

1. Leadership & Leadership Styles

Q1: What is leadership?

- a. The ability to influence a group to achieve goals
- b. Following orders
- c. Creating confusion in a team

Answer: a) The ability to influence a group to achieve goals

Q2: Which leadership style focuses on giving strict instructions and expecting compliance?

- a. Autocratic
- b. Democratic
- c. Laissez-faire

Answer: a) Autocratic

Q3: In which leadership style does the leader encourage team participation in decision-making?

- a. Autocratic
- b. Democratic
- c. Laissez-faire

Answer: b) Democratic

Q4: Laissez-faire leadership means:

- a. Leaders allow complete freedom and minimal supervision
- b. Leaders maintain strict control
- c. Leaders make all decisions themselves

Answer: a) Leaders allow complete freedom and minimal supervision

Q5: Which style focuses on inspiring and motivating employees to achieve beyond expectations?

- a. Transformational
- b. Transactional
- c. Autocratic

Answer: a) Transformational

Q6: Transactional leadership primarily focuses on:

- a. Rewards and punishments based on performance
- b. Employee development
- c. Creativity

Answer: a) Rewards and punishments based on performance

Q7: Servant leadership prioritizes:

- a. Serving the needs of employees and stakeholders first
- b. Enforcing strict rules
- c. Reducing team involvement

Answer: a) Serving the needs of employees and stakeholders first

Q8: Which leadership style is best for crisis situations?

- a. Autocratic
- b. Democratic
- c. Laissez-faire

Answer: a) Autocratic

Q9: Transformational leadership enhances:

- a. Employee engagement and innovation
- b. Resistance to change
- c. Employee turnover

Answer: a) Employee engagement and innovation

Q10: Leadership is important because it:

- a. Directs teams toward achieving organizational goals
- b. Creates workplace conflicts
- c. Avoids decision-making responsibilities

Answer: a) Directs teams toward achieving organizational goals

2. Motivation

Q11: What is the definition of motivation?

- a. External rewards only
- b. The process that initiates, guides, and sustains goal-directed behavior
- c. Working without a purpose

Answer: b) The process that initiates, guides, and sustains goal-directed behavior

Q12: Which theory focuses on hierarchy of needs, from basic to self-actualization?

- a. Maslow's Hierarchy of Needs
- b. Two-Factor Theory
- c. Equity Theory

Answer: a) Maslow's Hierarchy of Needs

Q13: Intrinsic motivation comes from:

- a. External rewards
- b. Personal satisfaction and internal drive
- c. Monetary incentives only

Answer: b) Personal satisfaction and internal drive

Q14: Extrinsic motivation involves:

- a. Rewards such as money or promotions
- b. Internal satisfaction
- c. Emotional reflection

Answer: a) Rewards such as money or promotions

Q15: Two-Factor Theory was introduced by:

- a. Herzberg
- b. Maslow
- c. McClelland

Answer: a) Herzberg

Q16: According to Herzberg, hygiene factors are related to:

- a. Work environment and job conditions
- b. High performance
- c. Personal goals

Answer: a) Work environment and job conditions

Q17: Which of the following increases motivation?

- a. Setting clear and achievable goals
- b. Reducing rewards
- c. Ignoring efforts

Answer: a) Setting clear and achievable goals

Q18: Equity Theory explains:

- a. The balance between input and reward
- b. Intrinsic motivation
- c. Hierarchy levels

Answer: a) The balance between input and reward

Q19: Recognition and appreciation improve:

- a. Intrinsic motivation
- b. Job dissatisfaction

- c. Team conflicts

Answer: a) Intrinsic motivation

Q20: Motivation is important because it:

- a. Enhances productivity and team morale
- b. Reduces workload
- c. Creates conflicts

Answer: a) Enhances productivity and team morale

3. Communication Skills

Q21: What is communication?

- a. The exchange of information, ideas, or feelings
- b. Talking to oneself
- c. Ignoring feedback

Answer: a) The exchange of information, ideas, or feelings

Q22: Active listening means:

- a. Hearing words without response
- b. Fully concentrating and understanding the speaker's message
- c. Waiting to talk

Answer: b) Fully concentrating and understanding the speaker's message

Q23: Non-verbal communication includes:

- a. Gestures, posture, and facial expressions
- b. Written emails only
- c. Phone conversations

Answer: a) Gestures, posture, and facial expressions

Q24: Feedback in communication is:

- a. A response to a message that shows understanding or asks for clarification
- b. Ignoring messages
- c. Continuing without acknowledgment

Answer: a) A response to a message that shows understanding or asks for clarification

Q25: Communication barriers include:

- a. Noise, language differences, and misunderstandings
- b. Effective feedback

- c. Team collaboration

Answer: a) Noise, language differences, and misunderstandings

Q26: Which skill improves communication?

- a. Clarity and empathy
- b. Avoiding conversations
- c. Using complex vocabulary

Answer: a) Clarity and empathy

Q27: Written communication is most effective when:

- a. Clear and concise language is used
- b. Sent without proofreading
- c. Avoiding structure

Answer: a) Clear and concise language is used

Q28: Listening actively helps in:

- a. Understanding messages better and building trust
- b. Ignoring key ideas
- c. Avoiding engagement

Answer: a) Understanding messages better and building trust

Q29: Eye contact is important in communication because:

- a. It shows attentiveness and confidence
- b. Creates discomfort
- c. Distracts the speaker

Answer: a) It shows attentiveness and confidence

Q30: Effective communication builds:

- a. Strong relationships and reduces conflicts
- b. Misunderstandings
- c. Barriers

Answer: a) Strong relationships and reduces conflicts

4. Time Management

Q31: Time management refers to:

- a. Managing tasks efficiently within a given time
- b. Procrastinating
- c. Spending time without a plan

Answer: a) Managing tasks efficiently within a given time

Q32: Which tool is commonly used for time management?

- a. To-do lists
- b. Ignoring deadlines
- c. Randomly completing tasks

Answer: a) To-do lists

Q33: The 80/20 principle of time management is also called:

- a. Parkinson's Law
- b. Pareto Principle
- c. Pomodoro Technique

Answer: b) Pareto Principle

Q34: Parkinson's Law states that:

- a. Work expands to fill the time available for its completion
- b. Time compresses tasks
- c. Deadlines are unnecessary

Answer: a) Work expands to fill the time available for its completion

Q35: What does prioritization help with in time management?

- a. Focusing on important tasks first
- b. Overloading schedules
- c. Ignoring deadlines

Answer: a) Focusing on important tasks first

Q36: Time management improves:

- a. Efficiency and productivity
- b. Work delays
- c. Conflicts

Answer: a) Efficiency and productivity

Q37: Which strategy helps avoid distractions during work?

- a. Setting boundaries and minimizing interruptions
- b. Checking social media frequently
- c. Ignoring work schedules

Answer: a) Setting boundaries and minimizing interruptions

Q38: Planning your day in advance helps:

- a. Save time and ensure focus
- b. Increase delays

- c. Reduce deadlines

Answer: a) Save time and ensure focus

Q39: Setting deadlines for tasks encourages:

- a. Timely completion
- b. Procrastination
- c. Overworking

Answer: a) Timely completion

Q40: A time audit helps in:

- a. Identifying how time is spent and improving efficiency
- b. Ignoring productivity
- c. Increasing distractions

Answer: a) Identifying how time is spent and improving efficiency

5. Stress Management

Q41: Stress is defined as:

- a. A normal response to challenges or demands
- b. Enjoying work
- c. Feeling bored at work

Answer: a) A normal response to challenges or demands

Q42: Which technique is effective for reducing stress?

- a. Deep breathing and mindfulness
- b. Overworking without rest
- c. Avoiding physical exercise

Answer: a) Deep breathing and mindfulness

Q43: Chronic stress can lead to:

- a. Improved health
- b. Physical and mental health problems
- c. Increased focus

Answer: b) Physical and mental health problems

Q44: Which of the following is a physical symptom of stress?

- a. Fatigue and muscle tension
- b. Increased motivation

- c. Relaxation

Answer: a) Fatigue and muscle tension

Q45: Stress can be caused by:

- a. Workplace pressures and personal challenges
- b. Vacation days
- c. Positive feedback

Answer: a) Workplace pressures and personal challenges

Q46: Exercise helps in stress management by:

- a. Releasing endorphins and reducing tension
- b. Increasing workload
- c. Reducing relaxation

Answer: a) Releasing endorphins and reducing tension

Q47: Sleep is important for stress management because:

- a. It helps the body recover and improves focus
- b. Reduces productivity
- c. Encourages procrastination

Answer: a) It helps the body recover and improves focus

Q48: A healthy diet aids in stress management by:

- a. Regulating energy levels and reducing mood swings
- b. Increasing fatigue
- c. Lowering productivity

Answer: a) Regulating energy levels and reducing mood swings

Q49: Workplace stress can be reduced by:

- a. Setting realistic goals and seeking support
- b. Overworking
- c. Ignoring coworkers

Answer: a) Setting realistic goals and seeking support

Q50: Which of the following practices improves mental health and reduces stress?

- a. Meditation and relaxation techniques
- b. Watching too much television
- c. Avoiding challenges

Answer: a) Meditation and relaxation techniques

6. Interpersonal Skills

Q51: Interpersonal skills are also called:

- a. Social skills
- b. Technical skills
- c. Professional qualifications

Answer: a) Social skills

Q52: Good interpersonal skills involve:

- a. Effective communication and teamwork
- b. Conflict creation
- c. Avoiding interactions

Answer: a) Effective communication and teamwork

Q53: Empathy means:

- a. Understanding and sharing the feelings of others
- b. Ignoring others' emotions
- c. Dominating conversations

Answer: a) Understanding and sharing the feelings of others

Q54: Building rapport involves:

- a. Establishing trust and mutual respect
- b. Avoiding conversations
- c. Ignoring coworkers

Answer: a) Establishing trust and mutual respect

Q55: Active listening strengthens interpersonal relationships by:

- a. Showing attentiveness and valuing others' input
- b. Interrupting frequently
- c. Ignoring feedback

Answer: a) Showing attentiveness and valuing others' input

Q56: Which of the following helps resolve conflicts effectively?

- a. Collaboration and compromise
- b. Escalating arguments
- c. Ignoring concerns

Answer: a) Collaboration and compromise

Q57: Assertiveness improves interpersonal relationships by:

- a. Expressing thoughts respectfully and confidently
- b. Avoiding decisions
- c. Overpowering others

Answer: a) Expressing thoughts respectfully and confidently

Q58: Effective teamwork requires:

- a. Open communication and cooperation
- b. Avoiding responsibilities
- c. Delaying tasks

Answer: a) Open communication and cooperation

Q59: Which interpersonal skill is vital for leadership?

- a. Influencing and motivating others
- b. Avoiding interactions
- c. Reducing engagement

Answer: a) Influencing and motivating others

Q60: Building strong interpersonal relationships requires:

- a. Trust, respect, and clear communication
- b. Ignoring team members
- c. Avoiding feedback

Answer: a) Trust, respect, and clear communication

7. Ethics

Q61: Ethics refers to:

- a. Principles that guide right and wrong behavior
- b. Breaking rules
- c. Only personal preferences

Answer: a) Principles that guide right and wrong behavior

Q62: Which is a characteristic of ethical behavior?

- a. Honesty and integrity
- b. Deception
- c. Avoiding accountability

Answer: a) Honesty and integrity

Q63: Workplace ethics include:

- a. Respect, teamwork, and fairness
- b. Ignoring rules
- c. Creating conflicts

Answer: a) Respect, teamwork, and fairness

Q64: Which ethical principle focuses on acting in others' best interests?

- a. Beneficence
- b. Non-maleficence
- c. Integrity

Answer: a) Beneficence

Q65: Transparency in ethics involves:

- a. Being open and honest in actions and decisions
- b. Hiding information
- c. Withholding feedback

Answer: a) Being open and honest in actions and decisions

Q66: Ethical dilemmas arise when:

- a. Conflicting principles or values need to be balanced
- b. Rules are clearly defined
- c. Decisions are irrelevant

Answer: a) Conflicting principles or values need to be balanced

Q67: Corporate social responsibility involves:

- a. Acting ethically and contributing to societal welfare
- b. Avoiding community involvement
- c. Breaking regulations

Answer: a) Acting ethically and contributing to societal welfare

Q68: Ethical leadership is demonstrated by:

- a. Acting with integrity and setting an example for others
- b. Ignoring team values
- c. Using manipulative techniques

Answer: a) Acting with integrity and setting an example for others

Q69: Confidentiality in ethics means:

- a. Protecting private information from unauthorized access
- b. Sharing all details openly
- c. Ignoring privacy concerns

Answer: a) Protecting private information from unauthorized access

Q70: Ethics helps in:

- a. Building trust and fostering a positive environment
- b. Manipulating others
- c. Breaking regulations

Answer: a) Building trust and fostering a positive environment
