

POWER SKILLS QUIZ ANSWERS

1. Which of these is not an example of quarterly goals?

=> Complete a certification in a month

2. Which of these is a consequence of being assertive?

=> Your confidence, honesty and people qualities help your career growth

3. Which of these words/phrases are not passive?

=> Okay, if you say so, alright

4. Which of these is a consequence of being aggressive?

=> Constant thoughts about proving your superiority might stress you out

5. Which of these is not a Persistent personality?

=> Spasmodic

6. A _____ bias is an error that arises in a person's line of reasoning when decision making is flawed by personal beliefs.

=> Cognitive

7. When you do something before the client asks for it is

=> Pro-activeness

8. The CATALYST Framework comprises _____ competencies.

=>

9. A of the KASH Model stands for:

=> Attitude

10. Results driven employees focus only on their individual goals and not the teams.

=> FALSE

11. Which of these is most frequently used to share information in the written form at the workplace?

=> Email communication

12. Which of these is not an effective approach to building resilience?

=> Make a drama out of crisis

13. Which of these acronyms is used to effectively manage time?

=> TASK

14. Which of these is a consequence of being passive?

=> You end up having to live with choices others make for you

15. The time management process includes:

=> All of these

16. Being resilient means adopting a reactive approach to things.

=> FALSE

17. It is important to hone problem solving skill because it:

=> Makes you stand out in the crowd, increases your confidence and makes the impossible possible.

18. Which of these sentences is not a part of Fixed Mindset?

=> Challenges help me to grow

19. Which of these is not a part of the competency - Analytical Logical Thinking?

=> Requires little or no supervision in daily activities.

20. Transforming new ideas into tangible business results while optimizing the use of resources is a quality of being ?

=> Ingenious

21. Proactively identifying problems encountered, suggesting solutions, identifying opportunities to apply new approaches are indicative of being ?

=> Responsible

22. Being assertive in the right way helps you:

=> All of these

23. Anthropologist _____ has said, culture also impacts how people communicate with each other.

=> Edward T.Hall

24. Which is the 3rd step in the Time management process?

=> Schedule

25. Designing your career is a continuous process since

=> It makes it possible to take into account any change in focus and/or priorities

26. Assertiveness is not an important skills while interacting within our teams.

=> False

27. What are the steps involved to implement the value of being persistent?

=> All of these

28. _____ refers to your ability to see things from the other person's point of view.

=> Empathy

29. Resilience is our ability to bounce back from challenging or difficult situations.

=> True

30. Which of these is used for self-analysis?

=> SWOT

31. In his book Patrick Lencioni mentions which three indispensable virtues of an Ideal Team Player?

=> Humble, Hungry, Smart

32. Self Serving Bias is:

=> The tendency to attribute positive outcomes to skill and negative outcomes to luck

33. Which of these is appropriate behaviour while receiving feedback?

=> Asking for suggestions to improve

34. Pick two aspects of the growth mindset:

=> Feedback is constructive, Challenges help me to grow

35. Which of the following are a part of behavioural competencies?

=> All of these

36. The fields of _____, _____, _____ and _____ are highly creative.

=> All of these

37. Core service is also known as softskills.

=> False

38. Which of the following could be a part of your career?

=> All of these

39. Which of these is not a reason to follow etiquette?

=> To always get your way with the people around

40. Which of these is not a part of the 3Cs that drive resilience?

=> Comfort

41. Which of these is not a step in Guffey's 3X3 Writing process?

=> Remembering

42. Problem-solving is a _____ - step process.

=> 4

43. Which of these is not a cognitive bias in Critical Thinking?

=> Not trusting your gut

44. Which of these statements is true about Time Management?

=> All of these

45. The acronym 'CAP' for subject lines stands for:

=> Concise, Appropriate, Precise

46. When you empathize with the client, they feel _____ and _____, which enhances customer loyalty.

=> Heard , Valued

47. In a situation where the client is pressing you to complete a task sooner, which of these sentences is appropriate to empathize with the client?

=> I can imagine how critical this is to you

=> I understand this is important to you

48. In collectivist cultures, it is :

=> Important to stay connected with family and consult them before making major decisions.

49. In individualistic cultures, it is :

=> Acceptable for a young person is okay to move away from family to pursue a career.

50. Going the extra mile displays _____ during client interaction.

=> Ownership, Patience, Courtesy, Proactiveness, Knowledge

51. We should expect to receive feedback through:

=> A workday conversation, A planned conversation, only once a quarter , aimed at your performance

52. Which of these sentences is true about 'designing your career'?

=> It is a continual process, It helps you take stock of what milestones have been achieved, It helps identify the next steps towards career success.

53. Once you identify your SWOT, you can choose to:

=> Convert, Match

54. Which of these is not a part of the competency - Innovation?

=> Understands his/her core strengths.

55. Being coherent and concrete is important when it comes to effective communication.

=> TRUE

56. Overconfidence bias is:

=> Someone's false sense of their skill, talent or self-belief.

57. Creative thinking is needed when

=> You are facing major problems, you need something new

58. Which of these are benefits of Creative thinking?

=> It leads to personal growth, It gives you freedom , It makes you happier

59. In high context cultures, the communication is mostly _____.

=> Implicit

60. To manage time effectively, one needs to eat the frog. What does it mean 'to eat the frog'?

=> Do the most challenging task first, and avoid procrastination.

61. Communicating effectively entails:

=> All of these (Speaking, listening, writing, thinking)

62. Which of these display growth mindset for - 'This is too hard to do?'

=> I will learn how to do this

=> Feedback is an opportunity for me to learn how I can improve.

63. Problem-solving skills and critical thinking are _____ skills.

=> Undervalued

64. _____ refers to the formal education you have received to be in your chosen field of work.

=> Specialized Knowledge

65. During a client interaction, knowledge is displayed when:

=> you are able to answer questions asked with relevant information.

66. Which of these are important to create a positive customer experience?

=> Core services, => Customer Service

67. Some activities to improve creativity mentioned in the course are:

- => Play word game
- => Stick to a schedule and avoid any changes (NOT SURE)
- => Read books that do not interest you (NOT SURE)

68. Which of these differentiates workplace communication from regular communication?

- => All of these

69. There are thinking _____ that can be learned and _____ you can use to enhance your creativity.

- => skills, tools

70. When you demonstrate effective communication, you -

- => Express thoughts confidently

- => Communicate clearly

71. Critical thinking is

- => The ability to think out of the box
- => A sharp knife that separates fact from fiction
- => The ability to think clearly and rationally

72. Which of these is a good practice to communicate effectively across cultures?

- => all of these

73. _____ is all about making connections

- => All of these

74. Which of these display growth mindset for - 'my friend can do it, but i can't?'

- => I will learn how to do this

- => I will learn how it's done from my friend