

1. For two hours a day, Jacob shuts his office door to prevent interruptions, does not check email, and does not accept incoming phone calls. This enables Jacob to focus on his most important tasks. What technique is Jacob using to help him manage his work commitments effectively?

- A. Eliminating the use of technological tools
- B. Delegating his workload
- C. Controlling environmental distractions
- D. Developing a detailed “to-do” list

2. How does having a sense of humor help you maintain a positive attitude?

- A. It encourages you to give your appearance the attention it deserves.
- B. If you hang out with positive people, you'll be positive as well.
- C. It is easier to maintain a positive attitude when you're healthy.
- D. It keeps you from taking yourself too seriously.

3. When people make you angry or upset, you may be able to maintain your self-control if you

- A. frown to indicate your displeasure.
- B. use language to vent your anger.
- C. adopt a defensive attitude.
- D. make an effort to remain calm.

4. Which of the following is an internal source of feedback:

- A. Teachers
- B. Yourself
- C. Friends
- D. Employers

5. Which of the following is an example of violating a coworker's privacy in the workplace:

- A. Thomas changed the wording on Carrie's report with her approval.
- B. Ruby saw that her coworkers were having a serious discussion, so she walked away.

C. Joe needed a pen, so he opened Ali's desk drawer to look for one while she was away.

D. Paige sent a personal email from her work computer to her friend Alan.

6. Which of the following is a true statement about secondary dimensions of diversity:

A. They are mental aptitudes.

B. They are physical traits.

C. They are determined by a person's subculture.

D. They can change over time.

7. During a staff meeting, Matthew says, "In closing, I want to congratulate Shelby, who has been instrumental in landing the Feldman account. This account has the potential to greatly impact our company's sales." Matthew is motivating an employee by

A. providing her with a monetary reward.

B. acknowledging her efforts.

C. giving her new job responsibilities.

D. supporting her ideas.

8. Frank has a good understanding of his own emotions. What component of emotional intelligence does Frank demonstrate?

A. Social management

B. Self-management

C. Social awareness

D. Self-awareness

9. Collaborative relationships with colleagues from other departments are beneficial to the business because they often

A. support highly competitive attitudes.

B. prevent workplace conflict.

C. generate innovative ideas.

D. facilitate independent behavior.

10. Justine's rich uncle wants to give her \$5,000 toward the purchase of a car. But since Justine doesn't plan to buy the car for at least another year, her uncle told her that she can have the money now, or he can wait and give her the money when she actually buys the car. Justine chooses to take the money now and deposit it in her savings account. After all, her deposit will yield 6% interest compounded annually. A year from now, her \$5,000 will be worth \$5,300. What financial concept does this scenario illustrate?

- A. Time-value of money
- B. Dividend reinvestment plan
- C. Capital budgeting
- D. Accrual accounting

11. Which of the following business trends affects human resources management:

- A. Lack of new technology
- B. Costs of business going down
- C. No restructuring
- D. Globalization

12. Which of the following is an example of receiving tacit knowledge:

- A. "Shadowing" a person in your desired career
- B. Reading a history textbook
- C. Listening to an instructor's lecture
- D. Following a recipe

13. Bailey knows that she has more knowledge about digital marketing than anyone else on her team. She is reluctant to share her knowledge because she wants to give herself an advantage. This is an example of how

- A. sharing knowledge builds stronger relationships.
- B. it is impossible to get ahead in your career if you share knowledge.
- C. knowledge management prevents unethical behavior.
- D. self-interest can prevent effective knowledge management.

14. Corsica Steel Mill has developed a new process to reduce the time it takes to complete a phase of production. To legally protect this new process from unauthorized use, the company should obtain a

- A. trade name.
- B. copyright.
- C. trademark.
- D. patent.

15. Seth recently informed his manager, Tammy, that he is leaving the company. During her last meeting with Seth, Tammy took detailed notes and asked Seth questions about the problems that Seth had encountered on the job and how he handled them. Seth shared important information that his replacement will need to know so s/he can do the job efficiently. What technique is Tammy using to capture knowledge for future use in the organization?

- A. Concept mapping
- B. Exit interview
- C. Data codification
- D. Training session

16. Which of the following factors has the greatest effect on a consumer's buying behavior:

- A. Cultural influences
- B. Situational influences
- C. Individual influences
- D. Social influences