To get along better with your co-workers:
A Listen and answer questions briefly and positively.
B Always tell the supervisor what co-workers say.
C Don’t say anything to anyone.
D Ask the supervisor before repeating gossip.

Turning a conflict over to a third party when those involved cannot agree on a solution is:
A Evaluation.
B Creative thinking.
C Etiquette.
D Arbitration.

The key reason for giving a person constructive criticism is to:
A Pay back criticism.
B Indicate an area that needs improvement.
C Discourage initiative.
D Provide grounds for dismissal.

Criticism that is presented in a way that can help a person learn and grow is:
A Destructive.
B Constructive.
C Always presented in a group.
D Only from the supervisor.

Effective listening:
A Allows the receiver to be on the defensive.
B Gives the listener more opportunity to block messages.
C Has very little value.
D Avoids interrupting the sender.

Which is a benefit of conflict?
A Differences are often settled.
B Workplace injuries are prevented.
C Stress is caused.
D Relationships are weakened.

Part of workplace etiquette is to avoid:
A Dressing neatly.
B Gossiping.
C Smiling at others.
D Calling people by name.

Which is an appropriate reaction to criticism?
A Defensiveness
B Denial
C Anger
D Understanding

Most ethics problems in the workplace involve:
A Loyalty.
B Dishonesty.
C Punctuality.
D Confidentiality.

Which characterizes an effective team?
A Delegation
B Discrimination
C Harassment
D Stereotyping

Stop here
# Career Management - Obj. 2.01 Questions

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**Total questions on test: 10**

**Objectives measured: 1**

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Minimum points required to achieve mastery category: 8

? = Test Question Number  = line on GP Form
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