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Question 1

Question Type: MultipleChoice

Which messages can sometimes imply criticism towards another person?

Options:

- A- 'I' messages
- B- 'You' messages
- C- 'We' messages
- D- A group of people working towards a common goal

Answer:

B

Question 2

Question Type: MultipleChoice

Which of DeBono's Thinking Hats represents facts, figures, and information?

Options:

- A- Yellow Hat
- B- White Hat
- C- Green Hat
- D- Blue Hat

Answer:

B

Question 3

Question Type: MultipleChoice

When setting goals, it is motivating to use action verbs like... (Choose two.)

Options:

- A- Transform, demonstrate, choose
- B- Familiarize, understand, know
- C- Describe, build, write
- D- Build, Initiate, Execute

Answer:

A, C

Question 4

Question Type: MultipleChoice

True or False: Our body language unintentionally reveals how we feel about a person or situation

Options:

- A- True
- B- False

Answer:

A

Question 5

Question Type: MultipleChoice

Logical, sequential thinking is defined by the term:

Options:

- A- Lateral Thinking
- B- Vertical Thinking
- C- The Cutting Edge Model
- D- Horizontal thinking

Answer:

B

Question 6

Question Type: MultipleChoice

Which of the following might be a barrier to communication?

Options:

- A- Negative body language
- B- Being very verbose when articulating your mental notions
- C- Speaking in a monotone voice
- D- Giving feedback to the employee and asking how they might improve their process

Answer:

D

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