#	P	Question	Answer #1	Answer #2	Answer #3	Answer #4
1	SS	Aptitudes:	are acquired in the first six years pf life	can be only soft	refer to predispositions, personal traits	can be only hard
2	SS	According to Daniel Goleman, Emotional Intelligence is:	the ability to express and recognise emotions	the ability to express, recognise and control emotions	emotional expressiveness	the ability to recognise feelings
3	SS	According to the MASPI model:	competence is one of the predispositions	persuasiveness is one of the predispositions	emotional expressiveness is one of the predispositions	team working is one of the predispositions
4	SS	According to Daniel Kahneman:	System 1 is slow	System 2 is fast and inaccurate	System 2 is based on associaions	System 2 requires motivation
5	SS	In its original definition, the Stroop effect:	refers to the fact that people assume beautiful/handsome persons are intelligent	shows that system 1 comes first	shows that system 1 and system 2 interfere	shows that system 2 comes first
6		The KSA model states that	a competence is the weighted sum of aptitudes, knowledge, skills	knowledge is the weighted sum of aptitudes, competence, skills	aptitudes are the weighted sum of competence, knowledge, skills	a competence is the productof aptitudes, knowledge, skills

7	C	Para-verbal communication is:	the art of using voice	the art of using gesture	the art of persuading	the art of using language
8	C	When speaking in front of an audience you should:	find your friends	focus on those who are not paying attention on you	look at the floor	hide your hands
9	C	The first principle of human communications according to Paul Watzlawick is:	It is impossible not to communicate	The first impression rules	All channels must be matched	communication happens only between system 1 and system 1
10	C	According to Marc Bowden:	people during a speech will be categorised by the audience as "friend, enemy, sexual partner or indifferent"	people during a speech will be categorised by the audience as "friend, enemy, or indifferent"	people during a speech will be categorised by the audience as "friend, sexual partner or indifferent"	people during a speech will be categorised by the audience as "friend, or indifferent"
11	C	According to Albert Mehrabian, when communicating feelings:	the verbal channels accounts for 55% of impact	the paraverbal channel accounts for 55% of impact	the nonverbal channel accounts for 55% of impact	all channels have the same impact
12	C	The rule of consistency says:	use the same tone for the entire communication	all speakers of a session should behave consistently	all people should behave similarly	all channels should be matched

13 PM	The WBS of a project:	describes tasks and workpackages	includes the deadlines for deliveries	defines its duration	includes identification of milestones
14 PM	The Gantt of a project:	describes the use of financial resources	describes the time evolution	includes information on interrelations among tasks	does not include information on the duration of the project
15 PM	Indirect costs of a project:	are normally computed as a fraction of the direct costs	are normally computes as equal to the direct costs	are normally computes as ten times the direct costs	are normally computes as one tenth of the direct costs
16 PM	DC = Direct Costs; IC = Indirect Costs; OC = Overall Costs	OC = DC * IC	OC = DC + IC	OC = DC / IC	OC = DC - IC
17 PM	The Project Manager:	is normally the CSO of the company	is normally the CTO of the company	supports the project leader	is normally the CEO of the company
18 PM	A SMART goal	is specific, measureable, accessible, relevant, timely	is a set of activities geared towards a goal	is specific, measureable, achievable, relevant, timely	is specific, measureable, achievable, relevant, temporal

#		Question				
19	L	According to Ben Horowitz, leadership requires:	1) having the right attitude; 2) articulating the vision; 3) communicating the vision	1) having the right profile; 2) articulating the vision; 3) achieving the vision	1) having the right attitude (acting for the entire team); 2) articulating and 3) achieving the vision	1) having the right ambition; 2) articulating the vision; 3) persuading
20	L	According to Daniel Goleman there are:	six types of leaders	five types of leaders	four types of leaders	three types of leaders
21	P	The M.I.C.R.O. approach for persuasion proposes the following steps:	Motivation; Information; Criteria; Recall; Operational	Motivation; Information; Criteria; Recall; Operational	Motivation; Information; Criteria; Reference; Operational	Motivation; Information; Categorisation; Reference; Onboard
22	P	For pre-suading:	Focus on yourself	Focus on the certain	Focus on the destination of the message	Complete all stories before you start the persuasive act
23	P	The M.I.A.C. approach to persuasion states that	yous should first offer motivation, then information, then show awareness of the context and finally close with questions	yous should first give motivation, then provide information, then show your aptitudes and finally call to action	yous should first offer motivation, then information, then show awareness of the context and finally call to action	yous should first offer motivation, then information, then show awareness of the context and finally mention references
24	P	According to Robert Cialdini:	it is relevant what you do before you communicate your message	it is relevant what you do after you communicate your message	good human communication requires knowledge of the culture map	it is impossible to communicate

#		Question	A	B	C	D
25	PS	According to Marc Bowden, when speaking in public you should be:	friendly	authentic	inauthentic	strong
26	PS	The rule of 5% in public speaking sessions says:	only 5% of the audience will listen to you	only 5% of the audience will be distracted	in the first 5% of time the audience will decide whether to follow you	use 5% of the room
27	PS	In public speaking sessions:	never use slides	use slides with many words	use figures as much as you can	use sounds as much as you can
28	PS	When speaking in public:	run on stage like crazy	look at the beack of the room	focus on the people following you	do not look people in their eyes
29	PS	In technical presentations	show one slide only	show one slide per minute on average	show several slides per minute on average	do not use slides
30	PS	Recalls in public speeches should be used	to ask the audience to clap their hands	to attract the attention of the audience	to let people in the room respond to some quizzes	complain with those who do not follow you