

# Career Professional Etiquette MCQ

Author: Abby Sharp

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## 1. Professional Etiquette MCQ

- Unit 03: Diversity in the Workplace
- Unit 02: Workplace Communication
- Unit 01: Workplace Courtesy

## 4. Chapter: Unit 03: Diversity in the Workplace

### 1. Unit 03: Diversity in the Workplace Questions

#### 4.1.1. Intercultural communication involves which of the following?

Author: Abby Sharp

Intercultural communication involves which of the following?

Please choose only one answer:

- Sensitivity to the importance of individual differences
- The knowledge of socially appropriate and inappropriate behavior
- Both A and B
- None of the above

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#### 4.1.2. Which of the following is an example of a common cultural value in ...

Author: Abby Sharp

Which of the following is an example of a common cultural value in the workplace?

Please choose only one answer:

- Shaking hands without smiling or showing eye contact
- Believing that you should provide your clients with fast and accurate service
- Invading a co-worker's personal space to ask a question
- Minimizing group work to reduce communication

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### 4.1.3. How does cultural diversity affect the workplace?

Author: Abby Sharp

How does cultural diversity affect the workplace?

Please choose only one answer:

- Cultural diversity can increase the variety of talent.
- Cultural diversity often changes the way we communicate.
- Cultural diversity provides multiple perspectives on an issue.
- All of the above

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## 4. Chapter: Unit 02: Workplace Communication

### 1. Unit 02: Workplace Communication Questions

#### 4.1.1. How has the introduction of technology in the workplace created cha...

Author: Abby Sharp

How has the introduction of technology in the workplace created challenges for supervisors?

Please choose only one answer:

- Employees have additional distractions to lower productivity.
- Communication is not as efficient.
- Information cannot be as detailed and specific.
- None of the above

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#### 4.1.2. Why is eye contact an important factor in communication?

Author: Abby Sharp

Why is eye contact an important factor in communication?

Please choose only one answer:

- Eye contact creates an individual connection.
- Eye contact confirms to the speaker that you are actively listening.
- Eye contact keeps you focused on the topic.
- All of the above

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### 4.1.3. Font choices, facial expressions, symbols, timing, and body languag...

Author: Abby Sharp

Font choices, facial expressions, symbols, timing, and body language are all examples of what type of communication?

Please choose only one answer:

- Verbal communication
- Nonverbal communication
- Virtual communication
- Technological communication

Check the answer of this question online at QuizOver.com:

Question: [Font choices facial expressions symbols timing Abby Sharp @Saylor](#)

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## 4. Chapter: Unit 01: Workplace Courtesy

### 1. Unit 01: Workplace Courtesy Questions

#### 4.1.1. Employers desire professionals who do which of the following?

Author: Abby Sharp

Employers desire professionals who do which of the following?

Please choose only one answer:

- Treat others respectfully only when they deserve it
- Speak their mind and talk over others
- Listen actively, honor commitments, and seek help when needed
- Discuss personal issues with coworkers to build relationships

Check the answer of this question online at QuizOver.com:

Question: [Employers desire professionals who do which Abby Sharp @Saylor Professional](#)

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#### 4.1.2. Professionalism includes all of the following EXCEPT:

Author: Abby Sharp

Professionalism includes all of the following EXCEPT:

Please choose only one answer:

- specialized knowledge.
- willingness to learn.
- appropriate attire.
- compromising values.

Check the answer of this question online at QuizOver.com:

Question: [Professionalism includes all of the following Abby Sharp @Saylor](#)

Flashcards:

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#### 4.1.3. At a work luncheon, which of the following is an example of proper ...

Author: Abby Sharp

At a work luncheon, which of the following is an example of proper courtesy?

Please choose only one answer:

- Thanking your server when he fills your water glass
- Arriving 5 minutes late
- Using your cell phone to make a personal call at the table
- Telling a political joke

Check the answer of this question online at QuizOver.com:

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