

#	P	Question	Answer #1	Answer #2	Answer #3	Answer #4
1	SS	A competence accounts for:	aptitudes, knowledge, skills	aptitudes, predispositions, knowledge	knowledge, skills, and personal, social and/or methodological abilities	knowledge, skills, motivation
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 lazy	System 1 is fast and inaccurate	System 1 is based on sequential thinking	System 1 is slow
5	SS	In its original definition, the "halo" effect refers to:	the fact that people assume beautiful/handsome persons are stupid	the fact that people assume beautiful/handsome persons are intelligent	the fact that people assume beautiful/handsome persons are lazy	the fact that people assume beautiful/handsome persons are good
6		Knowledge, Skills and Aptitudes aggregate in mathematical form as (KSA model):	a weighted sum	a product	the square root of their sum	the square root of their product

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	Sitting at the desk of your Professor, you should:	have your hands on your legs	put the elbows on the desk	put the hands on the desk	put the fists on the desk
9	C	The first principle of human communications according to Paul Watzlawick is:	It is possible not to communicate	The first impression rules	All channels must be matched	It is impossible not to communicate
10	C	According to Erin Meyer:	cultures can be categorised as "low context" and "high context"	cultures can be categorised as "low culture" and "high culture"	cultures can be categorised as "low value" and "high value"	cultures can be categorised as "friend, enemy, sexual partner or indifferent"
11	C	According to Daniel Kahneman, cognitive fluency is generated by:	strenght	clarity	allitterations	triple statements
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 phases of project management are:	planning, execution, control	planning, execution, control, closure	planning, execution, control, closure, delivery	planning, execution, control, closure, delivery and payment
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	Direct costs of a project:	account for the costs of equipment only	account for the costs of personnel only	account for all costs which can be directly referred to the project	account for all costs which can not be directly referred to the project
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 the leader of a project	is the cashier of a project	supports the project leader	is the CEO of the company
18	PM	A SMART goal	is a set of activities geared towards a goal	is sensitive, multiple, accessible, relevant and timely	is specific, manageable, accurate, relevant and timely	is specific, measurable, achievable, relevant, timely

19	L	According to Ben Horowitz, leadership requires:	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	1) having the right attitude; 2) articulating the vision; 3) communicating the vision
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; Reference; Operational	Motivation; Information; Categorisation; 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	you should first offer motivation, then information, then show awareness of the context and finally call to action	you should first give motivation, then provide information, then show your aptitudes and finally call to action	you should first offer motivation, then information, then show awareness of the context and finally mention references	you should first offer motivation, then information, then show awareness of the context and finally close with questions
24	P	According to Daniel Kahneman, the pillars to persuasion include:	strenght	clarity	nice-looking	motivation

25	PS	According to Marc Bowden, in the first moments when you appear in public you will be categorised as one of the following:	1) friend; 2) leader; 3) potential sexual partner; 4) indifferent	1) friend; 2) enemy; 3) leader; 4) indifferent	1) friend; 2) enemy; 3) potential sexual partner; 4) leader	1) friend; 2) enemy; 3) potential sexual partner; 4) indifferent
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:	focus on the people following you	look at the beack of the room	do not move	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 attract the attention of the audience	to ask the audience to clap their hands	to let people in the room respond to some quizzes	complain with those who do not follow you