) What would you conduct after a project completion

Ans: Learning from success and failure helps team grow and allow in success future.

112) A team is loosing trust in their leader ans questioning his credibility because he does not follow through. What would you tell the leader to do.

Ans: Get rid of say-do gap

113) What is LESCANT model important in international business settings

Ans: It helps you to consider cultural issue that can arise in professional communication.

114) Desire to agree with person who resembles you or share the same value. Which principles of persuasion.

Ans: Liking

115) The demand of a good or services is greater than the availability of the good and service which of the following is correct.

Ans: Scarcity

116) We are using Authority and Assurance to motivating others, which influence style is it?

Ans: Assertive

117) We don't expect any favour in return from family and friends, in which type of reciprocation is this.

Ans: Generalized Reciprocation

118) Which appeal? " Give blood, save life"

Ans: Pathos

119) Match the following Storytelling Techniques with their TED presenters Storytelling Techniques

1. Bring characters to life : Malcom Glad

2. Immerse your audience in the story : Richard Turere

3. Create suspense : Zak Ebrahim

4. Tell a personai story : Leslie Morgan Steiner

120) 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 e-mail hourly.

C) Be a good organization citizan and help others routinely with their tasks.

D) Assist your secretary with routine phono calls.

Answer: A

121) What are the five bariers to a sale according to Zig Ziglar?

A) No logic, no attraction, no money, no need and no hurry.

B) No need, no money, no hurry, no trust and no desire.

Answer: B

122) 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 to your tool to be successful. How would you like to go about it?

A) You will request him to use the tool once and ask him/his team to specifically highlight the flaws. You will ensure that you will not be defensive and take his feedback with an open mind, acknowledge the genuine faults of the tool and ask for his suggestions to improve it.

B) You will politely tell him that you do not appreciate the way he is sharing his 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 are correct.

Answer: A

123) What does Agile facus on?

A) Project Relaxation

B) Bensfts Delivery

C) Value Delivery

D) Style of Working

Answer: Value Delivery

124) ldentify the steps of root cause analysis from options given below. Select all that apply.

A) ldentify 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.

Answer: A, D

125) 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

Answer: A

126) 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. The entire team has a dedicated hour everyday 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 the team and tries to help the team members in the best possible way. Due to this, Lead horns have a lot of respect (rom 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 tearm members?

A) He is a very good human being and therefore helps everyone

B) He might have gone through these collaborative techniques in the Leadership training programs available in the organization

C) He believes in creating an environment of sharing and caring so as to ensure the team performs to its best and continues to support each other through reciprocation.

D) Everyone does it, there is nothing different.

Answer: C

126) Daydreaming is one of the most fundamental idea-generation techniques to trigger great ideas.

A) TRUE

B) FALSE

Answer: A

127) The objective of DevOps environment is to____

A) Combine Development & Oparations

B) Define clear roles and responsibilities amongst all teams.

C) Alow teams to work in their comfort zones so that they can speed up delivery.

D) Share detailed feedback by the end of the project.

Answer: A

128) What should you do when there is a misunderstanding with a customer? Select all that apply.

A) Apolagize for the misunderstanding even though it may not have been your mistake.

B) Tell them it was some one else's fault.

C) Ask them what you can do to help with clarity.

D) Avoid and discuss something else.

Answer: A, C

129) 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 routine his objections to your proposal.

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

Answer: A

130) 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.

Answer: C

131) 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

Answer: A

132) identify the behavioural reaction to anxiety.

A) Avoiding situations 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.

Answer: C133) Structured problems typically have __ while unstructured problerms typically have ___

A) Only one solution; many solutions

B) One solution; two solutions

C) Many solutions; fewer solutions

D) Two solutions; three solutons

Answer: A

134) 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 Robort earns his compensation when these projects

nun successfully, whereas he is expected to share responsibility for underperformance or the project' productivity decreases. Taking this into account, Robert decides to understate the risks and costs while overseeing benefis. In this case, Roberts 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 al hat 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 Robert's personal situation.

D) This states Confirmation bias as Robert is found to have been favoring 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.

Answer: E

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

A) Recognize when a co-Worker needs help and is too embarrassed to ask.

B) Recognize fhat the boss is facing considerable pressure.

C) Deal elfectively with an angry customer,

Answer: A, B, C

136) 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 effect plan

C) Calm yourself and do a positive self-talk

D) All the options are correct.

Answer: B, C

137) What does this term indicate in relationship Growth Mindset- Think realistically about time and effort'. Solect 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) Dont expect to master every topic under the sun in one sitting

Answers: A, B, D

138) Creativity requires challenging "business as usual".

A) TRUE

B) FALSE

Answer: A

139) When you convince others with strong arguments it is known as

A) Opinion

B) Persuasion

C) Stereotype

D) Influence

Answer: B

140) 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 do not really agree.

D) Speaking continuously in order to sound more credible.

E) Be quick to develop your arguments and explain your rationale.

Answer: A, B, C, E

141) During the anger why does people loose control

A) Angry Mindset

B) Escalation

C) External Pressure

D) Awareness

E) Internal Desire

Answer: A, B, C

142) ____ is copping technique many of the people used to avoid feelings of anger

A) Suppression

B) Calming

C) Impression

D) Brainstorming

Ans: A

143) A solution is a question or situation that presents doubt, perplexity, or difficulty. It's an issue that needs to be corrected or overcome inorder to achieve s desired state.

A) True

B) false

Answer: False

144) Problem solving is often identified as it's own separate skills. But there are other related skills that contribute to this ability. From the given option, identify the other skills.

A) Active Listening Skill

B) Passive Skill

C) Team Building Skill

D) Networking Skill

E) Creative Skill

Answer: A, C, E

145) Lack of awareness is on the left side of the vertical line.for example if you're frustrated but unaware it is called .... Quadrant

A) Descipline

B) Acting Out

C) Loosing Control

D) Danger Zone

Answer: Danger Zone

146) ...... Is the problem solving strategy that allows people to simplify complex problem and reduce the total number of possible solution to a more manageable set

A) Algorithm

B) Trial and Error

C) Heuristics

D) insights

Answer: C

147) From the below given option, identify the fundamental of problem solving. Select all that apply

A) Use of hypothesis

B) Dont use hypothesis

C) Solve root cause of the problem

D) Solve the surface level problem

E) Do not reinvent the wheel

F) Do reinvent wheel

G) get the facts

H) get the ideas and opinion

Answer: A, C, D, G, H

148) .... And .... Are the among six major casual elements that could contribute to an effect before failure analysis is conducted.

A) Time

B) Management

C) Effort

D) Environment

E) Space

f) Mindset

Answer: A, D

149) The ability to bridge those unavoidable gaps between................ and .... is a key action element of personal mastery

A) Persional Vision

B) Present reality

C) Personal transformation

D) Personal alighnment

Answer: Personal vision

150) What is the definition of recency bias?

A) The tendency to draw conclusions based on insufficient or unrepresentative data

B) The bias introduced by systematically excluding certain types of participants from a study

C) The way in which information is presented or framed, which can influence people's perceptions and decisions

D) The tendency to give greater weight to recent events than earlier ones

Answer : The tendency to give greater weight to recent events than earlier ones

151) What is the definition of selection bias?

A) The tendency for people to remember unusual events more easily than typical ones

B) The tendency to draw conclusions based on insufficient or unrepresentative data

C) The bias introduced by systematically excluding certain types of participants from a study

D) The tendency to favor information that confirms preexisting beliefs

Answer: The bias introduced by systematically excluding certain types of participants from a study

152) Recall bias is a type of bias that occurs when study participants inaccurately recall or report information about past events, experiences, or behaviors.

A) True

B) False

Answer: True

153) Which of the following is an example of confirmation bias?

A) A scientist carefully considering all data before drawing a conclusion

B) A person only seeking out information that supports their preexisting beliefs

C) A researcher conducting a double-blind study to minimize bias

D) None of the above

Answer : A person only seeking out information that supports their preexisting beliefs

154) What is the definition of framing bias?

A) The way in which information is presented or framed, which can influence people's perceptions and decisions

B) The tendency to favor information that confirms preexisting beliefs

C) The bias introduced by systematically excluding certain types of participants from a study

D) The tendency to remember negative experiences more vividly than positive ones

Answer: The way in which information is presented or framed, which can influence people's

perceptions and decisions155) Which of the following is an example of cognitive bias?

A) The tendency to remember negative experiences more vividly than positive ones

B) The tendency to believe that the majority is always right

C) The bias introduced by the way questions are asked in a survey

D) The bias introduced by selectively presenting data that supports a particular point of

Answer: The tendency to remember negative experiences more vividly than positive ones

156) A fishbone diagram is also known as _____

A) Ishikawa diagram

B) Pareto diagram

C) Scatter diagram

D) Control chart

Answer : Ishikawa diagram

157) Which of the following is NOT a step in creating a fishbone diagram?

A) Identify the problem or effect

B) Identify the potential causes

C) Create a control chart

D) Group the causes into categories

Answer: Create a control chart

158) The fishbone diagram was developed by ?

A) Dr. Deming

B) Dr. Juran

C) Dr. Ishikawa

D) Dr. Crosby

Answer: C

159) What are the 6 Ms in the fishbone diagram? Select all that apply.

A) Manpower

B) Management

C) Materials

D) Machinery

E) Measurement

F) Method

Answer: All

160) The fishbone diagram is a tool used for _____

A) Identifying potential causes of a problem

B) Analyzing the frequency of a problem

C) Measuring the effect of a problem

D) Creating a plan to address a problem

Answer: Identifying potential causes of a problem

161) What are the recommended steps in creating a fishbone diagram? Select all that apply.

A) Identify the problem or effect

B) Identify the potential causes

C) Create a control chart

D) Group the causes into categories

Answer : A, B, D

162) What is the principle of authority in influence?

A) People are more likely to comply with requests from people they like or admire

B) People are more likely to comply with requests if they feel they owe something in return

C) People are more likely to comply with requests if they perceive scarcity

D) People are more likely to comply with requests if they perceive the requester to have authority

Answer: D

163) Which of the following are potential benefits of using the principle of liking to influence others?

(Select all that apply)

A) It can build rapport and strengthen relationships

B) It can create a sense of urgency that leads to action

C) It can increase the perceived value of a product or idea

D) It can enhance credibility and trustworthiness

E) It can foster positive emotions and attitudes towards the influencer

Answer: A, D, E

164) Which of the following are ways that the principle of social proof can be used to influence people's behavior? (Select all that apply)

A) By using testimonials or endorsements from trusted sources

B) By presenting statistics or data to support a claim

C) By creating a sense of urgency or scarcity

D) By demonstrating popularity or social acceptance of a product or idea

E) By appealing to people's emotions or values

Answer: A, B, D

165) What is the principle of social proof in influence?

A) People are more likely to comply with requests if they feel they owe something in return

B) People are more likely to comply with requests if they perceive the requester to have authority

C) People are more likely to comply with requests if they perceive scarcity

D) People are more likely to comply with requests if they see others doing the same

Answer: D

166) What is the principle of reciprocity in influence?

A) People tend to comply with requests from people they like or admire

B) People are more likely to comply with requests if they feel they owe something in return

C) People are more likely to comply with requests if they perceive the requester to have authority

D) People are more likely to comply with requests if they perceive scarcity

Answer: B

167) Which of the following are principles of influence according to Robert Cialdini? (Select all that apply)

A) Authority

B) Scarcity

C) Humor

D) Social proof

E) Unity

Answer: A, B, D

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