

# COOP - Certified Organizational Ombuds Practitioner Practice Test Questions and Answers

## 1. What is Organizational Behavior?

- A) It focuses only on financial performance.
- B) It studies human behavior in organizational settings.
- C) It is concerned only with leadership styles.
- D) It studies how companies can make more profit.

## 2. What is active listening in mediation?

- A) Preparing your response while the other person speaks.
- B) Interrupting to correct inaccuracies.
- C) Fully focusing and responding appropriately
- D) Letting the person speak without engaging.

## 3. Why should ombuds maintain informality?

- A) To avoid dealing with complex cases.
- B) To allow open and safe dialogue without obligation
- C) To bypass ethical conduct.
- D) To enforce disciplinary measures.

## 4. What is a common first step in mediation?

- A) Begin with assigning fault.
- B) Start by documenting the conflict.
- C) Set ground rules and explain the process
- D) Proceed directly to resolution.

**Answers: 1-B 2-C 3-B 4-C**

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