

PART: 1

Question 1: Which principle of persuasion is related to titles, tailors and tune?

- A. None of the options are correct
- B. Consensus
- C. Scarcity
- D. Authority

Answer: D

Question 2: The "vice technique" is a tactic of one of the following options. Identify the correct answer.

- A. Conflict Resolution
- B. Negotiation
- C. Persuasion
- D. Storytelling

Answer: B

Question 3: 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?

- A. Reciprocity
- B. Authority (Persuaded by what he thinks is an expert)
- C. Persuasion
- D. Social Proof
- E. Liking (I like the one in your right hand)
- F. Consistency

Answer: B, C & E

Question 4: Maki was part of a new project. She was anxious to meet new team members and experience her first job. On the first day, her manager presented her with a meeting full of tasks and responsibilities. She felt overwhelmed as she must get all of these done and was not sure where to start. What should Maki do to ease her anxiety and manage her time effectively?

- A. Take a break for 10 minutes, get back and calmly list down tasks on priority and start solving them.

- B. Accept the tasks and try to delegate them to team members.
- C. Seek help from a senior associate to complete her tasks.
- D. Get prepared for such hectic pressure as a routine matter.
- E. Talk to the manager and explain that she is very new to the team, and it is difficult for her to handle all these responsibilities.

Answer: A

Question 5: One day a poet was requested to interpret an especially peculiar and obscure passage within one of his own poems. His response was “at the time that I was writing that particular verse, only God and myself knew its meaning. Now it is only God who knows. What does the poet mean by his answer?

- A. The poet has forgotten the meaning of his own words.
- B. Poets do not often know where their creative inspiration comes from.
- C. Most people cannot understand poetry.
- D. God is much wiser than people are.

Answer: A

Question 6: _____ is the first step in problem-solving.

- A. Diagnosing the problem
- B. Identifying possible solutions
- C. Observing, evaluating and adjusting
- D. Determining the root causes of the problem

Answer: A

Question 7: Peter is a hard-working team member and works more than 10 hours a day to complete his deliverables. He has a faulty laptop but despite his technical challenges, he manages to complete his task as per the deadline. His mother has also not been keeping well and he, being the only breadwinner of the family, needs to lend his complete support. Just a few days back he took few sick leaves. You are Peter's manager. How would you like to support him?

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

Answer: A,C,E

Question 8: Trust is instantly built. Is the statement TRUE or FALSE?

- A. False
- B. True

Answer: A

Question 9: Which of the following will you do while planning? If you are working towards your personal growth. Select all that apply.

- A. Give 80% of your time to important and urgent tasks.
- B. Learn to say no to less important tasks.
- C. Discuss with the mentor about your personal growth.
- D. Fill your calendar with the most important tasks.
- E. Make time to do something new.

Answer: B,C,D,E

Question 10: You are frustrated because your colleagues in North America keeps messaging you at 5:00 AM (your time). They send you seemingly urgent requests when you're sleeping or just waking up, and you are sick of being bombarded with multiple requests even before you start your day. You get the vibe that they do not like you much and you do not know how to approach them. Which of the following statement fits to the above situation?

- A. Rather than assuming one should have an open conversation with the team.
- B. Does not know how to prioritize tasks.
- C. Work comes first, hence time is irrelevant.
- D. This Conflicting situation is because you have not understood the American culture.

Answer: A

Question 11: A(n)..... is the existence of a discrepancy between existing and a desired state of affairs.

- A. Opportunity
- B. Solution
- C. Problem
- D. Weakness

Answer: C

Question 12: Identify the options that do not qualify as the feature of DevOps. Select all that apply.

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

Answer: A, D

Question 13: What happens when there is trust between people? Select all that apply.

- A. Trust makes people comfortable in taking advantage of anyone with.
- B. Trust makes people feel eager to be a part of a relationship or group that depends on each other.
- C. People willingly contribute in what is needed, not just by their presence, but also talent, energy and honest thoughts on how the relationship or group can grow.
- D. People can share their confidential information with each other as well.
- E. Trust doesn't make people comfortable in taking advantage of any other person.

Answer: B,C,D

Question 14: , and are the suggested three practices to be followed for effective problem-solving. Select the appropriate options to fill in the blanks.

- A. Scheduling
- B. Retesting the solved problems
- C. Analyzing
- D. Planning
- E. Prioritizing
- F. Identifying our feeling

Answer: C,D,E

Question 15: The rule of reciprocity is a social norm in which a person feels obligated to return the favor, if someone does something for them.

- A. True
- B. False

Answer: A

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

- A. When a customer complains, be defensive.
- B. Place the company's needs first.
- C. Show care and concern for the customer.
- D. Establish customer dissatisfaction goals.

Answer: C

Question 17: Name the title of the speech of Dr. Martin Luther King is _____.

- A. I have a dream
- B. The story of my family
- C. The story of my friend life
- D. The story of my life

Answer: A

Question 18: A specific type of argument that is based only on principles of logic and reasoning is called Persuasion.

- A. True
- B. False

Answer: B

Question 19: Which of the following would NOT influence your assessment of data, information or evidence?

- A. Assumptions
- B. Conceptual Knowledge
- C. Point of View
- D. Implications

Answer: D

Question 20: How can team creativity be promoted?

- A. Relieve team members of accountability to promote creative ideas.
- B. Establish challenges for the team.
- C. Evaluate ideas during the idea generation stage.
- D. Stress and deadlines to encourage intensity and focus.

Answer: B

Question 21: What are some of the steps you can take to identify stakeholders? Select all that apply.

- A. Observe and analyze
- B. Communicate and observe.
- C. Analyze and communicate.
- D. Prioritize and communicate.
- E. Time to review who will own benefits and be affected by dis benefits.

Answer: A,B

Question 22: Understanding personality types helps to establish rapport and influence with others in a business setting. Which of the following are the characteristics of the personality type called regulators? Select all that apply.

- A. Regulators may not seek formalized approvals of their achievements from those in post.
- B. Application of the regulator is logical and well structured and the style lacks emotions.
- C. The first thing on the regulator's mind is how their ideas may affect their staff.
- D. The regulator is extremely patient and does not expect immediate action.
- E. The pure regulator is assertive and reserved in outlook.

Answer: A,B & E

Question 23: Charities that send you half a dozen greeting cards along with a request for a donation or using the compliance technique of.

- A. Reciprocation
- B. Authority
- C. Scarcity
- D. Liking

Answer: A

Question 24: From the given options, select the stages of successful ideation. Select all that apply.

- A. Implementation
- B. Persuasion
- C. Modification
- D. Generation
- E. Visualization

F. Collaboration

G. Selection

Answer: A, D, G

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

A. Proper lightning in the work environment.

B. Extrinsically Motivating conditions in the work environment.

C. Right type of motivation

D. Stable economic conditions.

Answer: C

PART: 2

Question 1: Identify the aspects that could be improved by cultivating a growth mindset. Select all that apply.

A. Rewards and recognition.

B. Performance and productivity

C. Performance and groupthink

D. Goal achievement and happiness

E. Connection and groupthink.

Answer: B, D

Question 2: Which of the following statements regarding delegation is false?

A. 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.

B. All team members should be delegated with all kinds of work with equal responsibility for only then they will get empowered.

C. A careful explanation of the task to be accomplished is important in successful delegation.

D. Skillful delegating is bound to save time for a supervisor in the long run.

Answer: B

Question 3: Linda and her close friend were involved in an unhealthy argument recently, which has caused a rift between the two. What should Linda do in this situation?

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

B. Should suppress her ego and invite her friend over for a cup of coffee or dinner

- C. Linda needs to wait for her friend to make the first move.
- D. Linda should seek the help of a mutual friend to mediate.

Answer: B

Question 4: Some of the following are ways that can be used to improve your creativity, except a few. Identify the exceptions, select all that apply.

- A. Discipline yourself to think laterally.
- B. Embrace mistakes.
- C. Conduct brainstorming sessions.
- D. Concentrate intensely on the task at hand.
- E. Stick to the traditional mental set.

Answer: E

Question 5: Why is communication an important skill in problem solving? Select all that apply.

- A. Communication generally hampers the troubleshooting process.
- B. Communication enables us to articulate our solution.
- C. It's not important - Managers can do everything through email or texting.
- D. We need to make others listen to us when we tell them what to do.
- E. Communication is not that essential while gathering information about the problem.
- F. Communication is essential in order to gather information about the problem.

Answer: B, F

Question 6: When resolving an incident, what kind of decision making skills, operations team (application and infrastructure) adopts in addition to business impact:

- A. Risk assessment
- B. Fact based qualit
- C. Time bound decisio
- D. Monetary impact

Answer: A

Question 7: A development team often gets some production support requirements in addition to the work in the sprint backlog. The team adapted their team composition and created the sub team to support these ad hoc requirements. Which of the following statements is true

- A. It is OK to create sub teams within a development team

B. It is not ok since there cannot be sub teams within a development team.

C. The team can complete the production support as one team since it is high priority and then connect back to the original sprint work

Answer: A

Question 8: _____ & _____ is not a step in the negotiation process.

A. Clarification / Justification

B. Brainstorming / Ideation

C. Evaluation / Feedback

D. Planning / Getting Ready

E. Behavior / Result

Answer: E

Question 9: Identify suggested techniques for overcoming time waste in the work environment. Select all that apply.

A. Do the most important things later.

B. Be decisive and finish things.

C. Procrastinate

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

E. Set a time limit for important tasks and projects.

Answer: B, E

Question 10: When negotiating asking for something extra at the end, right before you make your agreement is _____

A. Quivering Pen Technique

B. Vice Technique

C. Nibble Technique

D. Salami Technique

Answer: C

Question 11: What does teamwork mean?

A. To work hard with others

B. To communicate well with others

C. To work well with others

D. To work using soft skills

Answer: C

Question 12: Which of the following would NOT influence your assessment of data, information or evidence?

A. Assumptions

B. Conceptual Knowledge

C. Point of View

D. Implications

Answer: D

Question 13: Agile software development is based on one or more of the following options. Select all that apply.

A. Release based development

B. Decremental development

C. Incremental development

D. Iterative development

E. Linear development

Answer: A, C, D

Question 14: _____ appeals to the audience's emotions and _____ shows credibility and makes one seem trustworthy and believable.

A. Ethos / Pathos

B. Pathos / Ethos

C. Ethos / Logos

D. Echoes / Logos

E. Pathos / Logos

Answer: B

Question 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

A. Rubin should sign up for a meditation course.

- B. Ruben should take a one week vacation to an isolated hill station to assess his mental wellbeing. Get back with renewed commitments.
- C. Ruben should cultivate a hobby like photography, travel, music or reading to avoid monotony.
- D. Ruben should enroll for the fit-for-life program.

Answer: D

Question 16: To identify a problem one should _____.

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

Answer: B

Question 17: For connecting emotionally you need to reach the _____

- A. Brain
- B. Heart
- C. Stomach
- D. Lungs

Answer: B

Question 18: To develop your creativity you should _____. Select all that apply

- A. Allow to have pressure to produce immediate results
- B. Be willing to take risks
- C. Reward your curiosity
- D. Commit yourself to developing your creativity
- E. Stick to your comfort zone and don't take new risks
- F. Stick to the boundaries and go with the flow

Answer: B, C, D

PART: 3

Question 1: A few days after the sprint planning, the Product Owner finds that it makes sense to develop another new functionality. Which two of the following statements are correct?

- A. The Developers will add the new item to the Sprint Backlog

- B. The Product Owner can add the new item in the product backlog in the next sprint planning. Then the Product Owner can bring that up for the developers selection.
- C. If the Developers agree, the Product Owner can swap an existing functionality in the current sprint, for the new functionality.
- D. The Developers should obtain the Scrum Master's approval to add this to the Sprint Backlog

Answer: B,C

Question 2: Ryan delegated some of his tasks to his colleagues. He carefully explained the tasks to be performed and the performance standards by which the tasks would be judged. How should Ryan follow up with his colleagues? Select all that apply.

- A. He should set up a due date for the tasks and email reminders along the way.
- B. He should appoint another senior employee to monitor the employees progress.
- C. He should set a due date and allow the employee "space" to complete the tasks without any interference
- D. He should make himself available to answer further questions and provide additional inputs if necessary
- E. He should monitor the employees progress daily, correcting any performance issues immediately.

Answer: C, D

Question 3: We have several theories of perception that are related to the head and the heart. Select the most appropriate assumption.

- A. People's behavior and action are extrinsically linked to their mother and father's parenting style, and the behavior and actions of siblings.
- B. People need a way to judge which stories are believable and which are not
- C. How people process information about the world can play an important part in what kind of message they find most persuasive
- D. People need to understand messages regardless of who seeks to persuade them

Answer: C

Question 4: 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.

- A. This situation tells us that you are a responsible person

B. We need to make choices many times. You chose to prioritize health, relationship over work and there is no harm in it.

C. You should talk to any other team member who is close to you and seek their help

D. You might be a responsible individual, however you did not display accountability. You should have looked for an alternate option when you got to know about the health issue of the team member from the COE team. Your timely action could have helped the project to get completed in time.

Answer: D

Question 5: When working to resolve an issue and achieve a win-win solution to a conflict, it is most effective to use _____ and _____ technique.

A. Compromise / Forcing

B. Competition / Forcing

C. Confrontation / Problem Solving

D. Forcing / Problem Solving

E. Competition / Confrontation

Answer: C

Question 6: When an acquaintance of yours asks you, "How is business"? You respond saying "stakes are up by 14% what about yours at this time?". What type of communication has taken place between both of you?

A. None of the options are correct

B. Feeling

C. Opinion

D. Fact

Answer: D

Question 7: Aman's team gathers for the monthly progress and problem report about reaching individual and departmental objectives. Choose the option that best describes the meeting.

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

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

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

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

Answer: B

Question 8: Which technique of negotiation makes use of a 'divide and conquer' process of threats and alliances to overcome opposition. Select the most appropriate.

- A. Quivering Pen Technique
- B. Vice Technique
- C. Nibble Technique
- D. Salami Technique

Answer: D

Question 9: How to apply analytical thinking while problem solving? Select all that apply.

- A. Adopt a creative approach.
- B. Process and synthesis.
- C. Be in this stage of gestation.
- D. Think in layers.
- E. Take a step back.
- F. Always stick to the traditional approach.
- G. Go with the flow of the problems.

Answer: A, B, D, E

Question 10: Identify the barriers to problem solving

- A. Assumptions
- B. Guided approach
- C. Differentiating fact from opinion
- D. Data driven approach
- E. Prejudice

Answer: A, E

Question 11: Choose the reason that classify the problem as complex problem

- A. It is binary
- B. It has high level difficulty
- C. It has a very simple way of solving
- D. It has many components
- E. It involves too many unknowns

Answer: B, D, E

Question 12: Teams are effective for complex tasks because they produce a great number of ideas and commitment to the decisions.

- A. True
- B. False

Answer: A

Question 13: Product is the center of the _____

- A. Project procedure model
- B. Traditional and agile model
- C. Traditional risk management model
- D. Design thinking model

Answer: D

Question 14: What are the elements of conversation ?

- A. Plan, Prepare, Listen, Close & Clarify along the way
- B. Think, Learn , Know, Say, Close and Clarify
- C. Think, Know, Say, Close and Clarify
- D. Plan, Prepare, Close & Clarify along the way

Answer: D

Question 15: Select the options applicable to Agile Mindset

- A. Stubbornness
- B. Positive Mindset
- C. Thirst of Knowledge
- D. Hard thinking
- E. Goal of team success
- F. Willingness to fail

Answer: B, C, E, F

Question 16: The technique of negotiation in which we keep asking for small items, one at a time, until we are getting agreement that we have gotten a lot is _____.

- A. Quivering Pen Technique
- B. Vice Technique
- C. Nibble Technique

D. Salami Technique

Answer: C

Question 17: Which Acronym is related to the GOAL setting. Select the appropriate option

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

B. KISS (Keep it simple, stupid)

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

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

Answer: C