**МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ**

**НАЦІОНАЛЬНИЙ ТЕХНІЧНИЙ УНІВЕРСИТЕТ**

**«ХАРКІВСЬКИЙ ПОЛІТЕХНІЧНИЙ ІНСТИТУТ»**

Кафедра соціології і публічного управління

(назва кафедри, яка забезпечує викладання дисципліни)

«**ЗАТВЕРДЖУЮ**»

Завідувач кафедри соціології і публічного управління (назва кафедри )

\_\_\_\_\_\_\_\_\_\_\_\_ Мороз В.М. .

(підпис) (ініціали та прізвище)

«31» серпня 2022 року

**МЕТОДИ КОНТРОЛЮ ЗНАНЬ З НАВЧАЛЬНОЇ ДИСЦИПЛІНИ**

**Іноземна мова за професійним спрямуванням**

( назва навчальної дисципліни)

рівень вищої освіти\_\_\_\_\_другий (магістерський)

перший (бакалаврський) / другий (магістерський)

галузь знань\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_05 Соціальні та поведінкові науки

(шифр і назва)

спеціальність \_\_\_\_\_\_\_054 Соціологія

(шифр і назва )

освітня програма Соціологічне забезпечення економічної діяльності

(назви освітніх програм спеціальностей )

вид дисципліни загальна підготовка; обов’язкова

(загальна підготовка / професійна підготовка; обов’язкова/вибіркова)

форма навчання денна

(денна / заочна/дистанційна)

Харків – 2022 рік

## Змістовий модуль № 1 Organizational Communication

**Перший модуль** включає в себе питання, що стосуються формування у майбутніх спеціалістів  фундаментальні знання з теорії організаційної та бізнес-комунікації та дати студентам уявлення про існуючі індивідуальні особливості і властивості людини, що впливають на індивідуальний стиль спілкування; розвиток навиків організації ефективних форм індивідуальних і групових комунікацій. Також значна увага приділяється сучасним тенденціям розвитку комунікативних соціальних практик в умовах поглиблення глобалізаційних трендів у модерному суспільстві та покращення мовленнєвих навичок у англомовному бізнес-середовищі.

Модульна контрольна робота полягає у самостійній роботі студента в аудиторний час над отриманими питаннями за темами першого модулю.

## Контрольна работа №1 у формі тесту

1. The foremost skill required for learning a language is \_\_\_.  
a. Writing skill  
b. Reading skill  
c. Speaking skill  
d. Listening skill  
Ans. (b)

2. The primary skill is to acquire knowledge about everything in the world.  
a. Reading skill  
b. Writing skill  
c. Listening skill  
d. Speaking skill  
Ans. (a)

3. It is a Psycho-linguistic guessing game.  
a. Reading  
b. Writing  
c. Learning  
d. Listening  
Ans. (a)

4. Understanding a written text means –  
a. Reading comprehension  
b. Extracting the required information  
c. Understand writer’s meaning  
d. Both a & b  
Ans. (d)

5. Reading is a \_\_\_ process.  
a. Encoding  
b. Codification  
c. Decoding  
d. None of the above  
Ans. (c)

6. Men work on the land are:  
a. Cultivators  
b. Gardeners  
c. Shepherds  
d. All of the above  
Ans. (d)

7. Person who dig out stone for buildings and roads, and for laying a bed for railways lines.  
a. Quarrymen  
b. Miners  
c. Diggers  
d. Both b and c  
Ans. (a)

8. Shopkeepers comes under the category of –  
a. Movers  
b. Manufacturers  
c. Helpers  
d. Makers  
Ans. (a)

9. SQ3R techniques for reading is given by –  
a. Braille, 1965  
b. Robinson in 1970  
c. Both a & b  
d. Billmeyer, 1962  
Ans. (b)

10. \_\_\_ is the brightest star.  
a. Sirius  
b. Alpha  
c. Blake  
d. None of the above  
Ans. (a)

11. “Spectroscopes” instrument is used by –  
a. Doctor  
b. Engineer  
c. Astronomers  
d. Astronauts  
Ans. (C)

12. The fascinating areas of language learning is –  
a. Reading  
b. Listening  
c. Writing  
d. Speaking  
Ans. (b)

13. Listening process involves –  
a. Processing the data  
b. Reconstructing the data  
c. Giving meaning to the data  
d. All of the above  
Ans. (d)

14. Trumpet horn bagpipes are in the category of –  
a. Wind instruments  
b. Woodwind  
c. Strings  
d. Striking instruments  
Ans. (a)

15. Semantic markers are used as –  
a. It mark the beginning of the sentences  
b. It act as a link between two sentences  
c. Its function is to indicate a shift in the tone of the speaker  
d. All of the above  
Ans. (d)

16. ‘C’ stands for carbon and ‘Ca’ stands for calcium are examples of –  
a. Field abbreviations  
b. Common abbreviations  
c. Personal abbreviation  
d. None of the above  
Ans. (a)

17. The oldest form of communication is –  
a. Writing  
b. Speech  
c. Reading  
d. Symbolic  
Ans. (b)

18. The big step forward in communication is –  
a. Speaking  
b. Reading  
c. Writing  
d. None of the above  
Ans. (c)

19. It is the system where each symbol stood for a and syllable and vowels were not indicated.  
a. Hieroglyphics  
b. Syllabaries  
c. Ideographs  
d. None of the above  
Ans. (b)

20. \_\_\_ is a word or a phrase, which helps us to express what we are trying to say.  
a. Idioms  
b. Gambit  
c. Tricks  
d. Sarcastic  
Ans. (b)

21. Those sentences which make statements or assertions are called –  
a. Declarative or Assertive sentence  
b. Interrogative sentence  
c. Imperative sentence  
d. Exclamatory sentence  
Ans. (a)

22. Identify the subject and predicate in the given sentence –  
‘The Sun was shining.’  
a. The, sun was shining  
b. The Sun. was shining  
c. The Sun was, shining  
d. None of the above  
Ans. (b)

23. A group of words that forms part of a sentence, and contains a subject and a predicate, is called –  
a. Clause  
b. Phrase  
c. Gambit  
d. Idioms  
Ans. (a)

24. An \_\_\_ is a word used to add something to the meaning of a verb, an adjective, or another adverb.  
a. Adverb  
b. Adjective  
c. Pronoun  
d. Clause  
Ans. (a)

25. ‘Babur was a wise king who ruled India. Identify the proper noun.  
a. King  
b. India  
c. Babur  
d. Wise king  
Ans. (b)

26. A \_\_\_ noun is the name of quality, action, or state considered apart from the object to which it belongs.  
a. Abstract noun  
b. Common noun  
c. Proper noun  
d. Definite noun  
Ans. (a)

27. A noun that denotes a thing that is neither male nor female is called the –  
a. Common gender  
b. Neutral gender  
c. Neuter gender  
d. All of the above  
Ans. (c)

28. Form the plural of the given words.  
1. Volcano  
2. Canto  
3. Piano  
a. Volcanos, cantoes, pianos  
b. Volcanos, cantos, pianos  
c. Volcanoes, cantoes, pianos  
d. Volcanos, cantos, pianos  
Ans. (b)

29. Select the correct plural form of a given noun.  
a. Goose-Geese  
b. Dwarf-Dwarfes  
c. Belief-believes  
d. Cargo-Cargos  
Ans. (a)

30. The \_\_\_ to form a complete, recognizable whole is called cohesion.  
a. Connection  
b. Linking  
c. Gluing  
d. All of the above  
Ans. (d)

31. “Certain factors required in the construction of paragraphs” –  
a. Unity  
b. Order  
c. Variety  
d. All of the above  
Ans. (d)

32. \_\_\_ is concerned with marking and identifying items, people and events.  
a. Reference  
b. Conjunctions  
c. Lexical Replacement  
d. All of the above  
Ans. (a)

33. A \_\_\_ is a short concise summing up of any material, either auditory or written.  
a. Concise  
b. Precise  
c. Summary  
d. All of the above  
Ans. (c)

34. A summary is known as –  
a. A brief statement of the main points of something  
b. It is a short concise summing up of any material, either auditory or written  
c. Both a & b  
d. Shortened form of the main points  
Ans. (c)

35. Biographies, Historical stories, etc. are the example of –  
a. Imaginative essays  
b. Narrative essays  
c. Descriptive essays  
d. Expository essays  
Ans. (b)

36. Bibliographic can consist of –  
a. Books  
b. Journals or Periodicals  
c. Audios and videos  
d. All of the above  
Ans. (d)

37. Gathering citations and reference list at the end of each chapter or at the end of the page.  
a. Endnotes  
b. Footnotes  
c. Footer  
d. All of the above  
Ans. (a)

38. The writing styles are determined by the \_\_\_ matter.  
a. Topic  
b. Object  
c. Subject  
d. Field  
Ans. (c)

39. Communication is basically –  
a. Talking  
b. Writing  
c. Signaling  
d. All of the above  
Ans. (d)

40. \_\_\_ linked people together in an organization to achieve a common purpose.  
a. Communication  
b. Common goal  
c. Objective  
d. Purpose  
Ans. (a)

41. We require several skills for acquiring \_\_\_ and \_\_\_.  
a. Knowledge, wisdom  
b. Knowledge, information  
c. Information, experience  
d. Both b & c  
Ans. (a)

42. Reading skill improves our \_\_\_ and \_\_\_.  
a. Learning skills, speaking skills  
b. Learning skills, communication skills  
c. Learning ability, communication skills  
d. All of the above  
Ans. (c)

43. Rain has \_\_\_ right through the coat. If you can’t \_\_\_ your dog from biting the milkman, you must lock him up.  
a. Penetrated, restrain  
b. Ex asperation, kernal  
c. Cut, amazement  
d. None of the above  
Ans. (a)

44. David living stone worked as a \_\_\_ in a cotton mill when he was only ten years old. He did not receive any formal education and was his own \_\_\_.  
a. Doctor, labourer  
b. Labourer, teacher  
c. Explorer, labourer  
d. Teacher, doctor  
Ans. (b)

45. \_\_\_ involves processing and reconstructing the data, But \_\_\_ is letting the sounds beat your eardrums.  
a. Listening, hearing  
b. Hearing, listening  
c. Casual listening, focused listening  
d. None of the above  
Ans. (a)

46. The \_\_\_ and \_\_\_ is also helpful for the listener to understand the meaning.  
a. Tone, behavior  
b. Pitch, tone  
c. Tone, attitude  
d. Tone, intensity  
Ans. (b)

47. Using lecturers, handouts we acquire information from \_\_\_, and by using tutorials, conversations, etc. we acquire information through \_\_\_.  
a. Tutors, fellow learners  
b. Other sources, tutors  
c. Students, tutors  
d. None of the above  
Ans. (a)

48. Identify the advantages of writing –  
a. The speaker himself did not have to be present in order to communicate  
b. The knowledge of one generation could be accumulated and passed on to the next  
c. Both a & b  
d. We can represent, what we want  
Ans. (c)

49. The general categories of communications are –  
a. Speech, writing  
b. Printing  
c. Electronic communication  
d. All of the above  
Ans. (d)

50. \_\_\_ means no external, unnecessary details have to be included, while \_\_\_ means all the significant and important details should be included.  
a. Accurate, complete  
b. Orderly, clear  
c. Accurate, clear  
d. Clear, complete  
Ans. (a)

**Змістовий модуль 2. Skills in Action**

**Другий модуль** включає в себе питання, що стосуються розвитку м’яких навичок. Також модуль спрямовано **на формування таких компетентностей**: здатність здійснювати комунікаційну діяльність, уміння працювати у колективі та команді; вміння створювати та організовувати ефективні комунікації в процесі управління; здатність формувати лідерські  якості та демонструвати їх у процесі управління людьми; здатність розробляти систему заходів щодо забезпечення позитивного іміджу людини, власного бренду або підприємства; кросс-культурні навички спілкування у іншомовному середовищі.

Модульна контрольна робота полягає у самостійній роботі студента в аудиторний час над отриманими питаннями за темами другого модулю.

## Контрольна работа №2 у формі тесту

1. For communication to take place, there must be a \_\_\_ and a \_\_\_.  
Ans. Sender; receiver

2. Our dress code is an example of \_\_\_ communication.  
Ans. Non-verbal

3. Communication is accurate when the \_\_\_ that is sent is the same as the \_\_\_ that is attached to it.  
Ans. Message; meaning

4. Communication can take place using \_\_\_, \_\_\_ or \_\_\_.  
Ans. Words; symbols; pictures

5. Communication may best be described as a \_\_\_.  
Ans. Process

6. Communication is mostly through words.  
Ans. False

7. The communication message is the same as the meaning of the message.  
Ans. False

8. Communication is a dynamic process.  
Ans. True

9. One reason for the failure of communication is the wrong interpretation of the message.  
Ans. True

10. The success of communication depends only on the sender of the message.  
Ans. False

11. Immediate feedback is possible in the case of face-to-face communication.  
Ans. True

12. You feel that your professor does not have anything new to say and do not listen to him. This is an example of physiological noise leading to the communication failure.  
Ans. False

13. Your boss gives you a good performance review at a time when the company is making profits. This is an example of chronological context influencing communication.  
Ans. True

14. Group communication skills include listening skills.  
Ans. True

15. Listening is not a part of communication skills.  
Ans. False

16. Communication is needed only between superiors and subordinates.  
Ans. False

17. External communication is as important as internal communication.  
Ans. True

18. Team skills do not require the ability to communicate effectively.  
Ans. False

19. A destructive review of performance can lower employee morale.  
Ans. True

20. Two broad areas of communication are oral and written communication.  
Ans. False

21. What you say is more important than how you say it.  
Ans. False

22. Verbal communication is more likely to go wrong in a cross-cultural context.  
Ans. True

23. Jargon refers to words with multiple meanings  
Ans. False

24. A case-based GD requires greater analytical skills than a topic-based GD.  
Ans. True

25. A job interview between an employer and a prospective employee is an example of a \_\_\_ \_\_\_ communication channel.  
Ans. Two-way; face-to-face

26. In a one-way non-face-to-face channel, the communication is \_\_\_ and \_\_\_ in nature.  
Ans. Verbal/written; impersonal

27. When you want the receiver to pay attention to your message, \_\_\_ communication is better than \_\_\_ communication.  
Ans. Oral; written

28. When using a lot of jargon, \_\_\_ communication is more suitable than \_\_\_ communication.  
Ans. Written; oral

29. Peers are co-workers who work only in different departments of an organization.  
Ans. False

30. Criticizing an employee may be done in public.  
Ans. False

31. A policy of openness is essential for good public relations.  
Ans. True

32. Suggestions should only be given by superiors to subordinates.  
Ans. False

33. In general, visuals should be prepared to match the \_\_\_.  
Ans. Audience

34. A formal communication network is characterized by \_\_\_ \_\_\_.  
Ans. Official channels;

35. The most valuable ideas and suggestions often come from \_\_\_ communication.  
Ans. Upward;

36. An advantage of regular downward communication is \_\_\_.  
Ans. Transparency/openness

37. In a multi-layer organization, \_\_\_ communication is more important than \_\_\_ communication.  
Ans. Vertical; horizontal/lateral

38. While \_\_\_ should be suppressed, \_\_\_ networks should be accepted.  
Ans. Rumours; informal

39. Some people are born listeners.  
Asn. False

40. Comprehension listening is the most basic type of listening  
Asn. False

41. Listening to a salesperson’s presentation is an example of evaluative listening?  
Asn. True

42. Responding to customer complaints is an example of dialogic listening?  
Asn. False

43. Solving employees’ problems often involves both empathetic and therapeutic listening.  
Asn. True

44. Two types of media for presenting visual aids to a small audience are \_\_\_ and \_\_\_.  
Ans. Flip charts, computerized displays

45. Paying more attention to the way a speaker is dressed, is an example of focusing on \_\_\_ rather than \_\_\_  
Asn. Delivery; content

46. A good listener tries to understand the meaning behind \_\_\_and \_\_\_ messages.  
Asn. Verbal; non-verbal

47. \_\_\_ are known to be physiologically quicker than \_\_\_.  
Asn. Listeners; speakers

48. Active listening can be demonstrated verbally through \_\_\_ and \_\_\_.  
Asn. Clarifications/questions; feedback/suggestions

49. A good listener is \_\_\_ and \_\_\_.  
Asn. Curious; open-minded/attentive

50. Listening skills are equally important in all types of industries.  
Asn. False

51. Customers should be made to apologize for making wrong complaints  
Asn. False

52. Listening actively to a customer should be indicated through verbal communication.  
Asn. True

53. Listening to employees, or inviting their suggestions involves only downward communication.  
Asn. False

54. The type of listening during a job interview is mostly evaluative listening.  
Asn. True

55. It is better to use the word “cognizant”, rather than “aware.”  
Ans. False

56. The expression “Her voice was silky smooth” is an example of a metaphor.  
Ans. True

57. Abstract nouns should be used as the subject in a sentence.  
Ans. False

58. The sentence “Each of the following employees is being promoted” is grammatically correct.  
Ans. False

59. Positive ideas may be expressed by using the second person pronoun.  
Ans. True

60. Powerpoint slides should not be \_\_\_ and \_\_\_.  
Ans. Cluttered/overcrowded, over-decorated

61. The tone of business writing should not be \_\_\_ and \_\_\_.  
Ans. Negative/insincere/discourteous/exaggerated / discriminatory

62. Using the passive voice is a technique of \_\_\_.  
Ans. Subordination/de-emphasis

63. Saying “Our products are synonymous with quality and affordability” is an example of \_\_\_  
Ans. “My attitude”

64. Readability is determined by \_\_\_ \_\_\_.  
Ans. Sentence length/word length

65. Saying “Manpower” instead of “Human Resources” is an example of \_\_\_ \_\_\_.  
Ans. Sexist language/discriminatory tone

66. Conflicts between co-workers can be resolved through teleconferencing.  
Ans. False

67. Asking for a few days of leave from work may be done through voice mail.  
Ans. False

68. Telephone communication has the advantage of providing immediate feedback.  
Ans. True

69. Two types of visual aids that can make presentations more credible are \_\_\_ and \_\_\_ \_\_\_.  
Ans. Photographs, product demonstrations

70. \_\_\_ is better suited for large audiences than \_\_\_.  
Ans. Transparencies, flip charts

Answers

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Ans. Sender; receiver

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48. Active listening can be demonstrated verbally through \_\_\_ and \_\_\_.  
Asn. Clarifications/questions; feedback/suggestions

49. A good listener is \_\_\_ and \_\_\_.  
Asn. Curious; open-minded/attentive

50. Listening skills are equally important in all types of industries.  
Asn. False

51. Customers should be made to apologize for making wrong complaints  
Asn. False

52. Listening actively to a customer should be indicated through verbal communication.  
Asn. True

53. Listening to employees, or inviting their suggestions involves only downward communication.  
Asn. False

54. The type of listening during a job interview is mostly evaluative listening.  
Asn. True

55. It is better to use the word “cognizant”, rather than “aware.”  
Ans. False

56. The expression “Her voice was silky smooth” is an example of a metaphor.  
Ans. True

57. Abstract nouns should be used as the subject in a sentence.  
Ans. False

58. The sentence “Each of the following employees is being promoted” is grammatically correct.  
Ans. False

59. Positive ideas may be expressed by using the second person pronoun.  
Ans. True

60. Powerpoint slides should not be \_\_\_ and \_\_\_.  
Ans. Cluttered/overcrowded, over-decorated

61. The tone of business writing should not be \_\_\_ and \_\_\_.  
Ans. Negative/insincere/discourteous/exaggerated / discriminatory

62. Using the passive voice is a technique of \_\_\_.  
Ans. Subordination/de-emphasis

63. Saying “Our products are synonymous with quality and affordability” is an example of \_\_\_  
Ans. “My attitude”

64. Readability is determined by \_\_\_ \_\_\_.  
Ans. Sentence length/word length

65. Saying “Manpower” instead of “Human Resources” is an example of \_\_\_ \_\_\_.  
Ans. Sexist language/discriminatory tone

66. Conflicts between co-workers can be resolved through teleconferencing.  
Ans. False

67. Asking for a few days of leave from work may be done through voice mail.  
Ans. False

68. Telephone communication has the advantage of providing immediate feedback.  
Ans. True

69. Two types of visual aids that can make presentations more credible are \_\_\_ and \_\_\_ \_\_\_.  
Ans. Photographs, product demonstrations

70. \_\_\_ is better suited for large audiences than \_\_\_.  
Ans. Transparencies, flip charts

**Контрольні питання з курсу**

**Іноземна мова за професійним спрямуванням** **до заліку**

1. Does the communicator have a responsibility to the audience? Does the audience have a responsibility to the speaker? Why or why not?

How to motivate the workforce in large companies?

What Is Time Management?

What about the balance between personal and professional priorities in your future profession?

What is the top soft skills for 2021 and 2022?

Why soft skills matter to your profession of sociologist?

What business skills do you know?

1. What is the top of business skills 2021?
2. What are main differences between Soft Skills and Hard Skills?
3. How Globalization impacts the business skill rating?
4. What does Emotional Intellect mean?
5. What is more important for your career in the profession of sociologist: Soft Skills or Hard Skills?
6. Provide the Definition of Negotiation Skills;
7. Indicate the Stages of Negotiation Process, describe everyone;
8. What skills are needed to be a good negotiator?
9. Top 12 Negotiation Skills You Must Learn to Succeed: Describe in Detail;
10. Point out Things to avoid in Presentation;
11. Provide the Characteristics of a good negotiator:
12. Please, provide the Definition for Negotiation Skills;
13. Numerate the Stages of Negotiation Process;
14. What skills are needed to be a good negotiator?
15. Top 10 Negotiation Skills You Must Learn to Succeed;
16. Please, indicate things that should be avoided in Negotiation;
17. WHAT IS CONFLICT RESOLUTION?
18. WHY SHOULD YOU RESOLVE CONFLICT?
19. WHEN SHOULD YOU RESOLVE CONFLICT?
20. HOW SHOULD YOU RESOLVE CONFLICT?
21. What are Conflict Resolution Skills?
22. Conflict Management Skills: Definition and Examples
23. How to improve conflict management skills
24. What is Team-Building?
25. What team-building skills do you know and why they are important?
26. Describe the Importance of team building on the concrete personal exams;
27. How to facilitate team building activity?
28. Provide examples of team-building techniques;
29. Numerate ideas for team-building activities.
30. What qualities must the Leader possess?
31. Please, provide examples of leaders for you and motivate your answer
32. What are leadership skills? What makes a good leader? What are main characteristics of communication?
33. What types of verbal and non-verbal communication do you know?
34. What forms of communication do you know?
35. What are basic functions of communication?
36. What main communicative models can you describe?
37. What main business skills do you know?
38. High-context and Low-context Communication. What does it mean?
39. When and how is the interview to be arranged?
40. How much notice should be allowed?
41. How much time should be allowed?
42. Who should conduct the interview?
43. What questions need to be asked?
44. How will the answers be recorded for future reference?
45. How will interviewees be compared with each other after the interview? (If it is an interview requiring assessment.)
46. What information will be given to the interviewee?
47. What are differences between *High-context communication*and *Low-context communication?*
48. Indicate Cross Cultural Communication Basic Tips