

8410-318 Communication and Building Relationships – Sample test

This document contains sample test questions relating to the Communication and Building Relationships units of the ILM Level 3 Diploma for Managers.

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City 🎥		am: 8410-318 Communication and Building Relationships Progress: [[]]]]]]	0% Finish
Guilds		e Remaining: 00:40:51 Question 1	
	Wh	ich of the following statements reflects the purpose of an agenda when planning a meeting?	
1	Sel	lect one option.	
2			
3			
5			
6			
7			
8	а	Records the attendance of the meeting.]
9			
10	b	Informs attendees of the date and content of the meeting.	
11		morns allendees of the date and content of the meeting.	
12 13			
14	С	Identifies individual/s responsible for taking the action/s.	
15			
16	d	Records the official actions/decisions of the meeting.	
17			
18			
19			
20			
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City Guilds		e Remaining: 00:40:05 Question 2	Progress: [[]] 0%	inish
	Ah	ighly sensitive document needs to be viewed as part of a meeting and the chairperson	n needs to ensure confidentiality is maintaine	d.
1	Wh	at is the most appropriate action/s that could be taken to ensure this happens?		
2	Sel	ect one option.		
3				
5				
6				
7	а	Mark the document as "confidential".		Ъ
8 9		Mark the document as confidential .		
10	b			Ⅎ
11	~	Inform the group the content is only to be discussed in the room and ensure all copie	es are collated at the end of the meeting.	
12 13				Ⅎ
14	С	Inform the group of the sensitivity of the document and ask them to bring it to the me	peting.	
15				
16 17	d	All attendees are managers therefore aware of what is required and do not need pro	mpting.	
18	l			J
19				
20				
	_			
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0			am: 8410-318 Communication and Building Relationships	Progress:	0% Finish	
	Guilds		e Remaining: 00:39:43 Question 3			-
		Effe	ectively managed meetings follow a recognised etiquette which is promoted by the chairperson.]	*
	1	Wh	ich of the following is recognised meeting etiquette?			
	2	Sel	ect one option.			
	3	001				
	4					
	5					
	6					
	7	а	Minute toker loode the meeting			
	8		Minute taker leads the meeting.			
	10					
	10	b	Attendees arrive promptly for the start of the meeting.			
	12				J	
	13	с				
	14		Attendees ask questions at the end of the meeting.			
	15					
	16	d	Attendees can interrupt each other during the meeting.			
	17					
	18					
	19					
	20					
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0	City 🎥 Guilds		nish
		During a meeting the chairperson notices that a couple of people have not contributed to the discussion.	
		What action can they take to make sure everyone has had an opportunity to contribute to the meeting?	
	2	Select one option.	
	4		
	5		
	6 7		
	8	a Complete a round robin.	ן
	9		J
	10	b Stick to the agenda.	ן
	12		J
	13 14	C Make sure the meeting finishes on time.	ן
	15		J
	16 17	d Ensure everybody is introduced.	ן
	18		J
	19		
	20		-
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City Guilds		m: 8410-318 Communication and Building Relationships Progress: TTTTTTT e Remaining: 00:38:42 Question 5	0%	Finish
	Wha	at action does not need to take place to ensure minutes are taken effectively during a meeting?		
1	Sele	ect one option.		
3				
4				
5				
6 7				
8	a	Introduce everybody at the beginning of the meeting.		
9 10	L			
10	^b	Follow the agenda.		
12	L			
13 14	°	Summarise before moving onto the next agenda item.		
15	l			
16	ď	Ensure everybody is in agreement with the outcome.		
17	L			
19				
20				
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0	City <mark>&</mark> Guilds		am: 8410-318 Communication and Building Relationships Progress:	h
		Wh	nich is the most appropriate action that needs to be taken to ensure information is distributed correctly after the meeting?	
		Sel	lect one option.	
	3			
	4			
	6			
	7	а	Minute taker distributes minutes to the chairperson.	
	9			
	10 11	b	Minutes are finalised and distributed to attendees at the next meeting.	
	12			
	13 14	С	Minutes are finalised and distributed to attendees promptly after the meeting.	
	15	d		
	16 17	u	Chairperson distributes minutes to the minute taker.	
	18			
	20			
				T
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		xam: 8410-318 Communication and Building Relationships Progress:	
Guilds		ime Remaining: 00:38:12 Question 7 What are two key responsibilities that a chairperson needs to undertake to ensure a meeting is prepared effectively?	
1 2 3		elect two options.	
4 5 6			
7 8 9	a	Clarify the purpose of a meeting.	
10 11 12	b	Create a terms of reference.	
13 14 15	с	Determine the ground rules.	
16 17	d	Create and circulate an agenda.	
18 19 20	e	Ensure everybody invited can attend.	
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		am: 8410-318 Communication and Building Relationships	Progress: []]]]]]	0% Finis	sh
Guilds		he Remaining: 00:37:49 Question 8 hat information should effectively produced minutes contain?			
1 2 3	Se	elect one option.			
4 5 6					
7 8 9	а	A detailed account of the discussion and who said what.			
10 11 12	b	A summary of the discussion and who said what.			
13 14 15	с	A record of decisions made, agreed actions and responsibility.			
16 17 18	d	A summary of the discussion and a record of agreed actions.			
18 19 20					
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0	City Guilds		Progress: []]]]]]]	0%	ish
		A manager wishes to build a good relationship with a new customer.			
		Which approach would start to build rapport?			
	2	Select one option.			
	4				
	5				
	7				
		a Share personal experiences of working with other customers.			
	9 10				,
	11	b Use small talk to establish common ground and shared interests.			
	12 13				Ś
	14	Repeat everything the customer says to demonstrate listening skills.			
	15 16				Ś
	17	Discuss the contract details first, then think about how to build trust.			
	18 19				,
	20				
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City City City City City City City City		tam: 8410-318 Communication and Building Relationships Progress: [[]]] 0% The Remaining: 00:37:12 Question 10	inish
		manager plans to identify a customer's needs and wants.	
	Wh	hich is not a suitable communication approach?	
2	Se	elect one option.	
4			
5			
7	а	Present solutions based on other similar customers.	۔
9		Present solutions based on other similar customers.	
10	b	Ask questions to get more information and clarify.	าี
11 12			
13	с	Paraphrase at key points to confirm understanding.	ר
14 15			
16	d	Listen to gain understanding of the customer's perspective.	ר
17 18			J
19			
20			
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City鋒 Guilds		am: 8410-318 Communication and Building Relationships Progress: [[]]] 0% ne Remaining: 00:36:54 Question 11	nish
		hich of the following negotiation styles represents a win/win situation?	
1 2 3	Sel	elect one option.	
4 5 6			
7 8 9	а	Collaborating.	ך
10 11 12	b	Competing.	<u>ן</u>
13 14 15	С	Avoiding.	
16 17 18	d	Accommodating.]
19 20			
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City Guilds		ram: 8410-318 Communication and Building Relationships Progress: []]] 0% Progress: []] 0% Progress: []] 0%	inish
		hich of these is a benefit of using a customer relationship management (CRM) system?	
1	Se	elect one option.	
3			
5			
6 7			_
8	а	Tracking customer orders and when they were fulfilled.	
10	b	Reducing the training needed for customer service staff.	Ĩ
12 13 14	с	Automating all customer interactions to reduce staff.	า
15	d	Increasing customer base and sales volumes.	
17			J
19			
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0	City 🎥 Guilds	Exam: 8410-318 Communication and Building Relationships Progress: 00% Time Remaining: 00:34:59 Question 13	inish
		A manager has conducted a stakeholder analysis, and has mapped several stakeholders with high interest and high power.	
		What approach should be taken to manage these stakeholders?	
	2	Select one option.	
	4		
	5		
	7		
	8	a Minimal monitoring.	
	10		_
	11	b Keep satisfied.	
	12		-
	14	C Keep informed.	
	15		۲.
	16 17	Fully engage.	
	18		
	19 20		
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City	Exa	m: 8410-318 Communication and Building Relationships	Progress: 0%	Finish
Guilds	Tim	e Remaining: 00:34:34 Question 14		
	Wh	at competence does a manager require to ensure stakeholder engagement?		
	Se	ect one option.		
2				
4				
4 5 6 7				
6				
7	а			
9		Influencing others.		
10	L			
11	b	Time management.		
12				
13	С	Delegation.		
15				
16	d	Planning.		
17		Fighting.		
18				
19 20				
	_			
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	ity & uilds		e Remaining: 00:34:12 Question 15	ogress: []]]]]]]	0% Finish	
		Ho	w does stakeholder relationship management (SRM) differ from customer relationship management (C	RM)?		*
	1	Sel	ect one option.			
_	3					
	5 6					
	7 8	а	SRM is a practical tool for storing sales related information.			
	9 LO					
Ē	11	b	SRM is about understanding different stakeholders and their impact.			
	13	с	SRM is a process for allocating work to different team members.			
	.5					
	16 17	d	SRM is a tool that is used to conduct online surveys.]	
	18					
	20					
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0	City <mark></mark> Guilds		am: 8410-318 Communication and Building Relationships Progress: [ne Remaining: 00:33:53 Question 16	0%	Finish
		Ac	customer is angry about the service being provided by an organisation, and calls to make a complaint.		
	1	Wh	hy is it important to acknowledge the customer's perspective?		
	2	Sel	elect one option.		
	4				
	6 7				
	8	а	It will establish the organisation's position.		
	9 10				
	11	b	It will prolong the potential conflict.		
	13 14	с	It will help to calm the customer down.		\exists
	15				
	16 17	d	It will ensure records are kept up-to-date.		
	18		(
	19 20				
					V
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0	City Guilds		am: 8410-318 Communication and Building Relationships Progress:	
		Wh	hich one of these benefits applies to verbal communication?	
	1 2	Se	lect one option.	
	3			
	4			
	6			
	7 8	а	Able to give a quick response.	
	9		Able to give a quick response.	
	10	b	Allows time to think before responding.	
	12			
	13 14	с	Provides plausible evidence.	
	15			
	16 17	d	Avoids misunderstanding of voice tone.	
	18			
	19			
	20			
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City City City		am: 8410-318 Communication and Building Relationships Progress:	h
		management team have discussed a number of communication methods to support staff who are currently feeling uneasy about a oposed change.	
2	Wh	hich method would provide the least support to the staff?	
3 4 5 6	Sel	elect one option.	
7 8 9	а	Consultation exercise.	
10 11 12	b	Information memorandum displayed in the staff room.	
13 14 15	С	Team meeting with the manager.	
16 17 18	d	Presentation with a questions and answer session.	
19 20			T
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0	City🎥 Guilds		e Remaining: 00:32:42 Question 19	Progress: []]]]]]	0%	Finish	
		A te	eam member is upset by a decision that has been made.				
	1	Wha	at form of communication should a manager use to ensure the situation is dealt with appropriately?				
	2	Sele	ect one option.				
	3						
	5						
	6 7						
		a (
	8 9	ũ	Speak to them face to face.				
	10						
	11	b	Speak to them via the telephone.				
	12	l					
	13 14	°۱	Send them an email.				
	15	l					
	16	d 🕻	Send them a letter.				
	17						
	18						
	20						
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City <mark></mark> Guilds		e Remaining: 00:32:28 Question 20	Progress: [[]] 0%	Finish
		ich option below describes informal communication?		
1 2 3	Sel	ect one option.		
4 5 6				
7 8 9	а	Relates to work matters.		
10 11 12	b	Serves organisational purposes.		\exists
13 14 15	С	Is planned in advance.		\exists
16 17 18	d	Relates to work and social matters.		
18 19 20				
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		am: 8410-318 Communication and Building Relationships Remaining: 00:32:12 Question 21	Progress: []]]]]]	0% Fi	nish
20		nanager needs to communicate with two teams to discuss a new project and agree shared goals. hat is the most appropriate communication method to use?			
21 22 23 24 25		lect one option.			
26 27 28	а	Send an email to all team members.			ן
29 30 31	b	An individual telephone conversation with all team members.			j
32 33 34	с	An instant messaging discussion with team leaders.]
35 36 37	d	A face to face team meeting with all members.]
38 39					V
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		am: 8410-318 Communication and Building Relationships ne Remaining: 00:31:53 Question 22	Progress: []]]]]	0% Finish	
		oss-functional teams work together to achieve organisational goals.		A	
20	Wr	nich of these are challenges of cross-team working?			
21	Se	lect two options.			
22					
23					
25					
26	а	Team members are ampowered to make desisions			
27		Team members are empowered to make decisions.			
29	b				
30	-	Conflict between teams who have different perspectives.			
31					
33	С	Can be difficult to manage teams on different sites.			
34					
35	d	Performance reviews are not completed on time.			
36					
38	е	Individuals learn about the organisation from each other.			
39					
				T	
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		m: 8410-318 Communication and Building Relationships	Progress: []]]]]]	0% Finish
Guilds		e Remaining: 00:31:32 Question 23 ss-functional teams work together to achieve organisational goals.		
20		ich of these are benefits of cross-team working?		
21				
22	Se	ect two options.		
23				
24 25				
26	а			
27	a	Creating shared purpose across teams.		
28 29	L			
30	b	Ensuring compliance with organisational procedures.		
31				
32 33	С	Broadening the range of skills within the team.		
34				
35	d	Reducing the team leader's accountability.		
36				
38	е	Updating stakeholders by several teams.		
39				
	_			
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0	City Guilds		e Remaining: 00:31:16 Question 24	Progress: []]] 0	% Finish
		Th	ee teams need to build relationships so that they will work effectively together.		
	20	Wł	at should the manager do to facilitate this process?		
	21 22	Se	ect one option.		
	23				
	24				
	25 26				
	27	а	Ensure all teams' roles remain unchanged.		
	28 29				
	30	b	Agree formal and informal communication methods.		
	31				
	32	С	Report potential problems to senior management.		
	34				
	35 36	d	Re-arrange teams' sitting positions.		
	37				
	38				
	39				T
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	Wh	at can a manager do to empower individuals to achieve cross-team organisational objectives?		
20 21	Sel	ect one option.		
22 23				
24 25				
26	а			
27 28		Encourage creativity and respect for different ideas.		
29 30	b	Give specific instructions that all teams need to follow.		
31				
33	С	Set working patterns that everyone should adhere to.		
34 35	d	Adopt an autocratic management style and approach.		
36 37				
38				
39				
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	Exam: 8410-318 Communication and Building Relationships	Progress: []]]]]]]	0% Finish	
Guilds	Time Remaining: 00:59:29 Question 26			
	Which statement does not reflect Daniel Goleman's model of emotional intelligence?			
7	Select one option.			
8				
9				
10				
12				
13	a Understands others emotions.			
15	Understands others emotions.			
16				
17	b Has an inner vision of what is important to life.]	
18				
19	C Cata the ish date			
20	Gets the job done.			
21				
22	d Finds common ground and rapport.			
23				
25				
26				
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0	City <mark>&</mark> Guilds		e Remaining: 00:58:54 Question 27	Progress: []]]]]]	0%	Finish
		Aco	cording to Thomas-Kilmann there are five modes for responding to conflict situations.			
	21	Wh	ich two options are included in the Thomas-Kilmann model?			
	22 23	Sel	ect two options.			
	24					
	25					
	26 27					
	28	а	Conflicting.			
	29					
	30 31	b	Accepting.			
	32					
	33	с	Compromising.			
	34 35					
	36	d	Adhering.			
	37					
	39	е	Competing.			
	40					
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		: [0%	Finish
Guilds	Time Remaining: 00:58:38 Question 28		
21	A manager is copied to an email dispute between two members of their team and decides to speak with each or important to do so?	ne individually. Wh	ny is it 🔺
22	Select one option.		
23			
25			
26 27			
28	a To tell each member of the team off.		
29			=
31	To show authority.		
33	C To force an agreement.		\exists
34			
36 37	d To attempt to resolve the conflict.		
38			_
40			
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0	City Guilds		am: 8410-318 Communication and Building Relationships Progress: TTTTTT 0% Finish	
		Wh	hich of the following is not an added benefit of an emotionally intelligent team?	
	21	Se	lect one option.	
	23			
	24 25			
	26			
	27 28	а	Better working relationships.	
	29		better working relationships.	
	30	b	Conflict situations do not arise.	
	31 32			
	33	с	Improved leadership capabilities.	
	34 35			
	36	d	Settle disputes well.	
	37 38			
	39			
	40			Ŧ
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0	City Guilds		am: 8410-318 Communication and Building Relationships Progress: []] 0% ne Remaining: 00:53:25 Question 30	ish
	21 22 23		hat is an implication for both the team and manager if conflict is being ignored?	
	24 25 26			
	27 28 29	а	The team respects the manager for allowing them time to work it out for themselves.	ן
	30 31 32	b	Less argument within the team.	ĺ
	33 34	С	Decreased respect for the manager in performing their role.	ĺ
	35 36 37	d	Increased respect for the manager in performing their role.	ĺ
	38 39 40			,
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9		Exam: 8410-318 Communication and Building Relationships Progress: 0%	
	Guilds	Time Remaining: 00:53:04 Question 31	
		Which of the following best describes the effect emotional intelligence could have on building effective relationships in the workplace?	
	21	Select one option.	
	22		
	23		
	24		
	25 26		
	27		
	28	a It helps to manage and control other peoples emotions.	
	29		
	30		
	31	It helps you to manage and complete tasks to specific deadlines.	
	32		
	33	C It helps you to express how you feel and understand how others feel.	
	34 35		
	36		
	37	It helps to manage how others complete tasks assigned to deadlines.	
	38		
	39		
	40		
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		am: 8410-318 Communication and Building Relationships	Progress: []]]]]]]	0%	sh
Guilds		e Remaining: 00:52:37 Question 32			
	Wh	at could be a consequence on the team of the manager not demonstrating emotional intelligence?			ľ
21	Sel	ect one option.			
22					
24					
25					
26					
27	а				۱
28		Inability to meet targets.			
30)
31	b	Good time management.			
32					J
33	с	Unresolved conflicts.			1
34					
36	d	Good team communication.			ì
37		Good team communication.			
38					,
39					
40					
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City City City City City City City City	Exam: 8410-318 Communication and Building Relationships Progress: []]] 0% Time Remaining: 00:52:22 Question 33 Finish	
21	Why is it important to identify the purpose of a conversation when preparing for a difficult conversation?	
22	Select one option.	
24		
25 26		
27 28	a To have a clear idea of what each party's views of the situation are.	
29 30		
31 32	b To have a clear idea of what is to be achieved by the conversation.	
33 34	To be able to manage emotions better during the conversation.	
35 36	d To be able to choose the right place to hold the conversation.	
37		
39		
40		v
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0			m: 8410-318 Communication and Building Relationship	S Progress:	0% Finis	sh
			e Remaining: 00:52:04 Question 34	on when preparing for a challenging conversation?		
	21			ice when preparing for a challenging conversation?		
	22	Se	ect one option.			
	23					
	24					
	25					
	26 27					
	28	а	Facts, statements and reports.			1
	29		· ·			
	30	b				ń
	31 32		The opinions of others.			
	33	-				!
	34	С	Your own views and opinions.			
	35)
	36	d	The views of the other individual.			1
	37					J
	38					
	40					
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0	City Guilds	Exam: 8410-318 Communication and Building Relationships Progress:	
		Time Remaining: 00:49:42 Question 35 During a site visit the manager tells a staff member off in front of the whole team.	
	21	Which option best describes the nature of the communication in relation to the type of feedback given?	
	22	Select one option.	
	23 24		
	25		
	26		
	27 28	a Constructive as it provides clear direction and leadership by asserting authority.	
	29		
	30 31	b Unconstructive as it is upsetting for the manager having to provide negative feedback in front of others.	
	32		
	33	C Unconstructive as it is belittling to the individual receiving the feedback in front of colleagues.	
	34 35	checholitacitye do it to bolitaling to the individual receiving the locaback in none of colleagues.	
	36	d Constructive as feedback is integral to team building and should be revisited at the next team meeting.	
	37	Constructive as reedback is integral to team building and should be revisited at the next team meeting.	
	38 39		
	40		
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	ilds		0%	Finish
		There is an individual that continues to disrupt the team.		
21		What is the correct action to take to effectively manage the challenging situation?		
22		Select one option.		
24				
25	=			
26 27				
28		a Speak to the individual and tell them how they must improve.		
29				
30		b Assess information and make a judgement on how to proceed.		
32				
33		C Refer to policy and speak to the individual on an informal basis.		5
34				
36		d Refer to policy and make an informed decision on how to proceed.		5
37		Refer to policy and make an morned decision on now to proceed.		
38				_
40				
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Cityse: Exam: 8410-318 Communication and Building Relationships Progress: 0 to product the second of the sec				
Guilds Time Remaining: 00:49:10 Question 37 A staff member is unhappy with the feedback they received earlier today and felt the language used was negative with limited examples of good practice, leaving them feeling demotivated and lacking confidence. Image: Control of good practice, leaving them feeling demotivated and lacking confidence. 21 Using CORB's as an effective communication model, which principle of the model the manager has failed to demonstrate? 23 Select one option. 24 Clear. 29 Owned. 21 Owned. 23 Balanced.	9			am: 8410-318 Communication and Building Relationships Progress:
21 of good practice, leaving them feeling demotivated and lacking confidence. 22 Using CORB's as an effective communication model, which principle of the model the manager has failed to demonstrate? 22 Select one option. 23 a 24 Clear. 25 b 26 Clear. 27 a 28 Clear. 29 b 20 Owned. 23 Gegular. 33 Gegular. 34 Balanced.		Guilds	Tim	ne Remaining: 00:49:10 Question 37
23 Select one option. 24 25 25 26 27 a 28 a 29 a 30 b 0 Owned. 32 a 33 c 6 Regular. 36 a 37 a 38 a 39 a 4 Balanced. 30 a 40 a 31 a 32 b 33 a 34 a 35 a 36 a 37 a 38 a 39 a 30 a 31 a 32 a 33 a 34 a 35 a 36 a 37 a 38 a 39 a				
24 25 26 27 28 29 30 9 30 9 31 9		22	Us	ing CORB's as an effective communication model, which principle of the model the manager has failed to demonstrate?
24 25 26 27 28 9 30 9 90 9 0 0 0 1 1 1 1 1 1 1 1 1 2 30 1 1 1 1 1 1 1 2 30 1 2 31 2 32 33 34 35 36 37 38 39 40 1 1 1 1 1 1 1 1 1 1		23	Se	lect one option
26 27 28 29 30 31 9 32 33 94 95 96 97 10 98 99 10 11 12 13 14 15 15 16 17 18 19 10 11 12 13 14 15 16 17 18 19 10 11 12 13 14 15 16 17 18 19 10 11 12 13 14 15 16 17		24	36	
27 a 28 a 29 b 30 b 0 Owned. 32 c 33 c Regular. d 35 d 36 37 38 33 39 0		25		
28 a Clear. 29 30 b Owned. 31 b Owned. 33 32 C Regular. 35 36 d Balanced. 39 39 40 . .		26		
29 30 b Owned. 32 33 c Regular. 35 6 Balanced. 37 88 39 40 . .		27	-	
30 31 b Owned. 32 33 34 35 36 37 38 39 40			а	Clear.
31 b Owned. 32 3 C 33 C Regular. 35 G Balanced. 38 39 40 40 V V				
32 33 34 35 36 37 38 39 40			b	Ourord
33 G Regular. 35 G Balanced. 37 Balanced. Image: Comparison of the second secon				Owned.
34 35 36 37 38 39 40				
35 36 37 38 39 40 V			С	Regular.
37 Balanced. 38 39 40				
37 38 39 40 V		36	d	
39 40		37		Balanced.
		38		
		39		
		40		
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Guilds		e Remaining: 00:48:55 Question 38	ish
	Wh	ich of the following are possible reasons why a situation would need to be escalated to a senior manager following a difficult aversation?	
21 22	Sel	ect two options.	
24			
26			
28	а	The staff member demands a review of the evidence relating to the feedback received.	1
30 31	b	The staff member is very defensive.	ן ן
33 34	С	The staff member is quite challenging.	ĺ
35 36 37	d	The staff member is withdrawn and the manager does most of the talking.	ĺ
38 39 40	e	The staff member makes a number of derogatory comments about another staff member.	ĺ
			,
	23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40	23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40	 23 24 25 26 27 28 29 30 40 54 55 64 7 7 7 8 9 9 1 1 1 2 2 3 4 5 4 5 5 6 7 7 8 9 9 6 7 1 8 9 9 1 1 1 1 1 1 1 1 2 2 3 4 4 4 5 5 6 7 8 9 1 1

City		am: 8410-318 Communication and Building Relationships Progress:	ish
Guilds		ne Remaining: 00:48:34 Question 39	
	Wh	hich option best describes how a manager can apply active listening skills during a challenging conversation?	
21	Se	ect one option.	
22			
23			
24			
25			
26			
28	а	Stay still during the whole conversation.	۱I
29		Stay suit during the whole conversation.	
30			2
31	b	Modify what has been said in light of own view.	
32			J
33	с	Make up their mind before hearing the whole story.	۱I
34		make up their mind before hearing the whole story.	
35			,
36	d	Ask questions avoiding interrupting.	1
37			ish))))))
39			
40			
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	Exam: 8410-318 Communication and Building Relationships	Progress:	0% Fini
Guilas	Time Remaining: 00:48:17 Question 40		
	What should a manager not do to ensure they remain calm when dealing with a difficult situation?		
21	Select one option.		
22			
23			
24			
25			
26			
27			
28	a Control body language.		
29			
30	b Lister effectively		
31	Listen effectively.		
32			,
33 34	C Be assertive.		
35			
36	d Commence		
37	Be self-focussed.		
38			
39			
40			