

## UNIT 1 Personal Qualities

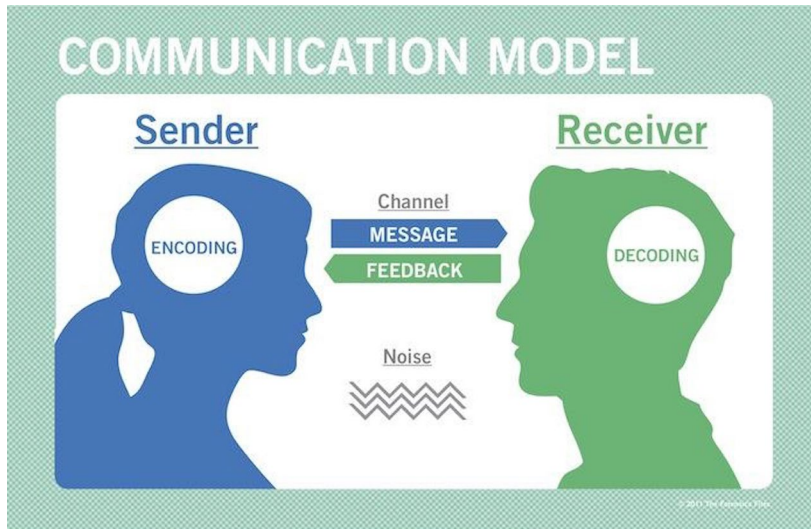
1. Why are rules and expectations an important part of a course of study?
  - a. They help to define the goals of the course
  - b. They help to manage behavior
  - c. They give students a sense of the course content
  - d. All of the above**
  
2. One example of a classroom rule is:
  - a. Speak out whenever you feel like it.
  - b. Copy from classmates whenever possible
  - c. Participate in class and treat everyone with respect.**
  - d. Never make a mistake
  
3. If you are a sales associate what is something you should not do to get ahead?
  - a. Tell people what to do**
  - b. Arrive on time for work
  - c. Ask for additional work
  - d. Help colleagues when possible
  
4. You are waiting for the bus to go to an interview, but it is already 10 minutes late and you still don't see it. If it does not get here in the next five minutes, you will be late for your interview. You should
  - a. Call the interviewers to let them know your situation
  - b. Email the interviewer to inform them of your situation
  - c. Give up and go home
  - d. A and B**
  
5. What is self-esteem?
  - a. The ability to get others motivated
  - b. The ability to be assertive.
  - c. The ability to have confidence and self-worth**
  - d. The ability to be happy all-of the time.

## UNIT 2 Critical Thinking and Strategic Planning Questions

6. What is a problem-solving model?
  - a. An attractive individual who poses for puzzle magazines.
  - b. A process used to learn about a problem, gather data, understand a problem's causes, and consider possible solutions to a problem.**
  - c. The answer sheet to an exam.
  - d. A statement that gives the "who, what, when, where, and why" of a problem.
  
7. How many steps are in all problem-solving models?
  - a. 8
  - b. 7
  - c. There is no set number of steps must be in all problem-solving models.**
  - d. 3
  
8. Idea mapping allows for \_\_\_\_\_ planning that can look at problems from \_\_\_\_\_-to-\_\_\_\_\_ thinking perspective.
  - a. Strategic, Big, Small**
  - b. Problem, Wild, Mundane
  - c. Game, Outside, Inside
  - d. Trip, Country, City
  
9. Idea mapping is important because it allows us to...
  - a. Fix all of our problems all the time.
  - b. Think critically about an issue or idea, write down what we know and don't know about it, consider related factors, and get a better idea of the "big picture."**
  - c. Tell the future.
  - d. Draw colorful maps of the regions of our brains and then use them to understand our thinking process.

## UNIT 3 Communications Questions

10. Using each word from the word bank only once fill in the blanks on the communications model.



### Word Bank

Decoding

Message

Encoding

Feedback

11. What does **extemporaneous** mean, as in “Stand up and give and **extemporaneous** speech on plumbing”?
- Meticulously planned
  - Funny
  - Without preparation**
  - Boring
12. What is a resume?
- A document that lays out the fundamental rights and freedoms people of small nations are to enjoy
  - A fancy word for a job application
  - A kind of calendar that helps to keep track of when certain industries do most of their hiring
  - A resume is a document that highlights the skillsets and credentials that make an applicant a good fit for a position**
13. What should a resume not include?
- Your name and contact information
  - An explanation of the bad grade you got last year**
  - Your previous relevant work or school experience
  - Your awards and honors
14. What is a cover letter?

- a. **A letter to a potential employer that gives more information through anecdotes and explanations about a candidate.**
  - b. The first sheet in a mailing.
  - c. A letter from a potential employer explaining why a candidate did not get the job.
  - d. A thank you card.
15. Which of the following is an appropriate way to begin a professional email?
- a. "Ahoy, matey"
  - b. "Hiya pal"
  - c. **"Hello Mr./Ms. [Name]"**
  - d. "Humblest Inquiry to the Great Sir or Madam [Name]"
16. An elevator pitch is a great tool for stating and clarifying your goals and requests but is not a substitute for....
- a. A stair pitch
  - b. **Genuine connection**
  - c. Bribery
  - d. A pizza party
17. Which of the following is not a way to combat nepotism (the practice among those with power or influence of favoring relatives or friends) in an office place?
- a. Networking enthusiastically to gain helpful future contacts
  - b. Ask those in positions above you for assistance in reaching your goals
  - c. Keeping track of your progress and success at work in order to demonstrate your qualifications when applying for a job or promotion
  - d. **Sabotaging coworkers' projects and hurting progress at your workplace to make your own work look better**

## UNIT 4 Interpersonal Skills

18. One of the characteristics of a successful **team** is that they must have a clear \_\_\_\_\_ goal\_\_\_\_\_.
19. Give an example for each of the 5Rs of customer service
- Responsive- ***Welcome customers in a timely manner***
  - Reliable- ***Meet commitments made to customers***
  - Respectful- ***Ensure that customers are heard***
  - Relationships- ***Take care of customers' needs***
  - Recognition- ***Share expertise with others***
20. Which one is not a best practice in telephone etiquette?
- Answer the phone within three rings
  - Greet the customer with the company name
  - Transfer the call without explanation to the customer**
  - Listen to the customer's request
21. What are three characteristics of a successful leader?
- \_\_\_**Motivated**\_\_\_\_\_
  - \_\_\_**Positive**\_\_\_\_\_
  - \_\_\_**Encourages others to take initiative**\_\_\_\_\_
22. What is a strategy for controlling conflict in the workplace?
- Stay cool, calm and on center**
  - Make the other person stay and talk
  - Try to determine who is to blame
  - Use humor to avoid the problem
23. In conflict resolution the first step is to agree to solve the \_\_\_\_\_**problem**\_\_\_\_\_.
24. What is diversity in the workplace? \_\_\_\_\_ ***attitudes, approaches and strategies taken to make sure that people are not excluded from the working environment because of their differences.***"
25. What is meant by the statement that "diversity breeds innovation and innovation breeds business success?\_\_\_\_\_

***Research has found the more diverse the employee, the more ideas will be generated because of the various backgrounds. Once the company becomes more innovative, the business will become more successful.***

## UNIT 5 Technology

26. Which of the following is an inappropriate and unprofessional way to say, "I don't know"?
- I'm going to do some research and get back to you.
  - That's a stupid question, and I'm not answering.**
  - I'll need to look into that before I can give you an answer.
  - That's a good question, and I'd like to explore it further before responding.
27. Which of the following is a credible source?
- A peer-reviewed study in an academic journal.**
  - A commercial citing studies for a product paid for by the company that makes it.
  - A newspaper or magazine with a known bias.
  - Someone who hasn't done research but says his/her opinion very loudly.
28. A thesis statement is a(n) \_\_\_\_\_, \_\_\_\_\_ sentence that succinctly expresses your view concerning a(n) \_\_\_\_\_.
- Bold, Underlined, Puzzle Solution
  - Opinionated, Unsupported, Political Ideology
  - General, Undefined, Dichotomous View
  - Single, Complete, Particular Topic**
29. Constructive feedback tells the writer both what they did \_\_\_\_\_ and \_\_\_\_\_.
- Successfully, Unsuccessfully**
  - Smartly, Stupidly
  - Quickly, Slowly
  - Inside, Outside
30. What are the three specific components of an essay called?
- Introduction, Intermission, Curtain Call
  - Introduction, Body, Conclusion**
  - Beginning, Middle, Finale
  - Top, Center, Bottom
31. Which statement is **true** of editing essays?
- Having someone else read over your paper may help your find more errors.**
  - Silent reading is the best way to hear if sentences read fluidly.
  - The first draft is always the best draft.

- d. Spelling and grammar don't matter because nobody understands commas anyway.

32. Which statement best defines "data visualization"?

- a. It's when you do complex calculations in your head.
- b. It's when you ask someone to imagine how big a number is.
- c. It's the code on the backend of a website.
- d. It's a way to visually interpret statistics or data to improve understanding.**

33. Like critically evaluating research sources, it's important to critically evaluate visualized information because...

- a. If a picture is worth a thousand words, you should spend the same amount of time looking at it that you'd look at 1,000 words.
- b. Sometimes there are hidden pictures or messages and informational content should never be too interesting or fun.
- c. It is possible for visualized information to misrepresent information in order to reinforce biased viewpoints of its creator.**
- d. Images are a bad way to show information.

## UNIT 6 Systems Thinking and Resource Management

34. Which statement about entrepreneurs is not true?

- a. An entrepreneur identifies a need and starts a business
- b. Most entrepreneurs are wealthy before starting a business**
- c. Many entrepreneurs' businesses fail because of financial management
- d. Starting a business requires a great deal of time and hard work

35. Why is planning important in the development of a business?

***Planning answers many questions prior to starting a business and may help in making sound business decisions once the business is operational. The better the business plan the more likelihood the business will be successful.***\_\_\_\_\_

36. What factors need to be considered when developing a business plan.

- a. Capitol expenses
- b. Location
- c. Management
- d. Risk and rewards
- e. All of the above**