**Tishk International University**

Accounting Department

Faculty of Administrative Sciences and Economics

**Academic Life and Skills - 1**

**Question Bank**

1. How to define happiness/well-being?
2. What we get from school
3. The “Fight or Flight” Response
4. What is Stressful to You?
5. What is a hedonistic treadmill?
6. What do’s and don’ts while writing an email?
7. Explain the big five fundaments of well-being?
8. How can a teacher build intrinsic motivation?
9. How does motivation affect learning and behavior?
10. Explain Intrinsic vs extrinsic motivation.
11. Explain Decision-Making Processes.
12. Explain the CASVE Cycle.
13. What is a pyramid of information processing?
14. How do I compose an email to someone I don't know?
15. What are some guidelines for continuing email conversations?
16. What is email etiquette
17. Why is email etiquette important?
18. Understanding parts of an email
19. Explain the Pyramid of Information Processing?
20. Explain the kinds of decision-makers?
21. What are the problems people face in decision-making?
22. What is CASVE Cycle?
23. Why CASVE Cycle plays an important role in decision-making?
24. What are the external and internal conditions of communication?
25. How can you improve decision-making skills?
26. What is motivation?
27. Intrinsic vs extrinsic motivation
28. How does motivation help in learning?
29. How can a teacher build intrinsic motivation?
30. How Motivation Affects Learning and Behavior?
31. What is The ARCS Model?
32. What is your biggest dream in life?
33. What goals, including career goals, have you set for the next 5 years? ...
34. How would you define success in your career?
35. What roles do your manager and team play in your motivation at work?
36. Can you describe a time to make a difficult decision making?
37. What decision-making process do you use when working with a team?
38. When do you make the decision to take initiative?

**Multiple choice question**

1. Which of the following statements regarding internal forces of motivation is true?

1. They are more important to understand than external forces of motivation.
2. They are less important to understand than external forces of motivation.
3. They are as important as external forces of motivation.
4. They are seldom recognized by managers.

2. Motivation is:

1. our ability to understand and perceive emotions
2. an internal state that guides our behavior to attain the goal
3. our ability to understand cultural norms and values
4. our ability to adapt to our environment

3. According to your text, when students are motivated by the desire to gain recognition from others, their goals are:

1. learning goals.
2. performance goals.
3. primary goals.
4. self-actualized goals.

4. Decision-making helps in the smooth functioning of the

1. Business
2. Staffing
3. Organization
4. Planning
5. Decision-making is an exclusive right of the following:
6. Top management
7. middle management
8. lower-level management
9. operatives
10. none of these

6. To best manage unavoidable change, you should postpone other changes that result in negative tension. State True or false.

1. True
2. False

7. People who are inactive are twice as likely to be stressed.

1. True
2. False

8. Stress management techniques are applicable to people who \_\_\_\_\_\_\_\_\_\_\_\_.

1. Have had an unexpected change in their life
2. Manifest an illness/disease
3. Are healthy and show no signs of illness

9. A good way to prevent stress is:

1. Getting enough sleep
2. A proper diet
3. Drinking beverages high in caffeine
4. Taking time out for relaxation

10. The most important part of an email is

1. Sender
2. Recipient
3. Body
4. Signature
5. Subject Line

11. Carbon copy others who are

1. Directly involved with the content
2. Aware of the content
3. Are not aware of the content
4. Have little involvement with the content

12. The most important information in an email should be

1. At the end
2. In the beginning
3. Dispersed throughout

13. An appropriate amount of time to wait for a reply is

1. 30 seconds–5 minutes
2. 7 days
3. 24–48 hours
4. Within 24 hours
5. 2-–3 hours

14. When writing a complicated or detailed email, information should be

1. In one long paragraph
2. Short paragraphs
3. Separated into multiple emails

15. Complicated or detailed email messages should be followed up with

1. Email
2. High five
3. Instant Message
4. Pizza
5. Phone Call

16. Emails are

1. Secret
2. Between me and the recipient(s)
3. Public
4. Top Secret

17. What is the basis of all email etiquette?

1. Using grammatically correct English
2. Appearing as friendly as possible
3. Including as many co-workers as possible
4. Using respect and common sense

18. Which of the following is a BIG mistake in relation to email etiquette?

1. Talking badly about a colleague
2. Using an informal greeting
3. Asking too many questions
4. Responding too quickly
5. What should you do if you make a major error in an email?

19. Apologize and attempt to fix the error, unless it's a typo.

1. Ignore the error unless someone brings it to your attention.
2. Send out a group email explaining why you made the error.
3. Apologize and attempt to fix the error, even if it's a typo.

20. .  \_\_\_\_\_ is the set of forces that energize, direct, and sustain behavior.

1. Motivation
2. Expectancy
3. Empowerment.
4. Socialization

21. Which of the following statements regarding internal forces of motivation is true"

1. They are more important to understand than external forces of motivation.
2. They are less important to understand than external forces of motivation.
3. They are as important as external forces of motivation.
4. They are seldom recognized by managers

23. Which of the following is a 'pull (force of motivation)"

1. availability of training
2. performance level goals
3. rewards and compensation
4. pressure for high levels of output

24. Which of the following is a 'push(force of motivation)

1. security needs
2. career advancement goals
3. attitudes about the supervisor
4. the amount and timing of feedback

25. Characteristics of a job are considered \_\_\_\_\_ forces, which focus on \_\_\_\_\_.

1. external or push/ what happens in the work setting
2. external or pull/ what a person does in the work setting
3. internal or push/ what a person brings to his or her work
4. internal or pull/ what happens outside of the work setting

26. Which of the following is an example of nonverbal communication?

* 1. Emoticons in emails and texts
  2. Written Email
  3. Posting photos on social media to provoke a reaction
  4. Both A and C

27. Which of the following is not an effective way to listen?

1. Put yourself in the other person’s shoes
2. Change the subject
3. Confirm your understanding of something the other person just said
4. Ask questions

28. Which of the following is a good e-mail subject line?

1. Help!
2. Assistance needed - quarterly report statistics
3. Staff meeting on Feb. 4, 2015
4. Both B and C

29. A good e-mail should not:

* 1. Have a detailed subject line
  2. Cover multiple topics in order to reduce the number of e-mails
  3. Be concise
  4. Be proofread before sending

1. **Which of the following is the correct format of Email address?**
2. name@website@com
3. [name@website.com](mailto:name@website.com)
4. [www.nameofebsite.com](http://www.nameofebsite.com)
5. name.website.com
6. An E-mail account includes a storage area, often called
7. Attachment
8. Hyperlink
9. Mailbox
10. IP address
11. Gmail belong to…
    1. Great Mail
    2. Yahoo Mail
    3. Google Mail
    4. Gopher Mail
12. While sending an e-mail Line describes the contents of the message
13. To
14. Subject
15. Contents
16. About
17. Sending an e-mail is similar to
18. picturing an event
19. narrating a story
20. writing a letter
21. creating a drawing
22. E-mail is a method of exchanging messages between people using
23. Letters
24. Telephones
25. Electronic devices
26. None of the above
27. What is the full form of email?
28. Electric Mail
29. Electronic Mail
30. Electromagnetic Mail
31. Electricity Mail
32. Email Spam is \_\_\_\_\_\_\_\_ messages sent in bulk by email.
33. Necessary
34. Required
35. Urgent
36. Unwanted
37. To write a new message/email click on;
38. Compose Mail
39. Starred Folder
40. Trash Mail
41. Sent Mail
42. To write a new message/email click on ;
43. Compose Mail
44. Starred Folder
45. Trash Mail
46. Sent Mail
47. E-mail is the fastest means of \_\_\_\_\_\_\_\_\_\_.
48. Written Communication
49. Oral Communication
50. Conventional Communication
51. None of the Above
52. An email written in a \_\_\_\_\_\_\_\_\_ should look professional and business-like.
53. Domestic Context
54. Business Context
55. Family Context
56. None of the above
57. BCC Stands for \_\_\_\_\_\_\_.
58. Blind Copy of Content
59. Blind Collected Copy
60. Blind Carbon Copy
61. Blind Carbon Content
62. Cc stands for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
63. Carbon Copy
64. Carbon Content
65. Carbon Contains
66. Collected Copy
67. The Style of your language of email should be guided by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
68. The Personality of the Recipient
69. Your own Personality
70. Your Qualification
71. None of the Above
72. Gmail belongs to
73. Great mail
74. Yahoo mail
75. Google mail
76. General mail
77. Gmail belongs to
78. Great mail
79. Yahoo mail
80. Google mail
81. General mail
82. Typing in all capitals in electronic communications means:
83. it's okay to forward this message to others. nothing special—
84. typing in all caps is normal.
85. you are shouting.
86. this message is very important.
87. The Golden Rule of Netiquette is
88. remember the human!
89. a smiley in every message.
90. follow the other rules of netiquette.
91. never flame a friend.
92. Knowledge and understanding of netiquette is useful because
93. it will help you create a positive impression on those you meet in cyberspace.
94. it explains some of the technical limitations of online communications
95. it explains the conventions already being used by millions of cybernauts.
96. all of the above.
97. Include a subject line
98. only when you are writing an official memo.
99. only in personal memos.
100. if the person you are sending it to requires one.
101. in all e-mail messages.