

## **Instruction**

Read the entire question carefully and make sure you understand what is being asked. Analyse the situation presented and consider all possible options before answering. Organize your thoughts and structure your answer with a clear introduction, body, and conclusion. Use proper grammar, punctuation, and spelling. Use specific examples or personal experiences to support your answer, if applicable. Be concise and to the point, but also provide enough detail to fully answer the question. Use active listening and empathy when appropriate. If you are unsure of the answer, acknowledge this and explain how you would go about finding the answer or seeking clarification.

## **Questions**

1. Imagine you are in a business meeting with stakeholders from different countries who have varying levels of English proficiency. How do you communicate effectively and ensure everyone understands the discussion points?
2. You have been assigned to lead a project team consisting of individuals with different communication styles and preferences. How do you navigate these differences to ensure effective communication and collaboration within the team?
3. Imagine you are presenting a new product to potential investors. How do you tailor your communication style to effectively convey the product's features and benefits to a diverse audience?
4. You are a manager in a company that is going through a period of significant change. How do you effectively communicate these changes to your team, address any concerns or resistance, and maintain morale?
5. Imagine you are working in a cross-functional team where members have different areas of expertise and levels of technical knowledge. How do you communicate technical information effectively to non-technical team members, and vice versa?
6. You are a customer service representative dealing with a customer who is upset and difficult to communicate with. How do you manage the situation, diffuse the customer's frustration, and effectively address their concerns?