Wings1 Biz Skills Track 2 MCQs - May & Nov 22

Exam pattern: *Total Questions: 60, Duration: 90 minutes*

Marking Scheme: Correct Answer +1, Incorrect Answer 0 Marks, No Negative Marking

No Partial Marking for Multiple Select Questions (MSQs)

pdf content :MCQ: 43, MSQ: 12, SBQ: 16

1. Which among the following is the second step in problem-solving.

1. Analyze the Problem

2. Define the Problem

3. Plan Action

4. Implement Solution & Review Progress

Explanation: Page 6

2. Charities that send you lots of greeting cards along with a request to do donations for them. Which mode of persuasion is used here?

1. Liking

2. Authority

3. Scarcity

4. <mark>Reciprocation</mark>

Explanation: Page 23

3. Which among the following is not a barrier to problem solving

1. Assumptions

2. Confirmation Bias

3. Functional Fixedness

4. <mark>Consistency</mark>

Explanation: Page 7

4. Which among the following is the famous speech delivered by Dr. Martin Luther King?

1. <mark>I have a dream</mark>

2. My Story

3. Life of black People

4. End of racial discrimination

Explanation: Page 27

5. **[MSQ]** Which among the following are mental models for Agile software development. Select all that apply.

1. Release based development

2. Decremental development

3. <mark>Continuous Improvement</mark>

4. <mark>Iterative development</mark>

Explanation: Page 3

6. What are the elements of conversation?

1. ==Plan, Prepare, Listen, Close & Clarify along the way==

2. Think, Learn, Know, Say, Close and Clarify

3. Think, Know, Say, Close and Clarify

4. Plan, Prepare, Close & Clarify along the way

Explanation: Page 3

7. 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==

Explanation: Page 26

8. What does teamwork mean?

1. To work hard with others

2. To communicate well with others

3. ==To work well with others==

4. To work using soft skills

Explanation: Page 10/30/31 (Understanding Based)

9. Which among the following involves Pareto's Principle.

1. ==Give 80% of your time to 20% most 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.

Explanation: Page 28

10. 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

Explanation: Understanding Based

11. **[MSQ]** Identify suggested techniques for overcoming time waste in the work environment. Select all that apply.

1. Do the most important things later.

2. Be decisive and finish things.

3. Set a time limit for important tasks and projects

4. Perform multitasking of most important and least important tasks.

5. Procrastinate

Explanation: Page 2(Understanding Based)

12. How we can be a good team player. Select all that apply.

1. By Communicating Well

2. Be a problem solver

3. Take initiative

4. Do only what is assigned to you and take rest

Explanation: Page 30

13.**[SBQ]** What happens when there is trust between people? Select all that apply.

1. Trust makes people comfortable in taking advantage of anyone with.

2. Trust makes people feel eager to be a part of a relationship or group that depends on each other.

3. People willingly contribute in what is needed, not just by their presence, but also talent, energy and honest thoughts on how the relationship or group can grow.

4. People can share their confidential information with each other as well.

5. Trust doesn't make people comfortable in taking advantage of any other person.

Explanation: Situation based Question

14. [**MSQ**] What are some of the steps you can take to manage multiple stakeholders? Select all that apply.

1. Observe and analyze

2. Communicate

3. Analyze and communicate.

4. Prioritize Outcomes.

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

Explanation: Page 31

15. Select the options applicable to Agile Mindset

1. Stubbornness

2. Positive Mindset

3. Thirst of Knowledge

4. Hard thinking

5. Goal of team success

6. Willingness to fail

Explanation: Page 28

16. Which of the following is/are suggested way(s) of building good relationships with customers?

1. When a customer complains, be defensive.

2. Place the company's needs first.

3. Show care and concern for the customer.

4. Establish customer dissatisfaction goals.

Explanation: Based on understanding

17. **[MSQ+SBQ]** On his first day at work in the DIY Shop, Bill's manager asked him to sweep the aisles clean. In aisle three, a customer was examining two different decking products. "Excuse me," he asked the new employee. "Which one do you think is best? I want some decking that will last, while looking modern. Which one do you think is the best fit?" Taken aback and without thinking. Bill answered, "I like the one in your right hand. It's a nicer color and seems pretty sturdy to me." Persuaded by what he thinks is an expert, the customer walks away with 50 pieces of expensive decking. The above passage refers to which principle?

1. Reciprocity

2. <mark>Authority (Persuaded by what he thinks is an expert)</mark>

3. Social Proof

4. <mark>Liking (I like the one in your right hand)</mark>

5. Consistency

Explanation: Situation based Question + Page 23

18. **[SBQ]** It is Rubin's 3rd year in the organization he already feels quite stressed out working for more than his usual office hours the tasks that are assigned to him a repetitive and the workload is high with strict deadlines however ruben's Boss has high Expectations on him and Rubin does not want to disappoint is boss proven expects a promotion the next year while at the same time he has thoughts about quitting right away because of the stress what should Ruben do in this situation

1. Ruben should sign up for a meditation course.

2. <mark>Ruben should take a one week vacation to an isolated hill station to assess his mental Wellbeing. Get back with renewed commitments.</mark>

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.

Explanation: Situation Based Question

19. **[SBQ]** Peter is a hard-working team member and works more than 10 hours a day to complete his deliverables. He has a faulty laptop but despite his technical challenges, he manages to complete his task as per the deadline. His mother has also not been keeping well and he, being the only breadwinner of the family, needs to lend his complete support. Just a few days back he took few sick leaves. You are Peter's manager. How would you like to support him?

1. You will assess his workload to see if he is overloaded, and if that can be delegated to others.

2. Your immediate support will be to fix his laptop so that he is not stressed technically.

3. You will support him by giving him additional leaves if he requires.

4. You will pull him out of the project as he has personal challenges.

5. <mark>You will have a discussion with him and understand about his family health status and provide him support</mark>.

6. You will give him less responsibilities so that he is a little relaxed.

Explanation: Situation Based Question

20. How can team creativity be promoted?

1. Relieve team members of accountability to promote creative ideas.

2. <mark>Establish challenges for the team</mark>.

3. Evaluate ideas during the idea generation stage.

4. Stress and deadlines to encourage intensity and focus.

Explanation: Understanding Based

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

1. Scheduling

2. Retesting the solved problems

3. <mark>Analyzing</mark>

4. <mark>Planning</mark>

5. <mark>Prioritizing</mark>

6. Identifying our feeling

Explanation: Page 25

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

1. Conflict Resolution

2. <mark>Negotiation</mark>

3. Persuasion

4. Storytelling

Explanation: Page 24

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

1. None of the options are correct

2. Consensus

3. Scarcity

4. <mark>Authority</mark>

Explanation: Page 23 (Understanding Based)

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

1. <mark>It requires maximum downtime and minimal service backups</mark>.

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. <mark>There are separate teams for operations and developments</mark>.

5. DevOps is a tool which is solely automation

Explanation: Understanding Based Page 4,5

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

1. Proper lightning in the work environment.

2. Extrinsically Motivating conditions in the work environment.

3. <mark>Right type of motivation</mark>

4. Stable economic conditions.

Explanation: Understanding Based

26. **[MSQ]** Identify the aspects that could be improved by cultivating a growth mindset. Select all that apply.

1. Rewards and recognition.

2. <mark>Performance and productivity</mark>

3. Performance and groupthink

4. <mark>Goal achievement and happiness</mark>

5. Connection and groupthink.

Explanation: Understanding Based

27. 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. <mark>All team members should be delegated with all kinds of work with equal responsibility for only then they will get empowered</mark>.

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.

Explanation: Understanding Based

28**. [SBQ]** Linda and her close friend were involved in an unhealthy argument recently, which has caused a rift between the two. What should Linda do in this situation?

1. Linda should ignore the issue and move on with her tasks.

2. <mark>Should suppress her ego and invite her friend over for a cup of coffee or dinner</mark>.

3. Linda needs to wait for her friend to make the first move.

4. Linda should seek the help of a mutual friend to mediate.

Explanation: Understanding Based

29. **[MSQ]** 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. <mark>Embrace mistakes</mark>.

3. <mark>Conduct brainstorming sessions</mark>.

4. Concentrate intensely on the task at hand.

6. Stick to the traditional mental set.

Explanation: Understanding Based

30. 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.

Explanation: Understanding Based

31. 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

Explanation: Understanding Based

32. **[SBQ]** A development team often gets some production support requirements in addition to the work in the sprint backlog. The team adapted their team composition and created the sub team to support these ad hoc requirements. Which of the following statements is true

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

Explanation: Situation based question

33. Which Acronym is related to the GOAL setting? Select the appropriate option

1. TED (Tell me, explain to me, describe to me)

2. KISS (Keep it simple, stupid)

3. SMART (Specific, measurable, attainable, realistic, time-bound)

4. WIIFM (What's in it for me)

Explanation: Page 27

34. A (n) _____ is the existence of a discrepancy between existing and a desired state of affairs.

1. Opportunity

2. Solution

3. Problem

4. Weakness

Explanation: Understanding Based

35. 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

Explanation: Page 24

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

1. False

2. True

Explanation: Understanding Based

37. 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

Explanation: Understanding Based

38. **[SBQ]** Maki was part of a new project. She was anxious to meet new team members and experience her first job. On the first day, her manager presented her with a meeting full of tasks and responsibilities. She felt overwhelmed as she must get all of these done and was not sure where to start. What should Maki do to ease her anxiety and manage her time effectively?

1. <mark>Take a break for 10 minutes, get back and calmly list down tasks on priority and start solving them</mark>.

2. Accept the tasks and try to delegate them to team members.

3. Seek help from a senior associate to complete her tasks.

4. Get prepared for such hectic pressure as a routine matter.

5. Talk to the manager and explain that she is very new to the team, and it is difficult for her to handle all these responsibilities.

Explanation: Situation Based Question

39. _____ appeals to the audience's emotions and _____ shows credibility and makes one seem trustworthy and believable.

1. Ethos / Pathos

2. <mark>Pathos / Ethos</mark>

3. Ethos / Logos

4. Echoes / Logos

5. Pathos / Logos

Explanation: Page 9

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

Persuasion.

1. <mark>True</mark>

2. False

Explanation: Understanding Based

41. 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

Explanation: Understanding Based

42. For connecting emotionally you need to reach the _____

1. Brain

2. Heart

3. Stomach

4. Lungs

Explanation: Understanding Based

43. **[MSQ]** To develop your creativity you should _____. Select all that apply

1. Allow to have pressure to produce immediate results

2. Be willing to take risks

3. Reward your curiosity

4. Commit yourself to developing your creativity

5. Stick to your comfort zone and don't take new risks

6. Stick to the boundaries and go with the flow

Explanation: Understanding Based

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

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

2. There is an open and realistic sharing of both progress and problems.

3. One clique exists within this team, and their presentations sound about the same political stuff.

4. It is obvious that most members play the political game

Explanation: Situation Based Question

45. **[SBQ]** 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.

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.

Explanation: Situation Based Question

46. **[SBQ]** We have several theories of perception that are related to the head and the heart. Select the most appropriate assumption.

1. People's behavior and action are extrinsically linked to their mother and father's parenting style, and the behavior and actions of siblings.

2. People need a way to judge which stories are believable and which are not

3. How people process information about the world can play an important part in what kind of message they find most persuasive

4. People need to understand messages regardless of who seeks to persuade them

Explanation: Situation Based Question

47. **[SBQ]** 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==.

Explanation: Situation Based Question

48. **[SBQ]** You are frustrated because your colleagues in North America keeps messaging you at 5:00 AM (your time). They send you seemingly urgent requests when you're sleeping or just waking up, and you are sick of being bombarded with multiple requests even before you start your day. You get the vibe that they do not like you much and you do not know how to approach them. Which of the following statement fits to the above situation?

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.

Explanation: Situation Based Question

49. When an acquaintance of yours asks you, "How is business"? You respond saying "stakes are up by 14% what about yours at this time?" What type of communication has taken place between both of you?

1. None of the options are correct

2. Feeling

3. Opinion

4. **Fact**

Explanation: Page 28

50. **[SBQ+MSQ]** A few days after the sprint planning, the Product Owner finds that it makes sense to develop another new functionality. Which two of the following statements are correct?

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. <mark>If the Developers agree, the Product Owner can swap an existing functionality in the current sprint, for the new functionality.</mark>

4. The Developers should obtain the Scrum Master's approval to add this to the Sprint Backlog

Explanation: Situation Based Question

51. Which technique of negotiation makes use of a 'divide and conquer' process of threats and alliances to overcome opposition? Select the most appropriate.

1. Quivering Pen Technique

2. Vice Technique

3. Nibble Technique

4. <mark>Salami Technique</mark>

Explanation: Page 24

52. How to apply analytical thinking while problem solving? Select all that apply.

1. Adopt a creative approach.

2. <mark>Process and synthesis</mark>.

3. Be in this stage of gestation.

4. <mark>Think in layers</mark>.

5. <mark>Take a step back</mark>.

6. Always stick to the traditional approach.

7. Go with the flow of the problems.

Explanation: Understanding Based/Page 8

53.**[SBQ+MSQ]** Understanding personality types helps to establish rapport and influence with others in a business setting. Which of the following are the characteristics of the personality type called regulators? Select all that apply.

1. <mark>Regulators may not seek formalized approvals of their achievements from those in post</mark>.

2. <mark>Application of the regulator is logical and well-structured and the style lacks emotion</mark>s.

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.

Explanation: Situation Based Question

54. **[MSQ]** Choose the reason that classify the problem as complex problem

1. It is binary

2. It has high level difficulty

3. It has a very simple way of solving

4. It has many components

5. It involves too many unknowns

Explanation: Understanding Based

55. Teams are effective for complex tasks because they produce a great number of ideas and

Commitment to the decisions.

1. True

2. False

Explanation: Understanding Based

56. Product is the center of the _____.

1. Project procedure model

2. Traditional and agile model

3. Traditional risk management model

4. Design thinking model

Explanation: Understanding Based

57. **[SBQ]** One day a poet was requested to interpret an especially peculiar and obscure passage within one of his own poems. His response was "at the time that I was writing that particular verse, only God and myself knew its meaning. Now it is only God who knows. What does the poet mean by his answer?

1. The poet has 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.

Explanation: Situation Based Question

58. The rule of reciprocity is a social norm in which a person feels obligated to return the favor, if someone does something for them.

1. <mark>True</mark>

2. False

Explanation: Page 23

59. Which among the following does not belongs to techniques of negotiation _____.

1. Quivering Pen Technique

2. <mark>Little Pie Technique</mark>

3. Nibble Technique

4. Vice Technique

Explanation: Page 24

60 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

Explanation: Page 24+25