

HUMAN RELATIONS (HRM611)
SPRING 2009

Total Marks: 10

Quiz#02

Student ID: _____

Quiz comprises of 10 multiple choice questions each carries 1 mark. Read carefully and choose only one correct option for each given question. Multiple options will result in “0” marks.

1. Which style of conflict resolution is best when the issues are complex and critical, with no clear solution available?

- A. Compromising
- B. Forcing
- C. Avoiding conflict
- D. Accommodating

2. According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?

- A. Optimistic approach
- B. Cognitive restructuring
- C. Grievance Procedure
- D. Negotiation

3. Which of the following is the act of understanding message?

- A. Encoding
- B. Communication media
- C. Decoding
- D. Channel

4. Teams in organizations emphasize on _____ communication.

- A. Downward
- B. Horizontal
- C. Upward
- D. Grapevine

5. An individual who always agree with everyone and flexible to change style has a _____ communication style.

- A. Reflective
- B. Supportive
- C. Versatility
- D. Emotive

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6. The key components of emotional intelligence include self-awareness, relationship management, self management and:

- A. Social awareness
- B. Motivation
- C. Intelligence
- D. Self confidence

7. The extent to which an individual has broad interests and is willing to take risks called:

- A. Conscientiousness
- B. Extroversion
- C. Openness to experience
- D. Emotional stability

8. Which of the following country make more extensive use of body language as high-context culture?

- A. France
- B. Korea
- C. China
- D. Mexico

9. All of the following are techniques for overcoming cross-cultural communication barriers EXCEPT:

- A. Use straightforward language and speak slowly and clearly
- B. Be alert to cultural differences in customs and behavior
- C. De-emphasize nonverbal communication
- D. Observe cultural differences in manners/customs

10. When we converse about interpersonal relationships it indicates what kind of communication style?

- A. Supportive
- B. Reflective
- C. Emotive
- D. Versatility

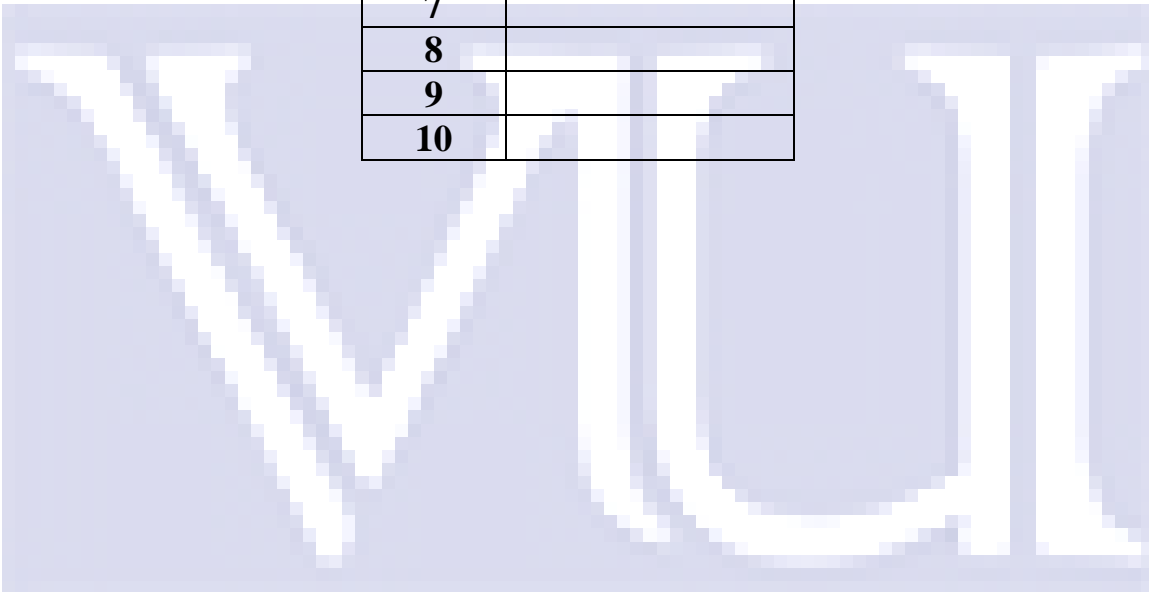
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To attempt a quiz, you are advised to submit your solution files (word documents) in the following shape / form otherwise you will award "0" mark.

Q no.	Selected option
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	



_____GOOD LUCK_____