

Communication & Teamwork Practice Test Questions and Answers

1. What does 'non-evaluative listening' mean?

- A) Listening without providing any feedback or response at all
- B) Listening without passing judgment on the speaker or their message, which encourages open and honest sharing
- C) Only listening to colleagues whose work meets a high-performance standard
- D) Evaluating a message for factual accuracy without emotional bias

2. What does 'team charter' typically contain?

- A) The team's budget allocations and expense reports
- B) A formal document defining the team's purpose, goals, roles, communication norms, and decision-making processes
- C) A list of all team members' personal career goals
- D) Meeting minutes from the team's first official gathering

3. What does it mean to listen 'with empathy'?

- A) Agreeing with everything the speaker says to show support
- B) Making an effort to understand the speaker's feelings and perspective from their point of view
- C) Offering immediate solutions to address the speaker's problems
- D) Sharing a similar personal story to help the speaker feel less alone

4. What is 'de-escalation' in conflict management?

- A) Increasing the intensity of a conflict to force a faster resolution
- B) Using techniques such as calm language, empathy, and slowing pace to reduce the emotional intensity of a conflict
- C) Transferring a conflict to a higher authority level to resolve it faster
- D) Documenting all details of a conflict for future reference

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

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