

# Assessment

## *Developing as a Professional*

*First Edition*

The objectives of this book are:

- To help you take your job seriously and believe that what you do is important
- To describe appropriate behavior in business and social situations
- To show you how to present yourself professionally
- To develop good oral and written communication skills
- To help you maintain good professional relationships with co-workers and customers
- To teach you how to improve your job skills
- To demonstrate how to handle tough situations

■ CRISP<sub>series</sub>

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## **Assessment Questions for *Developing as a Professional, First Edition***

*Select the best response.*

1. Which of the following is an example of professionalism?
  - A. Admitting mistakes
  - B. A can-do attitude
  - C. A sense of humor
  - D. All of the above
  - E. None of the above
  
2. A person with a professional attitude is someone who:
  - A. Plans on leaving the job in a few months
  - B. Gets by with little effort
  - C. Focuses attention on positive things
  - D. Never has a bad day
  - E. None of the above
  
3. Your self-respect will grow if you:
  - A. View mistakes as opportunities to learn
  - B. Take risks
  - C. Give in even when you disagree
  - D. A and B
  - E. A and C
  
4. Your boss, team leaders, and other supervisors have a right to direct your work, your priorities, and your work schedule.
  - A. True
  - B. False

5. In order to avoid getting caught up in office politics:
  - A. Join a clique
  - B. Avoid taking sides in a divided environment
  - C. Be critical of your organization if everyone else is
  - D. All of the above
  - E. None of the above
  
6. When conducting business over a meal:
  - A. It should only be done in a formal setting
  - B. Discuss business only at the end of the meal
  - C. Be prepared to make small talk, but avoid controversial topics
  - D. Set your laptop or briefcase on the table while eating
  - E. None of the above
  
7. Proper mealtime etiquette dictates that you:
  - A. May begin eating when people on both sides of you have been served
  - B. Tuck your napkin into your collar
  - C. Put used silverware on the table
  - D. Reach across the table for a dish
  - E. Leave your spoon in a cup or soup bowl after using it
  
8. When making business introductions, it is important to remember that people of lesser authority are always introduced to people of higher authority.
  - A. True
  - B. False
  
9. To demonstrate good cubicle manners, you should:
  - A. Keep chit-chat to a minimum
  - B. Use the speakerphone
  - C. Treat someone else's cubicle as private space
  - D. All of the above
  - E. A and C

10. Maintaining professional relationships means:
- A. Joining others in making negative remarks if you want to be part of the group
  - B. Saying you'll do something even if you know you'll have to back out later
  - C. Never admitting your mistakes
  - D. Treating others as equals
  - E. None of the above
11. You can overcome networking anxiety by:
- A. Researching the event before you go
  - B. Practicing introducing yourself
  - C. Preparing some small talk by reading about local and national issues
  - D. Keeping your business card in a pocket ready to hand out
  - E. All of the above
12. In order to communicate professionally with others, it is a good idea to remember that:
- A. You cannot take back your words once you've said them
  - B. People will form an opinion of you even if you haven't said a word
  - C. The way you communicate is something you can't change
  - D. All of the above
  - E. A and B
13. Assertive communication:
- A. Is passive and indirect
  - B. Conveys an impression of superiority and disrespect
  - C. Allows you to put your wants, needs, and rights on an equal level with others
14. Which of the following is an example of body language that communicates openness and receptiveness?
- A. Folded arms and crossed legs
  - B. Leaning forward
  - C. Slumping
  - D. Looking at the ceiling

15. To show that you are listening to someone:
- A. Interrupt often
  - B. Make critical comments
  - C. Take notes, if appropriate
  - D. Let the speaker keep talking even when you don't understand
  - E. None of the above
16. When you deliver both positive and negative feedback at the same time, the other person will only remember the negative feedback, not the positive.
- A. True
  - B. False
17. To make the most of your time on the phone:
- A. Take care of side conversations while you are on the phone
  - B. Multi-task by reading your e-mail at the same time
  - C. Speak rapidly to get off the phone quickly
  - D. All of the above
  - E. None of the above
18. E-mail communication is most effective when you:
- A. Use all caps or use plenty of exclamation marks
  - B. Respond while you are feeling strong emotions
  - C. Respond promptly—at least 24 hours of receipt
  - D. Are terse and abrupt
19. When revising your writing, you should:
- A. Spell check so you don't have to proofread
  - B. Cut the number of words by 10%
  - C. Not bother revising—the first draft is always the best
  - D. All of the above
  - E. None of the above

20. To resolve conflicts amicably:
- A. Keep a neutral tone of voice
  - B. Use “I” messages
  - C. Let the other person express his side of the problem
  - D. All of the above
  - E. B and C
21. In order to better manage your time at work, it is acceptable to:
- A. Say “I’m too busy.” I just don’t have the time.”
  - B. Ask your supervisor if he or she agrees with the way you have prioritized your tasks
  - C. Tackle each task as it comes up, regardless of its importance
22. Professionals handle difficult situations by:
- A. Arguing
  - B. Asking questions
  - C. Criticizing
  - D. Interrupting
  - E. None of the above
23. A good way to deal with difficult people is to:
- A. Avoid them completely
  - B. Hope they will go away
  - C. Discover what the person needs
  - D. All of the above
  - E. None of the above
24. Which of the following is an effective stress buster?
- A. Avoiding taking breaks to get all of your work done
  - B. Making sure your work is perfect
  - C. Exercising and stretching every day
  - D. All of the above
  - E. A and B

25. When you interact with someone from a different culture, remember to:
- A. Always make direct eye contact
  - B. Smile often
  - C. Pat the other person on the back
  - D. Learn what behaviors are appropriate in various settings
  - E. Make gestures that are accepted in your culture

**Answer Key for  
Developing as a Professional, First Edition**

*Recommended response (Corresponding workbook page)*

1. D (3)	6. C (22-23)	11. E (42)	16. A (52)	21. B (70)
2. C (4-5)	7. A (25)	12. E (47)	17. E (54-55)	22. B (79)
3. D (6)	8. A (27)	13. C (48)	18. C (55)	23. C (84)
4. A (10)	9. E (31-32)	14. B (49)	19. B (63)	24. C (86)
5. B (12)	10. D (40)	15. C (51)	20. D (65)	25. D (90)