1. 1. While responding to constructive criticism, you should not  
   (A) acknowledge valid points  
   (B) retaliate with hostility  
   (C) identify areas for growth  
   (D) remain open to improvement
2. 2. When apologizing for a mistake in a professional setting, you should not  
   (A) accept your responsibility  
   (B) shift blame onto colleagues  
   (C) focus on corrective measures  
   (D) express genuine regret
3. 3. While resolving a workplace conflict, you should not  
   (A) listen to all parties involved  
   (B) resort to personal attacks  
   (C) search for common ground  
   (D) maintain impartiality
4. 4. While addressing a dissatisfied client, you should not  
   (A) empathize with their concerns  
   (B) become defensive or dismissive  
   (C) provide possible solutions  
   (D) maintain professionalism
5. 5. While sending an official email after an error, you should not  
   (A) clarify the issue and corrective step  
   (B) use vague or misleading language  
   (C) accept the lapse politely  
   (D) keep the tone respectful
6. 6. While reporting a failure in project execution, you should not  
   (A) provide factual details of lapses  
   (B) exaggerate achievements to hide faults  
   (C) propose changes for improvement  
   (D) remain transparent in communication
7. 7. While handling negative feedback from supervisors, you should not  
   (A) acknowledge the feedback carefully  
   (B) reject it outright with resentment  
   (C) adjust strategies for improvement  
   (D) ask clarifying questions respectfully
8. 8. When explaining a delay in delivery, you should not  
   (A) specify genuine reasons  
   (B) commit to revised realistic deadlines  
   (C) dismiss client expectations entirely  
   (D) communicate promptly and clearly
9. 9. While discussing sensitive issues in a team, you should not  
   (A) use respectful language  
   (B) dismiss the feelings of others  
   (C) encourage trust and openness  
   (D) listen actively

10. While presenting an action plan to recover from a loss, you should not  
(A) outline pragmatic steps to move forward  
(B) highlight possible risks honestly  
(C) resort to blame-shifting and negativity  
(D) explain the rationale behind proposed steps