1. 1. Active and empathetic listening in conversations helps us to  
   (A) impose our perspective on others  
   (B) build stronger understanding and trust  
   (C) dismiss others’ experiences  
   (D) escalate disagreements
2. 2. When two parties communicate with patience and openness, they are more likely to  
   (A) deepen misunderstandings  
   (B) achieve meaningful compromise and resolution  
   (C) create deliberate hostility  
   (D) avoid empathy altogether
3. 3. Valuing another’s viewpoint in a dialogue leads to  
   (A) establishing respect and common ground  
   (B) dismissing relationship growth  
   (C) developing greater bias  
   (D) reinforcing isolation
4. 4. Prejudging a speaker during communication usually results in  
   (A) increased clarity of message  
   (B) distorted perception and barriers to understanding  
   (C) encouragement of inclusivity  
   (D) deeper levels of trust
5. 5. Emotional intelligence in communication helps us to  
   (A) react impulsively without reflection  
   (B) recognize and manage both our own and others’ emotions  
   (C) encourage stereotypes during discussions  
   (D) avoid sensitivity to contexts
6. 6. Open-minded listening in professional interactions allows us to  
   (A) prevent collaboration  
   (B) integrate diverse perspectives into solutions  
   (C) reject workable alternatives  
   (D) perpetuate conflict
7. 7. Conflict resolution through dialogue becomes possible when  
   (A) participants refrain from hearing each other out  
   (B) individuals engage with sincerity and fairness  
   (C) one party dominates without concession  
   (D) feelings and needs are ignored
8. 8. Demonstrating patience in conversation is likely to  
   (A) escalate disputes into hostility  
   (B) foster constructive exchange and clarity  
   (C) weaken interpersonal bonds  
   (D) lead automatically to indifference
9. 9. Respectful communication practices ensure that  
   (A) barriers of misunderstanding are minimized  
   (B) people are continuously prejudged  
   (C) polarization becomes natural  
   (D) hostility is reinforced in groups

10. Avoiding the willingness to learn from others typically results in  
(A) alienation and reduced cooperation  
(B) enhancement of trust and unity  
(C) better conflict mitigation  
(D) richer perspectives in dialogue