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Marks 23/39

Grade 1 out of 1 (59%)

Question 1

Incorrect

Mark 0 out of 1

When being assertive, a verbal skill called 'fogging' may be used. What does this technique entail?

Select one:

- ☒ a. Refusing to listen to the other person's criticism ✖
- ☐ b. Acknowledging that others' criticism may well be justified and criticising the other person in return
- ☐ c. Walking away from the other person
- ☐ d. Calmly agreeing in part to a criticism, without agreeing in principle

The correct answer is: Calmly agreeing in part to a criticism, without agreeing in principle


Question 2

Incorrect

Mark 0 out of 1

A memorandum (memo) is:

Select one:

- ☒ a. A long and detailed document 
- ☐ b. A useful way to formalise what has been said and done
- ☐ c. A business letter
- ☐ d. Any printed document

The correct answer is: A useful way to formalise what has been said and done


Question 3

Correct

Mark 1 out of 1

Adam is running late for his first meeting with a new client of his risk and assurance consulting business. He decides to text message his client, Luke, to inform him of the issue. He sends the following message: "hey Luke, gonna b late. probably be there in another 20. Adam" Which following aspect of online communication has Adam disregarded?

Select one:

- ☐ a. Adam has failed to provide a subject title to the text message such as the component found in an email message
- ☐ b. Adam has broken common online netiquette by not respecting Luke's personal time and bandwidth
- ☒ c. Adam has failed to pay attention to the tone and level of formality in the text message 
- ☐ d. Adam has broken the Bloggers Code of Conduct by not taking the conversation offline and talking to Luke directly instead

The correct answer is: Adam has failed to pay attention to the tone and level of formality in the text message

Question 4

Correct

Mark 1 out of 1

A blind carbon copy is:

Select one:

- ☒ a. A copy of an email message sent to a recipient whose email address does not appear in the message ✓
- ☐ b. An email message sent to a recipient whose email address does appear in the message
- ☐ c. A copy of an email message sent to a recipient whose email address does appear in the message
- ☐ d. None of the above

The correct answer is: A copy of an email message sent to a recipient whose email address does not appear in the message

Question 5

Correct

Mark 1 out of 1

What is a wiki?

Select one:

- ☐ a. An online encyclopedia developed by the founders of Encyclopedia Britannica that has a monthly subscription fee
- ☐ b. A website for people to create and share their own opinions on a topic
- ☒ c. A website that allows the creation and editing of any number of interlinked web pages via a web browser using a simplified markup language or a WYSIWYG text editor ✓
- ☐ d. A new public transport system. A successor built on the basis of Myki

The correct answer is: A website that allows the creation and editing of any number of interlinked web pages via a web browser using a simplified markup language or a WYSIWYG text editor

Question 6

Incorrect

Mark 0 out of 1

In the Shannon-Weaver communication model, where does noise occur?

Select one:

- ☐ a. Between the Information Source and the Transmitter
- ☐ b. Between the Transmitter and the Channel
- ☒ c. Between the Channel and the Receiver ✖
- ☐ d. Between the Receiver and the Destination
- ☐ e. All of the above

The correct answer is: All of the above

Question 7

Correct

Mark 1 out of 1

What type of malware does the following statement describe? "A program that looks benign but masks a malicious purpose."

Select one:

- ☐ a. Rootkit
- ☐ b. Virus
- ☒ c. Trojan horse ✔
- ☐ d. Spyware
- ☐ e. Worm

The correct answer is: Trojan horse

Question 8

Correct

Mark 1 out of 1

Which of the following scenarios are considered reportable breaches of the Privacy Act?

Select one:

- ☐ a. Confidential or protected documents not being disposed of properly
- ☐ b. Theft of a computer containing confidential client information
- ☐ c. Misdirected email message containing confidential client information
- ☒ d. All of the above ✓

The correct answer is: All of the above

Question 9

Incorrect

Mark 0 out of 1

An organisation must not use or disclose personal information about an individual for a purpose other than the primary purpose of collection. Which of the following is NOT an exception to that rule?

Select one:

- ☒ a. The individual has consented to the use or disclosure ✗
- ☐ b. The use or disclosure is required or authorized by or under law
- ☐ c. Another organisation asks for the information for a marketing campaign
- ☐ d. None of the above

The correct answer is: Another organisation asks for the information for a marketing campaign

Question 10

Incorrect

Mark 0 out of 1

A “whistleblower” is someone who:

Select one:

- ☒ a. Leaks technical information about a company’s project ❌
- ☐ b. Makes an unauthorised disclosure of information about a harmful situation within an organisation for the sake of public interest
- ☐ c. Creates arguments within team situations
- ☐ d. Focuses only on his or her own interest

The correct answer is: Makes an unauthorised disclosure of information about a harmful situation within an organisation for the sake of public interest

Question 11

Correct

Mark 1 out of 1

Which of the following are examples of harassment?

Select one or more:

- ☐ a. Taking the report they wrote and passing it off as your own
- ☒ b. Making fun of someone because of their disability ✓
- ☒ c. Constantly calling a co-worker to ask them out after they have specifically asked you to stop calling ✓
- ☒ d. Putting your arm around someone or touching them when you know they don't like such contact ✓
- ☒ e. Emailing sexually explicit pictures to a co-worker ✓

The correct answer is: Constantly calling a co-worker to ask them out after they have specifically asked you to stop calling, Making fun of someone because of their disability, Putting your arm around someone or touching them when you know they don't like such contact, Emailing sexually explicit pictures to a co-worker

Question 12

Correct

Mark 1 out of 1

Which of the barriers to effective listening occurs when “the listener is insecure, competitive, jealous or envious” of the speaker?

Select one:

- ☐ a. Stereotyping
- ☐ b. Quick fix
- ☐ c. Subject changing
- ☐ d. Daydreaming
- ☒ e. Comparing ✓

The correct answer is: Comparing

Question 13

Incorrect

Mark 0 out of 1

What is Interpersonal Communication?

Select one:

- ☐ a. Managing one’s own internal states, impulses and resources
- ☐ b. The process of sending and receiving information between two or more individuals
- ☒ c. How we manage a relationship with others ✗
- ☐ d. Knowing someone else’s internal states, impulses and resources
- ☐ e. Awareness of others’ feelings, needs and concerns

The correct answer is: The process of sending and receiving information between two or more individuals

Question 14

Correct

Mark 1 out of 1

Which one of the following is NOT associated with listening responsiveness?

Select one:

- ☐ a. Eyebrow raised
- ☐ b. Body oriented toward speaker
- ☐ c. Smiling
- ☒ d. Fidgeting ✓
- ☐ e. Head nods

The correct answer is: Fidgeting

Question 15

Correct

Mark 1 out of 1

What are the 4 essential interpersonal communication skills?

Select one:

- ☐ a. Infringing, Maintaining, Listening, and being able to question
- ☐ b. Kindness, Sacrificing, Giving your opinion, and punctuality
- ☒ c. Assertiveness, Listening, Questioning, and Feedback ✓
- ☐ d. Confidence of answering, accepting feedback, Inquisitiveness, and talking

The correct answer is: Assertiveness, Listening, Questioning, and Feedback


Question 16

Incorrect

Mark 0 out of 1

What factors affect our emotional competency?

Select one:

- ☐ a. Self-regulation, empathy, social skills, self-awareness, motivation
- ☐ b. Self-belief, motivation, self-regulation, social skills, sympathy
- ☒ c. Empathy, self-awareness, empowerment, motivation, feelings 
- ☐ d. Self-regulation, compassion, empathy, social skills, listening
- ☐ e. Social skills, feelings, motivation, arrogance, awareness

The correct answer is: Self-regulation, empathy, social skills, self-awareness, motivation


Question 17

Correct

Mark 1 out of 1

Which of the following is not an appropriate use of assertiveness?

Select one:

- ☐ a. Refusing requests
- ☐ b. Standing up for your legitimate rights
- ☐ c. Expressing justified annoyance or anger
- ☐ d. Making requests; asking for favours or help
- ☒ e. Taking over a conversation and forcing everyone to do what you say 

The correct answer is: Taking over a conversation and forcing everyone to do what you say


Question 18

Incorrect

Mark 0 out of 1

Data can be classified into 3 different sources; primary, secondary and tertiary. Which of the following is not an example of a published form of tertiary data?

Select one:

- ☐ a. Dictionary
- ☐ b. Handbook
- ☒ c. Year book 
- ☐ d. Thesis
- ☐ e. Encyclopedia

The correct answer is: Thesis


Question 19

Incorrect

Mark 0 out of 1

Which of the following is secondary data?

Select one:

- ☐ a. Wikipedia page of Mark Zuckerberg
- ☒ b. A transcript of an interview with Mark Zuckerberg 
- ☐ c. An article of an interview with Mark Zuckerberg
- ☐ d. An interview with Mark Zuckerberg

The correct answer is: An article of an interview with Mark Zuckerberg

Question 20

Correct

Mark 1 out of 1

Which group of resources are examples of Primary Data?

Select one:

- ☐ a. Books, Newspapers, Periodicals and Government documents
- ☒ b. Experiments, Observations, Databases, Archives and Correspondence ✓
- ☐ c. Year books, Handbooks, Dictionaries and Manuals
- ☐ d. All of the above

The correct answer is: Experiments, Observations, Databases, Archives and Correspondence

Question 21

Incorrect

Mark 0 out of 1

Which ONE of options below should be the best description about bibliography?

Select one:

- ☐ a. A list of books which may be related to a certain topic
- ☐ b. A list of resources used in a piece of writing, usually placed at the front of the document
- ☐ c. A bibliography is intended to direct the reader to other works for further reading and study; you do not have to cite every bibliography item in your main text.
- ☒ d. Bibliography is the same as a reference list, so it is actually a list of works relevant to the topic area; you must have specifically to each item in the bibliography within your work ✗

The correct answer is: A bibliography is intended to direct the reader to other works for further reading and study; you do not have to cite every bibliography item in your main text.

Question 22

Correct

Mark 1 out of 1

When giving an oral presentation, people who are anxious may give the audience negative signals. Which of the following is considered a negative non-verbal arm or hand signal, which should be minimised when presenting?

Select one:

- ☐ a. Holding onto pointer or microphone
- ☐ b. Open armed gestures
- ☒ c. Arms folded across body ✓
- ☐ d. Resting hands on lectern or beside body
- ☐ e. Using arm movement to emphasise particular point

The correct answer is: Arms folded across body

Question 23

Incorrect

Mark 0 out of 1

Should you use notes to prompt you during a presentation? Why?

Select one:

- ☒ a. No, because looking at notes creates a disconnection between you and the audience. ✗
- ☐ b. Yes, because you can read directly from them and see exactly what you want to say.
- ☐ c. No, because the audience will think you haven't prepared properly.
- ☐ d. Yes, because turning around to look at the projector instead sends negative signals to the audience

The correct answer is: Yes, because turning around to look at the projector instead sends negative signals to the audience

Question 24

Correct

Mark 1 out of 1

Which of the following show negative non-verbal characteristics of a speaker?

Select one:

- ☐ a. Raised shoulders
- ☐ b. Facing towards the audience
- ☒ c. Slouched posture ✓
- ☐ d. Normal/slightly raised eyebrows

The correct answer is: Raised shoulders

Question 25

Correct

Mark 1 out of 1

What does it usually mean if the listener is leaning towards the person speaking?

Select one:

- ☐ a. They are bored
- ☐ b. They are not paying attention
- ☒ c. They are listening intently ✓
- ☐ d. They are planning their own presentation

The correct answer is: They are listening intently

Question 26

Correct

Mark 1 out of 1

Which of these is NOT a non-verbal communication?

Select one:

- ☐ a. Facial Expressions
- ☒ b. Speaking ✓
- ☐ c. Clothing
- ☐ d. Eye Contact
- ☐ e. Posture

The correct answer is: Speaking

Question 27

Correct

Mark 1 out of 1

In reference to meetings, what are the minutes?

Select one:

- ☒ a. The record of what occurred in a meeting ✓
- ☐ b. A measurement of time
- ☐ c. Actions that were voted upon
- ☐ d. The duration of a meeting

The correct answer is: The record of what occurred in a meeting

Question 28

Correct

Mark 1 out of 1

Interviewers ask different types of questions depending on the interview type and technique. One of the questions may be "Where do you see yourself within the company in five years' time?" This is kind of question is an example of:

Select one:

- ☐ a. Closed-ended question
- ☒ b. Open-ended question ✓
- ☐ c. Structured interview question
- ☐ d. None of the above

The correct answer is: Open-ended question

Question 29

Correct

Mark 1 out of 1

Standing Orders can be defined as:

Select one:

- ☐ a. A plan for a meeting that provides a timetable for and contents of the next meeting
- ☒ b. The document setting out specific procedures for conducting business in meetings ✓
- ☐ c. The document setting out the hierarchy of the team
- ☐ d. The record of what actually went on at the meeting
- ☐ e. The minimum number of people required before a meeting can be seen to be legitimate

The correct answer is: The document setting out specific procedures for conducting business in meetings

Question 30

Incorrect

Mark 0 out of 1

Which of the following is an internal reason for why a team project may fail?

Select one:

- ☒ a. Lack of resources ✖
- ☐ b. Lack of management support
- ☐ c. Poor coordination between other teams
- ☐ d. Poor time management

The correct answer is: Poor time management

Question 31

Incorrect

Mark 0 out of 1

What is "Groupthink"?

Select one:

- ☐ a. The tendency of some group members to put in less effort if they believe that their underperformance will not be noted
- ☐ b. A work group whose individual members are located in widely dispersed locations
- ☐ c. A pattern of defective decision making seen in groups
- ☒ d. A number of people consciously working together to achieve a common objective ✖

The correct answer is: A pattern of defective decision making seen in groups

Question 32

Incorrect

Mark 0 out of 1

What happens during the Storming phase of group formation?

Select one:

- ☐ a. Group members get to know one another and identify the tasks they will work on, and begin to develop a sense of their independence
- ☐ b. Group reaches closure on tasks, members leave for a variety of reasons, destructive role-playing may become more prevalent
- ☒ c. Formal and informal norms emerge, cohesion begins to develop, opinions are stated more readily and are received in a less defensive manner ✖
- ☐ d. Socio emotional responses to tasks emerge; conflicts over leadership, control and influence erupt; misunderstandings about role, conflicting goals, poor feedback and listening

The correct answer is: Socio emotional responses to tasks emerge; conflicts over leadership, control and influence erupt; misunderstandings about role, conflicting goals, poor feedback and listening

Question 33

Incorrect

Mark 0 out of 1

Which of the following team roles relates to how a group works together?

Select one:

- ☒ a. Task-related ✖
- ☐ b. Defensive
- ☐ c. Maintenance-related
- ☐ d. Dysfunctional

The correct answer is: Maintenance-related

Question 34

Correct

Mark 1 out of 1

What is a patent?

Select one:

- ☐ a. A set of exclusive rights granted to originators of creative works, including rights to copy, distribute and adapt the work.
- ☒ b. Exclusive rights (including use and licensing) of a registered invention by the inventor/owner. ✓
- ☐ c. Distinctive identifiers of goods or services restricted for use by the owner.
- ☐ d. A confidential piece of information that provides a company with an economic benefit.

The correct answer is: Exclusive rights (including use and licensing) of a registered invention by the inventor/owner.

Question 35

Correct

Mark 1 out of 1

What are examples of Intellectual property?

Select one:

- ☒ a. Books, Songs and Videos ✓
- ☐ b. Chair, Desk and Table
- ☐ c. Microwave, Computer and Telephone
- ☐ d. All of the above

The correct answer is: Books, Songs and Videos


Question 36

Incorrect

Mark 0 out of 1

What is a disadvantage of a trademark?

Select one:

- ☐ a. Prevents other companies from using your name
- ☐ b. If the brand name becomes a noun, the trademark can be lost
- ☒ c. It can expire 
- ☐ d. Company can establish a "brand name"

The correct answer is: If the brand name becomes a noun, the trademark can be lost


Question 37

Correct

Mark 1 out of 1

What are some problems associated with downward communication?

Select one:

- ☐ a. Information overload
- ☐ b. Loss of information
- ☐ c. Delays in receiving information
- ☒ d. All of the above 

The correct answer is: All of the above

Question 38

Correct

Mark 1 out of 1

Treating a person less favourably because of factors such as their race, gender or disability is:

Select one:

- ☐ a. Cyberbullying
- ☐ b. Harassment
- ☐ c. Victimisation
- ☒ d. Discrimination ✓

The correct answer is: Discrimination

Question 39

Correct

Mark 1 out of 1

Why is it important to practice your presentation before you present it?

Select one:

- ☐ a. To keep within the time limit
- ☐ b. To be confident
- ☐ c. To illustrate strong background knowledge in the area
- ☐ d. To ensure a clear and concise message is being articulated with the audience
- ☒ e. All of the above ✓

The correct answer is: All of the above