

KOSSA Practice Test Questions and Answers

1. What is active listening?

- A) Interrupting often.
- B) Avoiding eye contact.
- C) Focusing on what is being said and responding appropriately
- D) Daydreaming during conversations.

2. What is root cause analysis?

- A) Finding who to blame.
- B) Looking at only the surface issues.
- C) Ignoring deeper patterns.
- D) Determining the fundamental reason behind a problem

3. What is a benefit of teamwork?

- A) It limits creativity.
- B) It improves efficiency and leverages diverse skills
- C) It slows down projects.
- D) It encourages competition only.

4. Why are safety signs important?

- A) To increase production.
- B) To decorate the workplace.
- C) To alert workers to hazards and reinforce safety rules
- D) To attract new employees.

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

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