



Dr.G.R.Damodaran College of Science

(Autonomous, affiliated to the Bharathiar University, recognized by the UGC)Re-
accredited at the 'A' Grade Level by the **NAAC** and ISO 9001:2008 Certified
CRISL rated 'A' (TN) for MBA and MIB Programmes

III MBA(PART TIME) [2015-2018]
SEMESTER-V

ELECTIVE:MANAGING INTERPERSONAL EFFECTIVENESS - 552U1

Multiple Choice Questions.

1. Techniques to change people and the quality of interpersonal work relationships are termed as _____.

- A. Operations
- B. Organizational development
- C. Downsizing
- D. Robotics

ANSWER: B

2. An individual is likely to resist change because of all of the following reasons except _____.

- A. Uncertainty
- B. Increased productivity.
- C. Concern over personal loss
- D. Belief that the change is not in the organizations best interest

ANSWER: D

3. To cope with the complexity of life, individuals rely on habits or _____.

- A. Programmed responses.
- B. The status quo
- C. Beliefs.
- D. Certainties.

ANSWER: C

4. . Which of the reasons for resistance to change expressed by an employee may be beneficial to the organization?.

- A. Uncertainty.
- B. Freezing.
- C. . Change is incompatible with the interests of the organization.
- D. Refreezing.

ANSWER: C

5. . For _____ to be effective there must be mutual trust and credibility between managers and employees.

- A. Education.
- B. Coercion.
- C. Negotiation.
- D. Participation.

ANSWER: D

6. _____ may be necessary when resistance comes from a powerful source.

- A. Education and communication
- B. Coercion.

- C. Facilitation and support.
- D. Negotiation.

ANSWER: D

7. _____ is using direct threats or force on those who resist change.

- A. Negotiation.
- B. Coercion.
- C. Cooptation.
- D. Education and communication.

ANSWER: B

8. _____ is an aspect that one is aware of but do not show to others.

- A. Darker Self.
- B. Mild Self.
- C. Social Self.
- D. Private Self.

ANSWER: D

9. . _____ is the part that is openly shared with others in various social situations such as work, home, with friends and so forth.

- A. Darker Self.
- B. Mild Self.
- C. Social Self.
- D. Private Self

ANSWER: C

10. _____ are the emotional aspects anger, joy, happiness etc.

- A. Thoughts.
- B. Feelings.
- C. Intuition.
- D. Behavior

ANSWER: B

11. A dynamic and uncertain organizational environment has created a large number of employees who are _____.

- A. Old enough to retire, but cant afford to retire.
- B. Young and energetic about the next days work.
- C. Overworked and stressed out.
- D. Overworked, but paid very well.

ANSWER: B

12. _____ is the adverse reaction people have to excessive pressure placed on them from extraordinary demands, constraints, or opportunities.

- A. Stereotyping.
- B. Stress.
- C. A halo effect.
- D. Creativity.

ANSWER: A

13. Stress, in and of itself, is _____

- A. Not necessarily bad.
- B. Healthy in most cases.
- C. Harmful, especially if not managed by exercise.
- D. Beneficial to those who use it.

ANSWER: C

14. _____ prevent you from doing what you desire; _____ refer to the loss of something desired.

- A. Constraints; demands.
- B. Demands; constraints.
- C. Fears; stressors.
- D. Stressors; fears

ANSWER: C

15. Which of the following is true concerning stress?.

- A. Stress is a static condition
- B. . Stress is a negative reaction to an outside force
- C. Stress can be caused by change of any kind
- D. Stress limits performance.

ANSWER: B

16. _____ is the employees belief that she can successfully perform her job or learn the content of the training program.

- A. . Self Improvement
- B. . Self efficacy.
- C. . Self Knowledge
- D. . Self Accuracy

ANSWER: A

17. A _____ refers to areas of personal capability that enable employees to successfully perform their jobs by achieving outcomes or successfully performing tasks.

- A. Skill.
- B. Ability
- C. Competence
- D. Attitude.

ANSWER: A

18. ..._____represents a real-life situation

- A. Simulation.
- B. Synthesizing
- C. Acknowledging.
- D. Experiencing.

ANSWER: A

19. . MBTI stands for.

- A. Myers-Briggs Type Indicator
- B. . Myers-Briggs Task Identifier
- C. Mayor Bricks Top Indicator
- D. Minor Bricks Task Indicator

ANSWER: A

20. . In organizations, people who act as catalysts and assume the responsibility for managing the change process are called _____.

- A. Change masters
- B. Change agents
- C. Operations managers
- D. Charismatic leaders

ANSWER: B

21. Techniques to identify the quality of interpersonal work relationships in terms of their interactions and understanding are termed _____.

- A. OB
- B. TA.
- C. OCD.
- D. Robotics.

ANSWER: B

22. _____ is recognizing ones emotions and their effect

- A. . Emotional Awareness
- B. Emotional Stability.
- C. Emotional Affection.
- D. . Emotional Motivation.

ANSWER: A

23. _____ is a dynamic condition a person faces when confronted with an opportunity, constraint, or demand related to what he or she desires and for which the outcome is perceived to be both uncertain and important.

- A. Stereotyping.
- B. . Stress.
- C. A halo effect.
- D. Creativity.

ANSWER: A

24. A stereotype is a fixed idea or misconception about an individual or group of people. The basis of stereotyping is: .

- A. Based on objective and rational considerations
- B. . Seeing people as a group with similar characteristics rather than recognizing differences between people.
- C. Gut reaction.
- D. Formed from personal experience of different groups of people

ANSWER: B

25. Unreasonable adjustments in light of a persons disability might include: .

- A. Alterations to a persons working conditions.
- B. Acquiring or modifying equipment
- C. . Building access ramps to buildings.
- D. Altering hours of work or duties

ANSWER: C

26. Cultural shock which is often the outcome of the negative experience of moving from a familiar culture to one that is unfamiliar is important to understand in the context of internationalization because: .

- A. It can effect soldiers returning form was zones.
- B. It can effect students on gap year experiences
- C. It can impact on individuals taking overseas assignments.
- D. Friends and families reunited

ANSWER: C

27. . Criticisms of training are based on the understanding that: .

- A. . Its an outmoded method of providing learning
- B. . Its linked with short-term goals
- C. Disliked by trade unions

D. The nature of work has changed and therefore its unsuitable for the type of employees engaged.
ANSWER: D

28. _____ there must be uncertainty over the outcome, and the outcome must be important.
- A. For uncertainty to become fear.
 - B. For anxiety to become stress
 - C. . For potential stress to become actual stress.
 - D. For anxiety to become fear.

ANSWER: C

29. Stress symptoms can be grouped under any of the following three general categories except _____.

- A. Physiological.
- B. Cultural.
- C. Psychological.
- D. . Behavioral

ANSWER: C

30. Which of the following is an example of a psychological symptom of stress?.

- A. . Changes in metabolism
- B. . Increased heart and breathing rate
- C. Irritability.
- D. Changes in productivity.

ANSWER: B

31. Changes in eating habits are a _____ symptom of stress.

- A. Physical.
- B. Psychological.
- C. Behavioral.
- D. Inertial.

ANSWER: B

32. Managers need to make sure that employees abilities _____.

- A. Match the job requirements
- B. Are being maximized
- C. Are not being affected by their stress.
- D. Are not causing them stress.

ANSWER: A

33. . _____ that increase opportunities for employees to participate in decisions and to gain social support have been found to lessen stress.

- A. Improved organizational communications.
- B. Time management programs
- C. Wellness programs
- D. Job redesigns

ANSWER: A

34. Stress from an employees personal life _____.

- A. Is difficult for the manager to control directly.
- B. Should never concern the manager
- C. Indicates that the employee needs counseling
- D. Always affects work behavior, so the manager should always intervene

ANSWER: D

35. Managers might want to offer _____ to employees who want to talk to someone about their problems.

- A. Wellness programs.
- B. Time management programs
- C. Employee counseling.
- D. Performance planning programs

ANSWER: C

36. How can managers increase the likelihood of making change happen successfully?.

- A. Focus on how they want to change the organization
- B. Understand the difficult task at hand
- C. Increase the role of individual employees
- D. Observe how competitors are changing.

ANSWER: C

37. What is a characteristic of a change capable organization?.

- A. Separates the present and the future.
- B. Makes controlling a way of life.
- C. Discourages mavericks.
- D. Shelters breakthroughs.

ANSWER: A

38. . If the agency director decided to shift away from a functional to a product design, this would be considered changing the _____.

- A. Structural design
- B. Selection process
- C. Degree of centralization.
- D. Structural components

ANSWER: B

39. Which of the following would be a behavioral symptom of stress?.

- A. Headaches.
- B. A rise in fred's blood pressure
- C. His job dissatisfaction
- D. Problems sleeping.

ANSWER: D

40. . _____ is keeping disruptive emotions and impulses in check.

- A. Adaptability
- B. . Commitment
- C. Innovation
- D. Self Control.

ANSWER: D

41. . Cultivating opportunities through different kinds of people is _____.

- A. Leveraging Diversity
- B. Political Awareness
- C. Developing others.
- D. Trust worthiness.

ANSWER: A

42. Substantive rules are those which determine: .

- A. Rules governing redundancy.
- B. Rules governing discipline and grievance

- C. . Trade union recognition
- D. Rates of pay and how levels are determined.

ANSWER: D

43. Are those employers that reflect a unitary perspective to employee relations generally: .
- A. Welcoming of them
 - B. Hostile to trade unions.
 - C. Seeking agreement with single unions.
 - D. None committal either way

ANSWER: B

44. . Aligning with the goals of the group or organizations is personal competence revealing _____ in EI.
- A. . Cooperation
 - B. Commitment.
 - C. Conflict.
 - D. Collaboration.

ANSWER: B

45. _____ is the flexibility in handling change
- A. Adaptability.
 - B. Innovation.
 - C. Altruism.
 - D. Imitativeness.

ANSWER: A

46. Non Verbal Communication is otherwise known as _____.
- A. Language of Purity
 - B. Language of Perfection.
 - C. Language of Priority
 - D. . Language of Proximity

ANSWER: D

47. _____ replace words, numbers and punctuations signs.
- A. Proxemics.
 - B. Body Language.
 - C. Sign Language
 - D. Facial expressions.

ANSWER: C

48. . What are the types of industrial action a union is most likely to engage in?.
- A. Unofficial action
 - B. Strike action
 - C. Action short of a strike.
 - D. Absence.

ANSWER: C

49. _____ people express their feelings openly, honestly yet calmly.
- A. Assertive.
 - B. Aggressive.
 - C. Polite.
 - D. Popular.

ANSWER: A

50. _____ is the inner core of identity including the persons goals ,ambition & belief.

- A. Spiritual self.
- B. . Material self.
- C. Matter self.
- D. One self

ANSWER: D

51. self concept emerges from ones _____ with others people.

- A. Interaction.
- B. . Perception.
- C. Influence
- D. Remarks.

ANSWER: D

52. The relationship between self knowledge &social behavior are received as_____.

- A. Schemes.
- B. Sholves.
- C. Rackets.
- D. Strokes.

ANSWER: A

53. . Influence of self schemes on social influence& judgement is explained as scheme by_____.

- A. Markes.
- B. Showklelets.
- C. Mcgurri.
- D. Sugar.

ANSWER: A

54. Over justification & intrinsic are detailed in_____.

- A. Dissonance.
- B. Resorance
- C. Replication.
- D. Revolution.

ANSWER: A

55. . _____ is the techniques of offering others influence that will make us look competent or skilled.

- A. Self promotion.
- B. . Self perception
- C. . Self image
- D. Self regulation.

ANSWER: D

56. is employed to arouse fear in order to secure compliance with our wishes.

- A. . Intimidation.
- B. . Ingratiation.
- C. Exemplification
- D. . Supplication

ANSWER: A

57. Which of the following is not a social behavior.

- A. Aggression.
- B. Emotional.

- C. Taskful
- D. Interpersonal.

ANSWER: A

58. . _____ is a social process..

- A. Communication.
- B. . Language
- C. Skill set.
- D. Mitigation.

ANSWER: A

59. _____ may be defined as the system of local sounds used by human beings to transmit meanings to one another.

- A. Language.
- B. . Vocal sounds.
- C. Signals.
- D. Signs.

ANSWER: A

60. SMCR is a model by.

- A. David berlo.
- B. Mcguire.
- C. Darwin.
- D. Schieffe.

ANSWER: B

61. Telephonic conversation is a _____type of communication

- A. . Oral
- B. Written.
- C. NVC
- D. . Formal.

ANSWER: A

62. Memos, reports, posters etc., are _____communication.

- A. Written
- B. Oral.
- C. . Disguse.
- D. NVC.

ANSWER: A

63. Emphasis words loudly, fast, slow deals with.

- A. Facial expression
- B. Eye conduct.
- C. . Paralanguage
- D. . Multilanguage.

ANSWER: C

64. Prolonged eye conduct causes_____.

- A. Physiological stress.
- B. Anxiety.
- C. Behavioral.
- D. Deficiency.

ANSWER: D

65. Status of body movements and postures is called.

- A. Body language.
- B. Eye contact
- C. Para language.
- D. . Movements

ANSWER: A

66. . Body language is otherwise known as.

- A. Kinesics.
- B. Paralanguage.
- C. Shrugs
- D. Linguistics.

ANSWER: A

67. . _____ behavior is accompanied by facial and body movements.

- A. . Truthful.
- B. . Fresh
- C. Casual.
- D. Hesitating

ANSWER: C

68. .._____ is submissive, denying ones own right in light of other domination.

- A. Non assertive.
- B. Aggressive.
- C. Assertive.
- D. . Obedient.

ANSWER: C

69. . I is an _____ agent in the environment when highlighting on others.

- A. Active.
- B. Passive.
- C. Bold.
- D. Submissive.

ANSWER: B

70. . _____persons physical attributes

- A. . Spiritual self.
- B. Material self
- C. Local self
- D. Passive self.

ANSWER: B

71. The views about ones actual self is known as _____.

- A. Self concept
- B. . Self image.
- C. Self construction.
- D. Self motivation

ANSWER: A

72. Process of rediscovering and understanding various aspects of oneself like motivation, attitudes, belief, etc.

- A. Self awareness.
- B. Self perception.
- C. . Self monitoring

D. Self motivation
ANSWER: C

73. Maximization of ones potential towards clear, specific & planned objective

- A. . Self perception
- B. Self monitoring
- C. Self motivation.
- D. Self growth.

ANSWER: D

74. Individuals attitudes towards and beliefs about themselves based on factors like physical appearance, work habits, etc., and develops over a time.

- A. Self perception.
- B. Self monitoring
- C. Self motivation.
- D. Self growth

ANSWER: A

75. Social inference scheme theory was given by.

- A. . Marcus
- B. Mcguire.
- C. Schieffe
- D. Donald.

ANSWER: A

76. _____ is the process through which people try to control the impressions other people form of them.

- A. . Impression Management
- B. Compensation management
- C. Corporate management
- D. Effective management.

ANSWER: A

77. Impression Management is otherwise called as

- A. Self perception
- B. . Self monitoring.
- C. Self motivation.
- D. Self presentation.

ANSWER: A

78. _____ offer explanations

- A. Disclaimer.
- B. Apologies.
- C. Excuses.
- D. Grants.

ANSWER: A

79. . _____ admit guilt responsibility

- A. Disclaimer
- B. Apologies.
- C. Excuses.
- D. Grants.

ANSWER: B

80. _____ setting obstacles for our own success

- A. Self handicapping.
- B. Self excuses
- C. Self indulging
- D. Self passion.

ANSWER: A

81. A personality trait that measures an individuals ability to adjust his or her behavior to external situational factors.

- A. . Self monitoring
- B. Self motivation.
- C. Self growth.
- D. . Self perception

ANSWER: B

82. Colors are associated with different moods and feelings

- A. Visual symbols
- B. Vocal.
- C. Visionary.
- D. Visual effects.

ANSWER: C

83. _____ Combines pictures and words

- A. Postures.
- B. Pictures.
- C. . Charts
- D. Visual aids.

ANSWER: D

84. _____ is not a negative absence of speech but a positive withdrawal or suspension of speech.

- A. Silence.
- B. Numd.
- C. Dumb.
- D. Deaf.

ANSWER: A

85. Movements of hands or head or body, they are natural accompanied of speech.

- A. Gestures.
- B. . Postures.
- C. Kinesics.
- D. Paralanguage.

ANSWER: C

86. The study of _____ as a communicative system is called proxemics

- A. Space
- B. Body language.
- C. Facial expression.
- D. Language

ANSWER: A

87. It is the study of the degree and effect of the spatial separation that individuals naturally maintain in various social and interpersonal situations.

- A. Gestures.
- B. Postures.

- C. Kinesics.
- D. Proxemics.

ANSWER: D

88. . _____ parent, people manifest themselves as disappointed, aggrieved, feeling always right, patronizing, controlling, critical, putting down others.

- A. . Nurturing.
- B. . Critical
- C. . Adapted.
- D. Proactive.

ANSWER: B

89. _____ child tend to laugh, share fun, feel excited and enthusiastic, and express our anger, sadness and fear freely without any inhibition.

- A. Adapted.
- B. Free.
- C. Proactive.
- D. Nurturing.

ANSWER: B

90. The transactional vectors are parallel and the ego states addressed is the one which responds.

- A. Complementary transactions.
- B. Crossed transactions
- C. Ulterior transactions.
- D. Unique transactions

ANSWER: A

91. When the transactional vectors are not parallel, or in which the ego state addressed is not the one which responds

- A. Complementary transactions
- B. Crossed transactions
- C. Ulterior transactions
- D. . Unique transactions.

ANSWER: B

92. . Happens when a person appears to be sending one message overtly but secretly sending the other.

- A. . Complementary transactions
- B. Crossed transactions.
- C. Ulterior transactions.
- D. Unique transactions

ANSWER: C

93. . _____ is a unit of recognition

- A. Stroke.
- B. . Rackets.
- C. Schemas.
- D. Stamps.

ANSWER: A

94. . _____ are intended to create a pleasant feeling in the receiver

- A. . Positive strokes
- B. Negative strokes
- C. No strokes.
- D. By stroking.

ANSWER: A

95. ____type of stroke we experience when we are young and effect of this in later life.
- A. Stroke balance.
 - B. Stroke reservoir.
 - C. Stroke piling.
 - D. No stroke.

ANSWER: B

96. .._____recurring transactions with a concealed motivation.
- A. Games.
 - B. Withdrawl.
 - C. Intimacy.
 - D. Rituals.

ANSWER: A

97. ___are self indulgence in feelings of guilt, inadequacy, hurt, fear and resentment.
- A. Games.
 - B. Withdrawal.
 - C. Rackets.
 - D. . Intimacy.

ANSWER: D

98. _____are feelings that an individual collects and stores rather than expressing at the instant they were experienced.
- A. Games.
 - B. . Withdrawal.
 - C. Rackets.
 - D. Stamps.

ANSWER: D

99. It is a problem solving technique which uses a one on one process to help employees solve their problem.
- A. Counseling.
 - B. Coaching.
 - C. . Guiding.
 - D. Responding.

ANSWER: A

100. Process of listening to a members problem, deciding with the member what should be done, and then encouraging and motivating the person to do it.
- A. Directive counseling
 - B. Non directive counseling.
 - C. Personal counseling.
 - D. . Productive counseling.

ANSWER: A

101. To assess psychological emergencies that warrant immediate intervention.
- A. Crisis counseling.
 - B. Directive counseling.
 - C. Non directive counseling.
 - D. . Personal counseling.

ANSWER: B

102. Provides one-to-one interaction between you and a counselor, on a short term basis.

- A. Group counseling
- B. Individual counseling.
- C. Crisis counseling.
- D. Directive counseling.

ANSWER: B

103. Provides an opportunity for inter interaction with others who share similar concerns or themes.

- A. . Group counseling
- B. Individual counseling.
- C. . Crisis counseling
- D. Directive counseling

ANSWER: D

104. Ability to understand others feelings, and to react to them based on dignity is.

- A. Empathy.
- B. Warmth.
- C. Sincere.
- D. Respect.

ANSWER: D

105. _____Or genuineness is being honest and authentic in our dealings with our client.

- A. Congruence.
- B. Conciseness.
- C. Preciseness.
- D. Proactiveness.

ANSWER: D

106. _____normally means that anything discussed during a counseling session is held as absolutely private and not discussed elsewhere

- A. Confidentiality.
- B. Congruence.
- C. Conciseness
- D. Preciseness.

ANSWER: A

107. _____ is a Personal & subjective feeling

- A. Stress.
- B. Anxiety.
- C. Stamps.
- D. Rackets.

ANSWER: A

108. Clotting of blood & embolism is due to.

- A. Adrenaline.
- B. Abdomen.
- C. Mental disorders
- D. Headache

ANSWER: A

109. _____ is an experience that creates physiological and psychological imbalances within a person.

- A. Stress
- B. . Anxiety
- C. Stamps.

D. Rackets.
ANSWER: A

110. Which of the following is a environmental factor causing stress.

- A. Family.
- B. Job demands.
- C. Political.
- D. Economic status.

ANSWER: D

111. Your description of who you are as a person is your.

- A. Self concept
- B. Self awareness.
- C. Self disclosure.
- D. Self esteem.

ANSWER: A

112. . Self Esteem is.

- A. Feeling of regard for yourself and others.
- B. Evaluation of your own worth.
- C. Measure of how much you know yourself.
- D. Concept of yourself in the context of your spiritual beliefs.

ANSWER: B

113. Self Disclosure is.

- A. Improves self esteem
- B. Undermines trust.
- C. Can lead to intimacy
- D. Self destructive.

ANSWER: A

114. Sharing information about yourself that can't be obtained from any source other than yourself is called.

- A. Self-affirmation
- B. Self-destruction.
- C. Self-disclosure.
- D. Self-knowledge.

ANSWER: C

115. . Shyness is a

- A. Mental illness
- B. Reflex.
- C. Defect.
- D. Behavior tendency.

ANSWER: D

116. The drive to be perfect.

- A. Self-destructive.
- B. Admirable.
- C. Prideful.
- D. A sign of maturity.

ANSWER: C

117. I am a worthy person is an example of what kind of statement

- A. Bragging.
 - B. Self-destructive
 - C. Deceitful
 - D. Boasting.
- ANSWER: B

118. Interpersonal communication occurs only when.
- A. An individual converses with people they have no interest in knowing
 - B. Intimate conversation takes place
 - C. three or more people are communicating with each other at the same time.
 - D. An individual interacts with another person as a unique individual.
- ANSWER: D

119. Interpersonal communication helps one
- A. Communicate with the general public.
 - B. To become a talented public speaker
 - C. . Learn about oneself.
 - D. To know what others are thinking.
- ANSWER: D

120. Feedback is a listeners
- A. Verbal or nonverbal responses to a message
 - B. Acceptance of a message.
 - C. Verbal critique of your message
 - D. Aversion to a message.
- ANSWER: B

121. To decode a message is to _____ a message
- A. Evaluate
 - B. Reject.
 - C. Interpret.
 - D. Translate.
- ANSWER: D

122. Which of the following is not an example of a verbal message
- A. Yelling.
 - B. Eye contact
 - C. Mumbling.
 - D. Jargon.
- ANSWER: B

123. Encoding is important because it.
- A. Produces messages.
 - B. Eliminates noise.
 - C. Encourages listener feedback.
 - D. Guarantees that ones message will be decoded
- ANSWER: C

124. Philosophy of here and now is a concept of.
- A. Journey into life space.
 - B. Journey to earth.
 - C. Journey to heaven.
 - D. Journey to fairy land
- ANSWER: A

125. _____ is the ability to express yourself and your rights without violating the rights of others.
- A. Aggressiveness.
 - B. Actualization.
 - C. Assertiveness.
 - D. Affirmation.

ANSWER: C

126. . _____ literally practicing how you want to look and sound.
- A. Assertive.
 - B. Non Assertive.
 - C. Behavior rehearsal.
 - D. Passive.

ANSWER: C

127. _____ is a technique allows you to receive criticism comfortably, without getting anxious or defensive, and without rewarding manipulative criticism.
- A. Fogging.
 - B. Behavior rehearsal.
 - C. Negative assertion.
 - D. . Workable compromise.

ANSWER: A

128. The transmission of culture from one generation to another is called.
- A. Individualistic
 - B. Culture shock.
 - C. Acculturation.
 - D. Enculturation.

ANSWER: B

129. The process by which one learns the norms of a culture different from your native culture is.
- A. Interculturation.
 - B. Multiculturalism.
 - C. Acculturation.
 - D. Culturation.

ANSWER: D

130. In which type of culture is competition encouraged
- A. Ethnocentric culture.
 - B. Individualist culture.
 - C. . Collectivist culture
 - D. Selfish culture.

ANSWER: A

131. Which of the four components of social support does NOT correspond to information-giving or anxiety reduction?.
- A. Instrumental support.
 - B. Informational support.
 - C. Emotional support.
 - D. Appraisal support.

ANSWER: C

132. When compared to people who are less physically attractive, attractive people are viewed as being: .

- A. . More sociable
- B. Less assertive.
- C. Higher in integrity.
- D. In worse mental health.

ANSWER: A

133. Assertive behavior

- A. Is based on high self-esteem and the belief in one's superiority
- B. Means standing up for your rights and respecting the rights of others
- C. Is sure to lead to a defensive and aggressive response from others
- D. Means standing up for your rights and respecting the rights of others.

ANSWER: B

134. Maximization of ones potential towards clear, specific & planned objective is termed as.

- A. Self growth
- B. Self escalation
- C. Self imitation.
- D. Self realization.

ANSWER: A

135. A _____ is a set of cognitions about an object, person or situation.

- A. Schema
- B. Perception.
- C. Thought process.
- D. Imagination.

ANSWER: A

136. A personality trait that measures an individuals ability to adjust his or her behavior to external situational factors.

- A. Self motivation
- B. Self monitoring.
- C. Self perception.
- D. Self image

ANSWER: A

137. David berlos developed a _____ model on communication.

- A. SMCR.
- B. MCR.
- C. SMR.
- D. MMR.

ANSWER: A

138. What is a defense mechanism?.

- A. Any form of martial arts.
- B. A mechanism designed to reduce stress and conflict caused by specific experiences.
- C. A method for negotiating a stage of development.
- D. A mechanism designed to remove psychological barriers.

ANSWER: B

139. What is the Id?.

- A. Part of the psyche that controls impulses
- B. Part of the psyche that reduces anxiety.
- C. A description of innate instinctual needs
- D. Part of the psyche that controls our morals

ANSWER: A

140. What is an Ego defense mechanism?.

- A. Part of the Ego state that prevents rational thinking.
- B. Part of the unconscious that attempts to control unacceptable Id influences.
- C. Part of the Ego state designed to reduce barriers
- D. Part of the Ego state that aids development

ANSWER: C

141. One of the concepts of the humanistic existential approach is: .

- A. Rationalism.
- B. Transference.
- C. Deviation from the statistical norm.
- D. Unconditional positive regard.

ANSWER: B

142. An example of classical conditioning is: .

- A. Rat presses lever for delivery of food.
- B. Dog learns to salivate on hearing bell
- C. Pigeon pecks at key for food delivery.
- D. Dogs learn helplessness from electric shocks.

ANSWER: D

143. _____ Interventions are those that draw the client out and encourage him to discuss issues further.

- A. Client.
- B. Customer.
- C. Catalytic.
- D. Changing.

ANSWER: B

144. Which one of the following would a client centered therapist use?.

- A. Empathy.
- B. Desensitization.
- C. Racket system.
- D. Ego states

ANSWER: D

145. According to the psychoanalytic approach, an attempt to integrate values learned from parents and society is called?.

- A. The Id.
- B. . Sublimation.
- C. The Oral stage.
- D. The Superego.

ANSWER: A

146. _____ are script messages issued from the Adult by the Parent and Kept in the Adult of the Child.

- A. Script.
- B. . Programs
- C. Psychopathology.
- D. Dream analysis.

ANSWER: B

147. _____ is a way of structuring time that allows one to exchange the strongest strokes without playing a game..

- A. Flooding
- B. Token economies.
- C. Intimacy.
- D. Aversion therapies

ANSWER: C

148. Sigmund Freud was the pioneer of which of the following models of psychopathology?.

- A. Behaviorist.
- B. Cognitive.
- C. Psychodynamic.
- D. Humanistic.

ANSWER: C

149. Self monitoring is a form of clinical observation involving which of the following?.

- A. Clients measuring their own galvanic skin responses
- B. Clients measuring their own heart rate.
- C. Clients observing and recording their own behaviour
- D. Clients recording their dreams.

ANSWER: A

150. . Behaviour analysis is based upon the principles of: .

- A. Classical conditioning
- B. Operant conditioning
- C. Dream analysis.
- D. . All of the above

ANSWER: B

151. Behaviour modification is a type of: .

- A. Behaviour therapy.
- B. Cognitive behavioural therapy.
- C. Humanistic therapy.
- D. Client centred therapy.

ANSWER: C

152. It is generally considered that Cognitive behavioural therapy changes: .

- A. Thought processes.
- B. Behaviour.
- C. Thoughts and behaviour
- D. Mood states.

ANSWER: D

153. Cognitive Behavioural Therapy is generally perceived as: .

- A. Phenomenological.
- B. . Psychodynamic.
- C. Humanistic.
- D. Evidence-based.

ANSWER: A

154. _____ refers to the degree to which people attend to and control the impressions they make on others.

- A. Self Regulations
- B. Self Control

- C. Self Motivation
- D. . Self Monitoring

ANSWER: D

155. Counter conditioning is an exposure therapy technique which involves:

- A. Learning that one negative event may be linked to another
- B. Exposing the client to the feared stimulus
- C. . Learning that an event or situation is no longer threatening.
- D. Helping the client to see that their behaviour is counterproductive

ANSWER: C

156. Counselling is a profession that aims to

- A. . Promote personal growth and productivity
- B. . Provide a successful diagnosis in psychopathology
- C. Ensure that clients are on the correct medication
- D. Solely address behaviour.

ANSWER: A

157. Empathy involves: .

- A. Feeling sorry for someone.
- B. Putting others before yourself.
- C. Putting yourself in someone elses shoes.
- D. Putting yourself before others

ANSWER: C

158. The essence of effective communication is that: .

- A. Sender and receiver both attribute the same meaning to a message
- B. . Sender and receiver both exchange information
- C. The receiver gives feedback to the sender.
- D. None of the above.

ANSWER: B

159. Which of the following is described in your text as a contextual factor that can impact on the effectiveness of communication in an organisation?.

- A. Organisational structure.
- B. Organisational culture.
- C. Technology.
- D. . All of the above.

ANSWER: D

160. Which of the following is NOT a barrier to effective communication associated with the media and channel?.

- A. Noise.
- B. Information overload.
- C. Space proxemics.
- D. . Inappropriateness of media or channel

ANSWER: D

161. Which of the following is NOT identified in the Johari Window as a situation that can occur as a result of interpersonal communication styles?.

- A. The conflict situation
- B. The blind spot situation.
- C. The unknown situation.
- D. . The façade situation.

ANSWER: B

162. A benefit claimed for team briefing as a method of organisational communication is that it: .

- A. Results in people working harder
- B. . Helps control the grapevine.
- C. Establishes a useful forum for making decisions
- D. Reduces the effects of hierarchy and differences in authority

ANSWER: B

163. Environmental stressors include: .

- A. . Economic factors.
- B. . Political and social factors.
- C. Technological factors
- D. All of the above.

ANSWER: D

164. Which of the following is a cognitive outcome of stress?.

- A. Frustration and aggression.
- B. Poor memory
- C. Heart disease.
- D. Alcohol or substance abuse.

ANSWER: B

165. The behavioural outcomes of stress can include: .

- A. Poor memory
- B. Absenteeism.
- C. Burnout.
- D. Depression.

ANSWER: C

166. A principle that is at work in the stimulus organisation and recognition stage of perception is: .

- A. Perceptual inference.
- B. Continuity.
- C. The use of schema
- D. None of the above

ANSWER: A

167. Managers with poor interpersonal skills have

- A. A blind style of functioning.
- B. A closed style of functioning.
- C. A open style of functioning.
- D. A hidden style of functioning.

ANSWER: B

168. _____ channel of communication is called grapevine.

- A. Formal.
- B. . Informal
- C. Horizontal.
- D. All of the above.

ANSWER: B

169. Stereotyping is: .

- A. Assuming that because a person has one trait, he she automatically has other traits
- B. Making a prophecy, which then comes true.

C. Assuming that a person automatically has a number of attributes because he/she is a member of a particular group (e.g. Male or female, British or a foreigner).

D. A sign of prejudice

ANSWER: C

170. A criterion used to make either an internal or external attribution about a person's behaviour is: .

A. Behavioural consistency.

B. Behavioural consensus

C. Behavioural distinctiveness.

D. All of the above.

ANSWER: A

171. An anxiety disorder is: .

A. An emotional state identified by panic attacks

B. An emotional condition classified by excessive checking.

C. Disordered thinking

D. An excessive or aroused state characterized by feelings of apprehension, uncertainty and fear.

ANSWER: D

172. Which of the following are common aspects of comorbidity in anxiety disorders?.

A. Physiological symptoms of panic are found not only in panic disorder, but also in the reactions to phobic stimuli in specific phobias.

B. Cognitive biases such as information processing biases that tend anxious people to selectively attending to threatening stimuli (Mathews & McLeod, 1994) are common to almost all anxiety disorders.

C. Certain specific early experiences can be found in the aetiology of a number of different anxiety disorders (e.g. physical or sexual abuse during childhood), and experiences such as these may increase an individual's risk of developing several anxiety-based problems.

D. All of the above

ANSWER: C

173. Verification of performance of the communication

A. Communication audit

B. Communication Process.

C. Communication fidelity.

D. Communication training.

ANSWER: B

174. Ability to communicate effectively _____.

A. Is in born.

B. Can be developed.

C. Cannot be developed

D. Is not necessary.

ANSWER: B

175. . Psychodynamic theory as developed by Freud saw phobias as: .

A. Repressed Ego.

B. Repressed Id impulses

C. Repressed superego.

D. Repressed defence mechanisms.

ANSWER: A

176. _____ is based on the theory that stress brought on by lying causes tremors in the vocal cords changing the person's voice.

- A. Voice Stress Analysis
- B. Vapour stress Analysis.
- C. Vocal Store Analysis.
- D. Visible Stress Analysis.

ANSWER: A

177. According to conditioning theory Incubation is a phenomenon that should lead to: .

- A. Distinction
- B. Extinction.
- C. Annulation.
- D. Conflagration.

ANSWER: B

178. Which of the following is a predominant evolutionary theory of phobias?: .

- A. Non-associative fear acquisition.
- B. Learned fear responses.
- C. Biological preparedness
- D. Specific phobia acquisition.

ANSWER: B

179. Recent evidence suggests that at least some phobias are closely associated with the emotion of: .

- A. Anger.
- B. Disgust.
- C. . Exhilaration
- D. Sadness.

ANSWER: A

180. _____ is the study of touch in non verbal communication.

- A. Haptics.
- B. Monochronics.
- C. Polychronics.
- D. Multichronics.

ANSWER: A

181. _____ suggests that an individual does not make full use of all his her three ego states.

- A. Contamination
- B. . Exclusion
- C. Conversion
- D. Reduction.

ANSWER: B

182. . Complementary transactions are otherwise known as _____ transactions.

- A. Peculiar
- B. Philosophical.
- C. Perpendicular.
- D. . Parallel

ANSWER: D

183. _____ refers to the content, both verbal and non verbal, that moves across and through these pathways.

- A. Exposure therapy.
- B. Social skills training.
- C. Restructuring.
- D. . Linguistics

ANSWER: D

184. NLP stands for.

- A. Neuro Linguistic programming.
- B. Natural Language Programme
- C. Neuro Language Programme.
- D. . Neuro Linguistic Process.

ANSWER: A

185. Which of the following physical symptoms are associated with Panic attacks: .

- A. Heart palpitations
- B. Perspiring.
- C. . Hyperventilatin
- D. All of the above

ANSWER: D

186. A common feature of panic attacks is Hyperventilation and it is due to: .

- A. Dysfunctional breathing patterns
- B. Raising blood pH level
- C. Oxygen is then delivered less efficiently to body cells
- D. All of the above.

ANSWER: C

187. Aggression intended to harm another person, such as hitting, kicking, or threatening to beat up someone is known as _____ Aggression

- A. Instrumental.
- B. . Relational
- C. Hostile.
- D. Escalating.

ANSWER: C

188. In panic disorder anxiety sensitivity refers to: .

- A. Anxiety may lead to depression
- B. That the fears of anxiety symptoms that are based on beliefs that such symptoms have harmful consequences.
- C. Anxiety symptoms may predict self harm.
- D. Feeling anxious always leads to negative events.

ANSWER: A

189. . _____ is a deliberate evasion of the truth, done by remaining silent when asked about something known.

- A. Misdirection.
- B. Exaggeration.
- C. Fabrication.
- D. . Omission

ANSWER: D

190. _____ is weilding effective tactics for persuasion.

- A. Influence.
- B. Continual.
- C. Constructive.
- D. Desirability.

ANSWER: A

191. Empathy leads to _____.

- A. Greater Receptivity.
- B. Greater focus.
- C. Involvement..
- D. All of the above

ANSWER: B

192. The possibility of misunderstanding in any step takes place in _____.

- A. Feedback.
- B. Response.
- C. Brain drain.
- D. Illusion.

ANSWER: C

193. _____ means giving a particular bias to the reality.

- A. Instructing.
- B. Encouraging
- C. Slanting.
- D. Abstracting.

ANSWER: C

194. _____ stands for mental health.

- A. Motivation.
- B. Cooperation.
- C. Morale.
- D. Coordination.

ANSWER: C

195. The ability to inspire, influence, and develop others while managing conflict is _____.

- A. Repetitive Management.
- B. . Self Management.
- C. Self Awareness
- D. Relationship Management

ANSWER: D

196. The ability to regulate emotions in both ourselves and in others is _____.

- A. Understanding Emotions.
- B. Managing Emotions
- C. Perceiving Emotions.
- D. Increased sense of self importance.

ANSWER: B

197. Creating group synergy in pursuing collective goals is _____.

- A. Team Capabilities.
- B. Group Capabilities.
- C. Individual Capabilities
- D. Superiors Capabilities

ANSWER: A

198. Anticipating, recognizing and meeting customers needs is referred as _____.

- A. Suppressing thoughts about the ritual.
- B. Leveraging Diversity.
- C. Self Orientation
- D. Service Orientation.

ANSWER: D

199. . A strong sense of ones self worth and capabilities

- A. Neurobiotaxis.
- B. Habituation
- C. Self Confidence.
- D. . Cingulatomy.

ANSWER: C

200. Striving to improve or meet a standard of excellence.

- A. Increased arousal.
- B. Avoidance and numbing of emotions.
- C. Reexperiencing.
- D. Achievement drive.

ANSWER: D

201. Your description of who you are as a person is your

- A. . Self concept
- B. Self awareness.
- C. Self disclosure
- D. . Self esteem.

ANSWER: A

202. Self Esteem is.

- A. Feeling of regard for yourself and others.
- B. Evaluation of your own worth
- C. Measure of how much you know yourself.
- D. Concept of yourself in the context of your spiritual beliefs.

ANSWER: B

203. Self Disclosure is.

- A. Improves self esteem.
- B. Undermines trust.
- C. Can lead to intimacy.
- D. Self destructive

ANSWER: A

204. Sharing information about yourself that cant be obtained from any source other than yourself is called.

- A. Self-affirmation
- B. Self-destruction
- C. Self-disclosure
- D. . Self-knowledge.

ANSWER: C

205. What is more helpful than selftalk in raising self-esteem?.

- A. Medication.
- B. . Securing affirmations from others.
- C. Selfaffirmations.
- D. Reading selfhelp books

ANSWER: B

206. People who are more likely to self-disclose are usually.

- A. Apprehensive communicators.

- B. Introverted.
- C. Male.
- D. Social and extroverted.

ANSWER: D

207. Shyness is a

- A. Mental illness
- B. Reflex.
- C. Defect.
- D. Behavior tendency.

ANSWER: D

208. The drive to be perfect.

- A. Self destructive.
- B. Admirable.
- C. . Prideful.
- D. A sign of maturity.

ANSWER: D

209. I am a worthy person is an example of what kind of statement?

- A. Bragging.
- B. Self destructive.
- C. Deceitful.
- D. Boasting.

ANSWER: C

210. Seeking people to feel guilt or shame and to be seen as worthy, suffering or dedicated is a _____ self presentation strategy.

- A. Exemplification
- B. Intimidation.
- C. Suppification.
- D. Ingratiation.

ANSWER: C

211. Interpersonal communication occurs only when.

- A. An individual converses with people they have no interest in knowing
- B. Intimate conversation takes place.
- C. three or more people are communicating with each other at the same time.
- D. An individual interacts with another person as a unique individual.

ANSWER: D

212. Interpersonal communication helps one.

- A. Communicate with the general public
- B. To become a talented public speaker.
- C. Learn about oneself.
- D. To know what others are thinking.

ANSWER: C

213. Feedback is a listeners

- A. Verbal or nonverbal responses to a message.
- B. Acceptance of a message.
- C. Verbal critique of your message.
- D. Aversion to a message.

ANSWER: B

214. . To decode a message is to _____ a message.

- A. Evaluate.
- B. . Reject.
- C. Interpret.
- D. Translate

ANSWER: C

215. Which of the following is an example of a nonverbal message?.

- A. . Yelling.
- B. Eye contact.
- C. Mumbling.
- D. Jargon.

ANSWER: B

216. Decoding is important because it

- A. Produces messages.
- B. eliminates noise.
- C. encourages listener feedback.
- D. guarantees that ones message will be decoded.

ANSWER: C

217. The transactional vectors are parallel and the ego states addressed is the one which responds is a.

- A. Complementary transactions.
- B. Crossed transactions
- C. Ulterior transactions.
- D. Vector transactions.

ANSWER: A

218. _____ is the idea of stroke reservoir or credit bank.

- A. Stroke balance
- B. Stroke break.
- C. Stroke bits.
- D. Stroke nulls.

ANSWER: A

219. _____ are socially programmed exchanges

- A. Rituals.
- B. Games
- C. Time passers.
- D. Orienters.

ANSWER: A

220. _____ are feelings that an individual collects and stores rather than expressing at the instant they were experienced

- A. Rackets.
- B. Stamps.
- C. Strokes.
- D. . Time structuring.

ANSWER: B

221. .. A person who is either obedient or manipulative, charming at one time and repulsive at another time, is in a.

- A. Child Ego state

- B. Parent Ego state
- C. Adult Ego state.
- D. . Antelope Ego state.

ANSWER: B

222. An analysis undertaken at a fixed point in time to determine the degree to which stated objectives have been reached is.

- A. Performance review.
- B. Performance record.
- C. Potential review.
- D. . Potential record.

ANSWER: A

223. To assess psychological emergencies that warrant immediate intervention is.

- A. Performance review
- B. Performance counseling
- C. . Coaching
- D. . Guidance

ANSWER: B

224. Performance Counselling is identified as a _____ strategy.

- A. Helping.
- B. Complicating.
- C. Confusing.
- D. . Irritating.

ANSWER: A

225. _____ is an experience that creates physiological and psychological imbalances within a person.

- A. Stress.
- B. Anxiety.
- C. Relax.
- D. Tensed.

ANSWER: A

226. Bulls eye of the problem is an important element in _____.

- A. Counselling.
- B. Coaching.
- C. TA.
- D. Self.

ANSWER: A

227. Prolonged anxiety is due to.

- A. Acute anxiety .
- B. Acute stress.
- C. Acute illness.
- D. Acute tension.

ANSWER: B

228. Over stress or under stress is termed as.

- A. Distress.
- B. Eustress.
- C. Eupho stress.
- D. Mono stress.

ANSWER: A

229. which of the following is not an organisational factors causing stress.

- A. Task demand
- B. Role demand
- C. Interpersonal demand.
- D. Family problems

ANSWER: D

230. Philosophy of here and now is a concept of.

- A. Journey into life space.
- B. Journey to earth.
- C. Journey to heaven.
- D. Journey to fairy land.

ANSWER: A

231. _____ is the ability to express yourself and your rights without violating the rights of others.

- A. Assertiveness.
- B. . Agressivness.
- C. Actualisation.
- D. Affirmation.

ANSWER: A

232. . _____ behaviour permits others to violate our rights and shows a lack of respect for our own needs.

- A. Assertive.
- B. Non Assertive
- C. Aggressive.
- D. Passive.

ANSWER: C

233. . _____ Seeks out criticism about yourself in close relationships by prompting the expression of honest, negative feelings to improve communication.

- A. Fogging.
- B. . Behaviour rehearsal.
- C. Negative enquiry.
- D. Workable compromise.

ANSWER: C

234. Which one of the following becomes a creative factor in production

- A. Land.
- B. . Capital.
- C. Consumers.
- D. Human Resources.

ANSWER: D

235. Responding to employees and involving them in decision making is referred to as.

- A. Quality of work life.
- B. Autonomy.
- C. Empowerment.
- D. Preaction.

ANSWER: C

236. Wide range of abilities and attributes possessed by people are called as.

- A. Management.
- B. Human Resources.
- C. Entrepreneur.
- D. Intreprenuer.

ANSWER: B

237. People cast in the role of contributors to production are called.

- A. Capitalist.
- B. Land owners
- C. . Human Resources
- D. Consumers.

ANSWER: A

238. Our tendency to seek out the company of others, even if we do not feel particularly close to them, is known as: .

- A. Social cognition
- B. Relationships.
- C. Attraction.
- D. Affiliation.

ANSWER: A

239. Culture refers to

- A. The specialized lifestyle of a group of people
- B. Genetic similarities.
- C. Gender equality.
- D. . Race or nationality.

ANSWER: A

240. The transmission of culture from one generation to another is called.

- A. Individualistic.
- B. Culture shock
- C. Acculturation.
- D. Enculturation.

ANSWER: B

241. The process by which one learns the norms of a culture different from your native culture is.

- A. Interculturation.
- B. Multiculturalism.
- C. Acculturation.
- D. Culturation.

ANSWER: D

242. In which type of culture is competition encouraged?.

- A. Ethnocentric culture.
- B. Individualist culture
- C. Collectivist culture
- D. Selfish culture.

ANSWER: B

243. Which of the four components of social support does NOT correspond to information giving or anxiety reduction?.

- A. Instrumental support.
- B. Informational support.
- C. Emotional support

D. Appraisal support.
ANSWER: C

244. When compared to people who are less physically attractive, attractive people are viewed as being: .

- A. More sociable
- B. Less assertive.
- C. Higher in integrity.
- D. In worse mental health.

ANSWER: A

245. . Assertive behavior.

- A. . Is based on high self-esteem and the belief in ones superiority
- B. Means standing up for your rights and respecting the rights of others
- C. Is sure to lead to a defensive and aggressive response from others.
- D. Means standing up for your rights and respecting the rights of others.

ANSWER: D

246. . Maximization of ones potential towards clear, specific & planned objective is termed as.

- A. Self growth
- B. Self escalation
- C. Self imitation.
- D. . Self realization.

ANSWER: A

247. . A _____ is a set of cognitions about an object, person or situation.

- A. Scheme.
- B. Perception.
- C. Thought process.
- D. Imagination.

ANSWER: A

248. A personality trait that measures an individuals ability to adjust his or her behavior to external situational factors.

- A. Self motivation
- B. Self monitoring
- C. Self perception.
- D. Self image.

ANSWER: B

249. Shannon Weaver developed a mathematical model on communication based on.

- A. Telephone analogy.
- B. Message analogy
- C. Mail analogy
- D. Internet analogy.

ANSWER: A

250. What we say depends on how we say it, what tone we use, what words we emphasize, how loudly or softly, how fast or slowly we speak it is nothing but.

- A. Paralysis.
- B. Paralanguage.
- C. Paradigm.
- D. Paratone.

ANSWER: B

