**INTERPERSONAL COMMUNICATION**

1)  Standing by decisions, actions, and the overall well-being of projects.

 A) accountability

 B) supervision

 C) promotion

 D) instability

2)  \_\_\_\_\_ addresses both the organization ‘s expectation of the employee and the employee’s expectation of the organization.

 A) Persistence

 B) Consistency

 C) Accountability

 D) Transparency

3)  Which of the following is the best fit for the following sentence: You need to be \_\_\_\_\_ about creating a culture of accountability.

 A) aggressive

 B) lackadaisical

 C) purposeful

 D) demanding

4)  \_\_\_\_\_ in the workplace is all about setting and holding people to a common expectation by clearly defining the company’s mission and values.

 A) Persistence

 B) Transparency

 C) Consistency

 D) Accountability

5)  When messages are easier to process, they are more likely to be seen as true. This is an example of \_\_\_\_\_.

 A) focus

 B) persuasiveness

 C) memorability

 D) credibility

6)  A small number of words can be delivered in a shorter amount of time than a large number of words. This is an example of \_\_\_\_\_.

 A) efficiency

 B) competence

 C) professionalism

 D) mindfulness

7)  Which of the following is **not** a common practice when communicating within an organization with diverse cultures?

 A) elaborating on details difficult discussions

 B) write things down

 C) take turns to talk

 D) practice active listening

8)  The inability or unwillingness to \_\_\_\_\_ is a common barrier to cross-cultural communication.

 A) review policies

 B) entertain differences

 C) adapt to change

 D) move forward

9)  Teams and groups differ in all the following ways **except** \_\_\_\_\_.

 A) familiarity among members

 B) key plays

 C) formal structure

 D) purpose

10)  \_\_\_\_\_\_ enables teams, customers, and partners to work the way they want by providing open, intelligent workflows to create seamless experiences for disparate teams both within and outside the organization.

 A) Group enthusiasm

 B) Team synergy

 C) Active listening

 D) Collaborative communication

11)  Positive body language includes all the following **except** \_\_\_\_\_.

 A) maintaining eye contact with the person you are speaking to.

 B) sitting squarely on a chair, leaning slightly forward

 C) smiling (if appropriate) but especially as a greeting and at the end of a conversation

 D) looking distracted

12)  Basic and fundamental beliefs that guide or motivate attitudes or actions.

 A) ethics

 B) aggressions

 C) demands

 D) values

13)  The personal qualities we choose to embody to guide our actions, direct the sort of person we want to be, the manner in which we treat ourselves and others, and our interaction with the world around us.

 A) values

 B) ethics

 C) demands

 D) aggressions

14)  The belief that it is fundamentally easier to remember a simple message than a complicated one for presentations.

 A) professionalism

 B) focus

 C) memorability

 D) persuasiveness

15)  Which of the following is **not** a type of attitude?

 A) passive aggressive

 B) aggressive

 C) assertive

 D) emotional

1) A

2) C

3) C

4) D

5) D

6) A

7) A

8) C

9) B

10) D

11) D

12) D

13) A

14) C

15) D