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Question # 1		Choose the best option(s)
Which of the following statements is true for communicating disagreement. (More than one correct answer)		
		<input type="checkbox"/> It is considered rude to say "You're wrong."
		<input type="checkbox"/> It is not wrong to communicate disagreement politely and give a reason.
		<input type="checkbox"/> None of the above
		<input type="checkbox"/> It is not necessary to communicate disagreement.


Question # 2		Choose the best option(s)
In an intercultural context, one is required to work with people from different backgrounds. Being empathetic helps understand others because people who are empathetic. (More than one correct answer)		
		<input type="checkbox"/> observe others' behaviors well
		<input type="checkbox"/> pass judgement on others
		<input type="checkbox"/> listen actively to others


Question # 5		Choose the best option
Suma is preparing to present a new idea with a team comprising members from different nationalities. What strategy can she use to make sure that her presentation can be understood by everyone?		
		<input type="radio"/> Suma should not list down the points in the presentation.
		<input checked="" type="radio"/> Suma should use pictures, graphs and bullet points in the presentation.
		<input type="radio"/> Suma could use different languages to present different sections.
		<input type="radio"/> Suma should use a lot of text with details in the presentation.
		Clear Response


Question # 3		Choose the best option(s)
Jay recently attended a session on Business storytelling. He is keen to apply his learning in an upcoming presentation with a prospective customer. Which of the following element(s) should Jay include in his story to make it relevant for his customer. (More than one correct answer)		
		<input type="checkbox"/> Catch or the Twist
		<input type="checkbox"/> Context or the background
		<input checked="" type="checkbox"/> Characters
		<input type="checkbox"/> Chronological sequence
		Clear Response

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Question # 4		Choose the best option
Swift decision-making during a meeting is characteristic of the:		
		<input type="radio"/> Mexicans
		<input checked="" type="radio"/> Swedish
		<input type="radio"/> Japanese
		<input type="radio"/> US Americans
		Clear Response

Question # 1		Choose the best option(s)
Alex is preparing to launch a new product in the market and is taking inputs from his team. Which of following ideas will help Alex in launching the product successfully? (More than one correct answer)		
		<input type="checkbox"/> Use the word of mouth approach to promote the product.
		<input type="checkbox"/> Adopt a delivery style that focusses only on detailing the product features.
		<input type="checkbox"/> Highlight how user-friendly the product is.
		<input type="checkbox"/> Weave a story around the product that will connect with the audience.

Question # 3		Choose the best option(s)
Team members speaking up and voicing their opinions are appreciated in a few types of cultures. Select the options from the list below, in which speaking up would be appreciated. (More than one correct answer)		
		<input type="checkbox"/> Collectivist culture
		<input type="checkbox"/> Hierarchical culture
		<input type="checkbox"/> Egalitarian culture
		<input type="checkbox"/> Individualist culture

Question # 2		Choose the best option(s)
Marc has just completed his MBA from one of the most prestigious international B-Schools. He thinks that the salary he is currently being offered by his organisation was okay before he did his MBA, but now his market value has increased. How would Marc frame his problem so that his organisation understands his value and is willing to pay for it? (More than one answer is correct)		
		<input type="checkbox"/> At top places like XYZ Infotech, people with my background get between Rs. 700,000 and Rs. 900,000.
		<input type="checkbox"/> Given that I now hold an MBA from one of the top B-Schools, could I hear what you are willing to offer me first before I tell you what I have in mind?
		<input type="checkbox"/> Since I come with an MBA from a prestigious institute, I expect a yearly take home package of Rs. 700,000.
		<input type="checkbox"/> You are all aware that I spent a lot of time, effort and money to complete the MBA course. However, I am okay with whatever you think is suitable.



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Question # 8 [Revisit](#)

Cynthia is planning to present a model that she is sure will help her clients cut costs. Which of these approaches show that Cynthia considers her clients to be equal partners in the decision making process?

Choose the best option

- ☐ She starts by saying, "We are planning to make the following changes as it will help you cut costs by 10%. continues to list out the changes, and ends with "Any objections?"
- ☒ She starts by saying, "What if I tell you that we can cut costs by 10%?" Then, continues to tell the audience why she says so and finally ends by telling them about how she thinks they can do it.
- ☐ She starts by saying, "There were some suggestions we had that may help you cut costs by 10%." Then to show a couple of changes, and ends with "Please ignore them if you feel it's not necessary. We will suggest others."
- ☐ She starts by saying, "I think we need to make the following changes." Then, lists out the changes she suggest and ends by telling them that this will help them cut costs by around 10%.

Question # 1 [Revisit](#)

Read about the onset of the Machine First Delivery Model in TCS. For each question 1- 5, choose the correct word and fill in the blanks.

Machine First Delivery Model: Humans with, not versus machines

The Future of Jobs Report 2018 compiled by the World Economic Forum forecasts that "by 2025, machines will perform more work tasks than humans, compared to 71% of the tasks being (1) (performed/completed/replaced) by humans today." In fact, close to two-thirds of global CEOs see Artificial Intelligence as bigger than the internet. So, will machines then replace every (2) (possible/problem/real) human worker with AI and other technologies that can automate labor? The answer is a resounding 'No!' Instead, the Machine First™ approach appeals to leaders to (3) (adapt/adopt/innovate) the three key digital technologies—analytics, automation, and AI—in every area of their business.

The birth of the Machine First Delivery Model (MFDM) in TCS:

The Machine First™ model was born out of the desire to drive automation and Artificial Intelligence into every aspect of TCS' business. Since MFDM's internal launch in March 2018, the model (4) (has received/had received/receive) immense positive feedback from customers and analysts. Since then, there has been no (5) (seeing/looking/watching) back.

Question # 2 [Revisit](#)

Mark has just completed his MBA from one of the most prestigious international B-Schools. He thinks that the salary he is currently being offered by his organization was okay before he did his MBA, but now his market value has increased. How would Mark frame his problem so that his organization understands his value and is willing to pay for it? (More than one answer is correct)

Choose the best option(s)

- ☐ At top places like XYZ School, people with my background get between Rs. 750,000 and Rs. 800,000.
- ☒ Since I come with an MBA from a prestigious institute, I expect a yearly base salary package of Rs. 750,000.
- ☐ Given that I now hold an MBA from one of the top B-Schools, could I hear what you are willing to offer me before I tell you what I have in mind?
- ☐ You are all aware that I spent a lot of time, effort and money to complete the MBA course. However, I am not with whatever you think is suitable.

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Question # 3 [Revisit](#)

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

Choose the best option(s)

- ☒ Weave a story around the product that will connect with the audience.
- ☐ Use the word of mouth approach to promote the product.
- ☒ Highlight how user friendly the product is.
- ☐ Adopt a delivery style that focuses only on detailing the product features.

[Clear Response](#)

Question # 4 [Revisit](#)

Suman is articulating the findings of a legacy application study, in an Analysis Report. She has found that the application is no longer able to cater to the current operational needs. Select the sentences she should use in her Analysis Report to present a clear analysis. (More than one correct answer)

Choose the best option(s)

- ☐ The existing system at Xitca operates in a batch mode, which catered to the requirements when the commenced operations in 2015.
- ☒ The system used by Xitca is extremely outdated, very slow and uses an outmoded form of processes keep pace with current operational needs.
- ☐ The existing system needs to be upgraded, or a new system developed, to cater to the current business work volumes.
- ☐ Xitca should do some serious thinking on its future course of action.

[Clear Response](#)

Read the article below and answer the questions. For each question choose the correct answer.

'We Are Anonymous': Inside the Hacker World of LulzSec, Anonymous and the Global Cyber Insurgency by Parmy Olson offers a tantalizing glimpse into the loosely coupled world of hacker groups and hacktivists, connecting events in a mainly post-Wikileaks world.

The book tracks the hacktivist group 'Anonymous', and specifically, the splinter group: 'LulzSec', which wreaked havoc on online assets of organizations worldwide like PayPal, Visa, MasterCard, Sony Entertainment, FBI and CIA, before being brought down by co-ordinated action of multiple law enforcement agencies in 2011-12.

Parmy Olson, the London Bureau Chief for Forbes magazine, sourced most of the information and anecdotes from the key figures: hackers and their victims. This had to be a difficult job (which the author acknowledges), given the challenges in establishing the truth of the information from sources that mainly existed in the virtual world.

In the book, Olson gives a snapshot of a chaotic landscape – black hat (from hard-core cyber criminals to wannabe hackers) and white hat hackers (the 'do gooders'), security companies, law enforcement agencies, hacktivists led by organisations like WikiLeaks, global corporations and thousands of casual websurfers whose compromised computers end up as unintended members of botnets: computers controlled by someone to participate in cyber-attacks and even crime. Anons, or members of Anonymous, claimed to have no leader or structure. Most of them never knew anyone else's real name or details. Naturally, 'anonymity on the web made it easier for some to perform the odd illegal thing, break into servers, steal a company's customer data, or take a website offline and then deface it—some of the punishable offences in many countries.

However, this is the least of their concerns. Protection due to anonymity on the web? Security in numbers? Probably yes, but Olson's narrative also points out ignorance as a factor, as hundreds of rookies within the group would get carried away by the exhilaration, participate in cyber-attacks, not knowing how to cover their tracks, and end up having the police at their front doors. For those interested, the book has a liberal sprinkling of hacker chat and attack details. The main cast turns out to have very little in common, except for the fact that they enjoyed what they did.

1. The book concentrates on

Choose the best option

- ☐ victims of hackers
- ☒ the history of hacking
- ☐ the activities of hackers

[Clear Response](#)



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For each question choose the correct answer.

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2. The information in the book has been sourced from

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4. The author is of the opinion that

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For each question choose the correct answer.

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6. Black hat hackers are

Question # 2	Revisit	Choose the best option(s)
<p>It is 4:30 p.m. on a Friday in Sydney. You have just joined a weekly call among stakeholders from several countries. You hear Norah Johnson, the product owner, speak. Respond to her question and continue to make small talk with her. Norah is from Australia and loves the outdoors. You are well acquainted with Norah and have interacted with her many times.</p> <p>Read the two statements made by Norah, and for each statement choose responses that you think will help you build rapport with Norah.</p> <p>Part 2 of 2: Norah Johnson: To be honest, I noticed that not many in the team are interested in the outdoors. What do you think could be the reason?</p>		<p><input type="checkbox"/> We do not like to waste time hiking and trekking, we would rather spend time with the family.</p> <p><input type="checkbox"/> Come to think of it you are right, very few among our team members are actually interested in the outdoors. However, that could be an exception, rather than the rule.</p> <p><input type="checkbox"/> No, Norah. You are wrong. We do like the outdoors.</p> <p><input type="checkbox"/> That's an interesting observation, Norah. I actually know of a few of us who love the outdoors. Sendin, for example, enjoys hiking and writes blogs about his trips. I must remember to request him to share his blogs with you.</p>

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Question # 1	Revisit	Choose the best option(s)
<p>It is 4:30 p.m. on a Friday in Sydney. You have just joined a weekly call among stakeholders from several countries. You hear Norah Johnson, the product owner, speak. Respond to her question and continue to make small talk with her. Norah is from Australia and loves the outdoors. You are well acquainted with Norah and have interacted with her many times.</p> <p>Read the two statements made by Norah, and for each statement choose responses that you think will help you build rapport with Norah.</p> <p>Part 1 of 2: Norah Johnson: So, what are your plans for the weekend?</p>		<p><input type="checkbox"/> Nothing great.</p> <p><input type="checkbox"/> Well I'd love to tell you that I have some fancy plans. But the truth is that weekend chores have got the better lately. How about you?</p> <p><input type="checkbox"/> Why do you ask?</p> <p><input type="checkbox"/> Well, we have established a routine now. Fridays are movie nights and Saturdays are for the outdoors.</p>

Question # 3	Revisit	Choose the best option
<p>Read the passage below and fill in the blanks with the most appropriate term in a business context.</p> <p>I am pleased to publicly _____ (1) Ms. Shania Shawn for the excellent services she rendered to Team ACT Outboard Camp Inc. In my opinion, the _____ (2) of service she extended to our company is immeasurable. I was so _____ (3) by the support and service provided by Ms. Shawn and her enthusiastic team of marketing and communication specialists that I felt compelled to go overboard with my praise. The team truly (4) _____ it. In an age where exceptional one-to-one customer service excellence has _____ (5) disappeared from our industry, the work that Ms. Shawn and her team did demonstrates that they are not just competent but also customer-centric.</p> <p>Choose the right option for blank 3</p>		<p><input type="radio"/> concerned</p> <p><input checked="" type="radio"/> relieved</p> <p><input type="radio"/> impressed</p> <p>Clear Response</p>



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Question # 4 Revisit Choose the best option

Read the passage below and fill in the blanks with the most appropriate term in a business context.

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Choose the right option for blank 4

☐ supports
☒ suggests
☐ deserves
Clear Response

Question # 5 Revisit Choose the best option

Read the passage below and fill in the blanks with the most appropriate term in a business context.

I am pleased to publicly _____ (1) Ms. Shania Shawn for the excellent services she rendered to Team ACT Outbound Camp Inc. In my opinion, the _____ (2) of service she extended to our company is immeasurable. I was so _____ (3) by the support and service provided by Ms. Shawn and her enthusiastic team of marketing and communication specialists that I felt compelled to go overboard with my praise. The team truly (4) _____ it. In an age where exceptional one-to-one customer service excellence has _____ (5) disappeared from our industry, the work that Ms. Shawn and her team did demonstrates that they are not just competent but also customer-centric.

Choose the right option for blank 5

☐ regardlessly
☒ virtually
☐ potential
Clear Response

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Question # 2 Revisit Choose the best option

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Choose the right option for blank 2

☐ value
☒ quantity
☐ quality
Clear Response

Question # 1 Revisit Choose the best option

Read the passage below and fill in the blanks with the most appropriate term in a business context.

I am pleased to publicly _____ (1) Ms. Shania Shawn for the excellent services she rendered to Team ACT Outbound Camp Inc. In my opinion, the _____ (2) of service she extended to our company is immeasurable. I was so _____ (3) by the support and service provided by Ms. Shawn and her enthusiastic team of marketing and communication specialists that I felt compelled to go overboard with my praise. The team truly (4) _____ it. In an age where exceptional one-to-one customer service excellence has _____ (5) disappeared from our industry, the work that Ms. Shawn and her team did demonstrates that they are not just competent but also customer-centric.

Choose the right option for blank 1

☐ facilitate
☐ commend
☐ command

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