

## ITSIT Vocabulary | Question and Answers - MCQ

1. What is the term for the process of assessing the effectiveness and impact of a training program? a) Training needs assessment b) Learning objectives c) Training evaluation d) Performance improvement  
**Answer: c) Training evaluation**
2. What is the term for non-technical skills or personal attributes that contribute to effective communication, collaboration and problem-solving? a) Technical skills b) Soft skills c) Learning styles d) Coaching  
**Answer: b) Soft skills**
3. What is the term for the ongoing process of acquiring new knowledge, skills, or competencies throughout one's career? a) Instructional design b) Continuous learning c) Performance improvement d) Blended learning  
**Answer: b) Continuous learning**
4. What is the term for the relationship between a more experienced person (mentor) and a less experienced person (mentee) aimed at providing guidance and support for professional development? a) Coaching b) Technical skills c) Mentoring d) Performance evaluation  
**Answer: c) Mentoring**
5. What is the term for the belief that abilities and intelligence can be developed through dedication, effort and a willingness to learn? a) Optimism b) Resilience c) Growth mindset d) Gratitude  
**Answer: c) Growth mindset**
6. What is the term for the practice of acknowledging and appreciating the positive aspects of life, expressing thankfulness for blessings, experiences, or relationships? a) Performance improvement b) Self-belief c) Gratitude d) Self-empowerment  
**Answer: c) Gratitude**
7. What is the term for the ability to recognize, understand and manage one's own emotions and effectively navigate interpersonal relationships? a) Emotional intelligence b) Mindfulness c) Self-reflection d) Self-care  
**Answer: a) Emotional intelligence**
8. What is the term for engaging in activities and practices that promote physical, mental and emotional well-being? a) Mindfulness b) Self-reflection c) Self-care d) Support network  
**Answer: c) Self-care**
9. What is the term for the tendency to focus on and remember positive information or experiences more readily than negative ones? a) Adaptability b) Positivity bias c) Positive mindset d) Solution-oriented  
**Answer: b) Positivity bias**
10. What is the term for being guided by a sense of meaning, passion, or mission in life and career? a) Purpose-driven b) Optimism c) Resilience d) Self-empowerment  
**Answer: a) Purpose-driven**

11. What is the term for a software platform or system that supports the administration, delivery and tracking of training programs and courses? a) Learning management system (LMS) b) Blended learning c) Train-the-Trainer (TTT) d) Technical skills training

**Answer: a) Learning management system (LMS)**

12. What is the term for the process of creating effective and engaging learning experiences, involving analysis, design, development, implementation and evaluation of training programs? a) Emotional intelligence b) Instructional design c) Positive self-talk d) Resilience

**Answer: b) Instructional design**

13. What is the term for the practice of creating vivid mental images or scenarios of desired outcomes to reinforce positive beliefs and motivate actions? a) Visualization b) Growth mindset c) Self-empowerment d) Solution-oriented

**Answer: a) Visualization**

14. What is the term for the ability to adjust, flexibly respond and thrive in changing circumstances or environments? a) Trainee engagement b) Adaptability c) Optimism d) Gratitude

**Answer: b) Adaptability**

15. What is the term for engaging in activities and practices that promote physical, mental and emotional well-being? a) Support network b) Self-care c) Learning path d) Positive mindset

**Answer: b) Self-care**

16. What is the term for the structured sequence or progression of learning activities, modules, or courses that guide learners through a specific training program or curriculum? a) Training curriculum b) Self-belief c) Learning path d) Resilience

**Answer: c) Learning path**

17. What is the term for the belief that abilities and intelligence are fixed traits and cannot be developed or changed? a) Emotional intelligence b) Growth mindset c) Self-reflection d) Gratitude

**Answer: b) Growth mindset**

18. What is the term for the spread of positive emotions, attitudes and energy to others, influencing and uplifting the mood and mindset of those around you? a) Support network b) Positivity contagion c) Performance support d) Virtual training

**Answer: b) Positivity contagion**

19. What is the term for the ongoing process of acquiring new knowledge, skills, or competencies throughout one's career? a) Mindfulness b) Continuous learning c) Technical skills training d) Management training

**Answer: b) Continuous learning**

20. What is the term for the process of identifying the knowledge, skills, or competencies that individuals or teams require to perform their roles effectively?  
a) Training evaluation b) Training needs analysis c) Trainer certification d) Solution-oriented

**Answer: b) Training needs analysis**

21. What is the term for the intentional adoption of positive thoughts, beliefs and attitudes, focusing on opportunities, possibilities and personal strengths?  
a) Emotional intelligence b) Positive mindset c) Self-reflection d) Resilience

**Answer: b) Positive mindset**

22. What is the term for the ability to bounce back, adapt and recover from adversity or stressful situations, maintaining a positive outlook and finding ways to thrive?  
a) Self-empowerment b) Gratitude c) Resilience d) Growth mindset

**Answer: c) Resilience**

23. What is the term for the practice of using uplifting, encouraging and affirming statements or thoughts to counter negative self-perceptions or doubts?  
a) Positive self-talk b) Support network c) Solution-oriented d) Adaptability

**Answer: a) Positive self-talk**

24. What is the term for the process of introspection and examination of one's thoughts, emotions and experiences, promoting self-awareness and personal growth?  
a) Mindfulness b) Positive self-talk c) Self-reflection d) Gratitude

**Answer: c) Self-reflection**

25. What is the term for the belief that abilities and intelligence can be developed through dedication, effort and a willingness to learn?  
a) Optimism b) Emotional intelligence c) Growth mindset d) Self-empowerment

**Answer: c) Growth mindset**

26. What is the term for the practice of being fully present and aware of the present moment, cultivating a non-judgmental and accepting attitude towards thoughts, feelings and sensations?  
a) Self-care b) Mindfulness c) Solution-oriented d) Adaptability

**Answer: b) Mindfulness**

27. What is the term for the pursuit of continuous learning, growth and improvement in various aspects of one's life, such as skills, knowledge, relationships, or self-awareness?  
a) Emotional intelligence b) Support network c) Personal development d) Positive self-talk

**Answer: c) Personal development**

28. What is the term for a group of individuals, such as friends, family, mentors, or colleagues, who provide encouragement, advice and assistance in times of need?  
a) Self-belief b) Resilience c) Support network d) Gratitude

**Answer: c) Support network**

29. What is the term for approaching problems or obstacles with a focus on finding constructive solutions, rather than dwelling on the negative aspects or blaming external factors?  
a) Solution-oriented b) Gratitude c) Positive self-talk d) Growth mindset

**Answer: a) Solution-oriented**

30. What is the term for the spread of positive emotions, attitudes and energy to others, influencing and uplifting the mood and mindset of those around you? a) Emotional intelligence b) Positivity contagion c) Self-empowerment d) Adaptability

**Answer: b) Positivity contagion**

31. What is the term for the ability to manage and regulate one's own emotions, stay composed under pressure and make rational decisions? a) Emotional intelligence b) Positive mindset c) Self-reflection d) Gratitude

**Answer: a) Emotional intelligence**

32. What is the term for the practice of intentionally focusing on and savoring positive experiences, emotions, or achievements? a) Adaptability b) Mindfulness c) Positive self-talk d) Counting blessings

**Answer: d) Counting blessings**

33. What is the term for the process of setting specific, measurable, attainable, relevant and time-bound goals? a) Visualization b) Goal setting c) Resilience d) Support network

**Answer: b) Goal setting**

34. What is the term for the ability to recognize and manage the emotions of others, empathize with their perspectives and build strong relationships? a) Self-care b) Adaptability c) Social intelligence d) Continuous learning

**Answer: c) Social intelligence**

35. What is the term for the intentional act of directing one's attention to the positive aspects of a situation, focusing on strengths and solutions? a) Optimism b) Gratitude c) Self-empowerment d) Solution-oriented thinking

**Answer: d) Solution-oriented thinking**

36. What is the term for the belief in one's own abilities, skills and potential to accomplish goals or overcome challenges? a) Self-belief b) Resilience c) Growth mindset d) Emotional intelligence

**Answer: a) Self-belief**

37. What is the term for the practice of taking care of one's physical, mental and emotional well-being to maintain optimal performance and prevent burnout? a) Support network b) Self-care c) Mindfulness d) Performance improvement

**Answer: b) Self-care**

38. What is the term for the process of developing and maintaining positive, meaningful and mutually beneficial relationships with others? a) Emotional intelligence b) Networking c) Growth mindset d) Continuous learning

**Answer: b) Networking**

39. What is the term for the ability to approach challenges, setbacks, or failures with a positive attitude, perseverance and determination? a) Resilience b) Positive self-talk c) Gratitude d) Self-empowerment

**Answer: a) Resilience**

40. What is the term for the practice of consciously and intentionally redirecting negative thoughts or self-criticisms into positive, affirming statements? a) Visualization b) Positive affirmations c) Continuous learning d) Emotional intelligence

**Answer: b) Positive affirmations**

41. What is the term for the ability to understand and manage one's own emotions, as well as understand and influence the emotions of others? a) Emotional intelligence b) Positive mindset c) Self-reflection d) Gratitude

**Answer: a) Emotional intelligence**

42. What is the term for the practice of being aware and fully present in the current moment, without judgment or attachment? a) Adaptability b) Mindfulness c) Positive self-talk d) Gratitude

**Answer: b) Mindfulness**

43. What is the term for the practice of expressing appreciation and thankfulness for the positive aspects of life? a) Self-empowerment b) Resilience c) Gratitude d) Growth mindset

**Answer: c) Gratitude**

44. What is the term for the ability to adjust and thrive in changing circumstances, demonstrating flexibility and resilience? a) Adaptability b) Positive self-talk c) Solution-oriented thinking d) Support network

**Answer: a) Adaptability**

45. What is the term for the process of setting specific, measurable, attainable, relevant and time-bound goals? a) Visualization b) Goal setting c) Self-reflection d) Resilience

**Answer: b) Goal setting**

46. What is the term for the belief in one's ability to bounce back from challenges and setbacks and continue moving forward? a) Optimism b) Self-belief c) Growth mindset d) Emotional intelligence

**Answer: b) Self-belief**

47. What is the term for the practice of consciously directing one's thoughts and language towards positive and empowering statements? a) Self-care b) Positive self-talk c) Continuous learning d) Social intelligence

**Answer: b) Positive self-talk**

48. What is the term for the process of reflecting on one's thoughts, emotions and experiences to gain self-awareness and personal insight? a) Networking b) Self-reflection c) Gratitude d) Performance improvement

**Answer: b) Self-reflection**

49. What is the term for the ability to adjust and navigate through obstacles and challenges, maintaining a positive attitude and finding solutions? a) Resilience b) Mindfulness c) Self-empowerment d) Growth mindset

**Answer: a) Resilience**

50. What is the term for the belief that one's abilities and intelligence can be developed through effort, learning and perseverance? a) Emotional intelligence b) Growth mindset c) Support network d) Solution-oriented thinking

**Answer: b) Growth mindset**

51. What is the term for the intentional practice of focusing on the positive aspects of a situation or experience? a) Optimism b) Mindfulness c) Positive mindset d) Self-reflection

**Answer: c) Positive mindset**

52. What is the term for the ability to recognize and manage one's emotions, as well as understand and respond to the emotions of others? a) Emotional intelligence b) Self-care c) Adaptability d) Resilience

**Answer: a) Emotional intelligence**

53. What is the term for the practice of setting aside dedicated time for rest, relaxation and activities that promote well-being? a) Continuous learning b) Self-empowerment c) Self-care d) Goal setting

**Answer: c) Self-care**

54. What is the term for the ability to adjust one's mindset, behaviors, or actions in response to changing circumstances or new information? a) Growth mindset b) Positive self-talk c) Adaptability d) Gratitude

**Answer: c) Adaptability**

55. What is the term for the process of examining one's thoughts, emotions and behaviors to gain self-awareness and personal insight? a) Self-reflection b) Support network c) Solution-oriented thinking d) Networking

**Answer: a) Self-reflection**

56. What is the term for the ability to find valuable lessons, growth opportunities, or positive aspects in challenging situations? a) Resilience b) Gratitude c) Self-belief d) Solution-oriented thinking

**Answer: b) Gratitude**

57. What is the term for the process of intentionally directing one's attention and awareness to the present moment? a) Positive self-talk b) Mindfulness c) Goal setting d) Emotional intelligence

**Answer: b) Mindfulness**

58. What is the term for the belief that personal qualities and skills can be improved through effort, practice and learning? a) Self-belief b) Growth mindset c) Positive affirmations d) Continuous learning

**Answer: b) Growth mindset**

59. What is the term for the process of seeking out and nurturing relationships with individuals who can provide guidance, support and opportunities? a) Positive mindset b) Networking c) Self-empowerment d) Resilience

**Answer: b) Networking**

60. What is the term for the ability to recognize and appreciate the positive aspects of one's life, experiences, or relationships? a) Self-care b) Gratitude c) Emotional intelligence d) Positive self-talk

**Answer: b) Gratitude**

61. What is the term for the practice of consciously directing one's thoughts and language towards positive and empowering statements? a) Adaptability b) Goal setting c) Positive self-talk d) Solution-oriented thinking

**Answer: c) Positive self-talk**

62. What is the term for the ability to bounce back from challenges or setbacks, maintaining a positive attitude and mindset? a) Resilience b) Mindfulness c) Self-reflection d) Growth mindset

**Answer: a) Resilience**

63. What is the term for the belief in one's own ability to accomplish goals and succeed in various areas of life? a) Self-empowerment b) Emotional intelligence c) Self-belief d) Support network

**Answer: c) Self-belief**

64. What is the term for the process of continuously acquiring new knowledge, skills and insights to enhance personal and professional growth? a) Continuous learning b) Positive affirmations c) Gratitude d) Solution-oriented thinking

**Answer: a) Continuous learning**

65. What is the term for the practice of expressing appreciation or thanks to others for their contributions, support, or positive impact? a) Goal setting b) Positive mindset c) Gratitude d) Networking

**Answer: c) Gratitude**

66. What is the term for the ability to remain composed and level-headed in stressful or challenging situations? a) Emotional intelligence b) Positive self-talk c) Adaptability d) Growth mindset

**Answer: a) Emotional intelligence**

67. What is the term for the process of envisioning and mentally rehearsing successful outcomes or desired goals? a) Visualization b) Self-care c) Positive mindset d) Self-reflection

**Answer: a) Visualization**

68. What is the term for the belief that setbacks or failures are opportunities for learning, growth and improvement? a) Resilience b) Positive self-talk c) Growth mindset d) Self-empowerment

**Answer: c) Growth mindset**

69. What is the term for the intentional act of directing attention to the positive aspects of a situation, focusing on strengths and solutions? a) Optimism b) Self-belief c) Solution-oriented thinking d) Continuous learning

**Answer: c) Solution-oriented thinking**

70. What is the term for the process of consciously choosing to focus on and appreciate the good things in one's life? a) Mindfulness b) Positive affirmations c) Gratitude d) Networking

**Answer: c) Gratitude**

71. What is the term for the practice of intentionally directing one's thoughts and attention towards positive outcomes and possibilities? a) Visualization b) Resilience c) Self-reflection d) Emotional intelligence

**Answer: a) Visualization**

72. What is the term for the ability to adapt and thrive in the face of adversity or changing circumstances? a) Positive mindset b) Adaptability c) Self-empowerment d) Gratitude

**Answer: b) Adaptability**

73. What is the term for the process of setting specific, measurable, achievable, relevant and time-bound goals? a) Goal setting b) Mindfulness c) Continuous learning d) Networking

**Answer: a) Goal setting**

74. What is the term for the ability to regulate and manage one's emotions, particularly in challenging situations? a) Emotional intelligence b) Positive self-talk c) Growth mindset d) Self-care

**Answer: a) Emotional intelligence**

75. What is the term for the belief that one's abilities and intelligence can be developed and improved through dedication and effort? a) Self-belief b) Growth mindset c) Positive affirmations d) Solution-oriented thinking

**Answer: b) Growth mindset**

76. What is the term for the practice of consciously choosing to focus on and appreciate the positive aspects of life and experiences? a) Gratitude b) Resilience c) Self-care d) Networking

**Answer: a) Gratitude**

77. What is the term for the ability to bounce back from setbacks or failures and continue pursuing goals with determination? a) Resilience b) Positive mindset c) Self-reflection d) Continuous learning

**Answer: a) Resilience**

78. What is the term for the process of reflecting on one's thoughts, emotions and actions to gain self-awareness and personal growth? a) Self-reflection b) Networking c) Solution-oriented thinking d) Mindfulness

**Answer: a) Self-reflection**

79. What is the term for the practice of consciously directing one's thoughts and language towards positive and empowering statements? a) Positive self-talk b) Self-empowerment c) Gratitude d) Emotional intelligence

**Answer: a) Positive self-talk**

80. What is the term for the belief that setbacks or failures are temporary and can be overcome with perseverance and effort? a) Optimism b) Mindfulness c) Positive affirmations d) Adaptability

**Answer: a) Optimism**

81. What is the term for the ability to understand and empathize with the emotions and perspectives of others? a) Social intelligence b) Goal setting c) Self-belief d) Solution-oriented thinking

**Answer: a) Social intelligence**

82. What is the term for the practice of seeking out and surrounding oneself with positive and supportive individuals? a) Growth mindset b) Self-care c) Support network d) Positive mindset

**Answer: c) Support network**

83. What is the term for the process of continuously learning and acquiring new knowledge, skills and insights? a) Continuous learning b) Positive affirmations c) Gratitude d) Visualization

**Answer: a) Continuous learning**

84. What is the term for the ability to stay composed and focused in high-pressure situations, making rational decisions? a) Emotional intelligence b) Resilience c) Self-reflection d) Adaptability

**Answer: a) Emotional intelligence**

85. What is the term for the belief that one has control over their own choices, actions and outcomes? a) Self-empowerment b) Positive self-talk c) Networking d) Goal setting

**Answer: a) Self-empowerment**

86. What is the term for the practice of acknowledging and appreciating one's own strengths, accomplishments and qualities? a) Self-reflection b) Self-care c) Positive self-talk d) Gratitude

**Answer: c) Positive self-talk**

87. What is the term for the ability to find creative and effective solutions to problems and challenges? a) Solution-oriented thinking b) Mindfulness c) Growth mindset d) Self-belief

**Answer: a) Solution-oriented thinking**

88. What is the term for the practice of deliberately creating a positive and nurturing environment for personal growth? a) Resilience b) Self-care c) Networking d) Positive mindset

**Answer: b) Self-care**

89. What is the term for the belief that one's efforts and actions will lead to successful outcomes and achievements? a) Self-belief b) Positive mindset c) Gratitude d) Adaptability

**Answer: a) Self-belief**

90. What is the term for the process of actively seeking out and building meaningful relationships with others in one's field or industry? a) Goal setting b) Networking c) Continuous learning d) Resilience

**Answer: b) Networking**

91. What is the term for a temporary work opportunity provided by an organization to students or recent graduates to gain practical experience in a particular field? a) Mentorship b) Job shadowing c) Internship d) Task rotation

**Answer: c) Internship**

92. What is the term for training provided to individuals while they are engaged in their actual work tasks or job responsibilities? a) Skill development b) On-the-job training (OJT) c) Professional development d) Project-based learning

**Answer: b) On-the-job training (OJT)**

93. Who is an experienced professional who provides guidance, support and advice to an intern or trainee during their learning and development process? a) Supervisor b) Mentor c) Manager d) Coach

**Answer: b) Mentor**

94. What is the term for specific goals or outcomes that an intern or trainee is expected to achieve or demonstrate during their training period? a) Learning objectives b) Performance evaluation c) Task rotation d) Industry best practices

**Answer: a) Learning objectives**

95. What is the term for the process of assigning an intern or trainee to different roles or tasks within an organization to provide a broader understanding of the operations? a) Job shadowing b) Task rotation c) Cross-functional collaboration d) Networking

**Answer: b) Task rotation**

96. What is the term for the assessment conducted by the supervisor or mentor to evaluate the intern or trainee's performance and provide feedback for improvement? a) Skill development b) Performance evaluation c) Professional etiquette d) Confidentiality

**Answer: b) Performance evaluation**

97. What is the term for the process of establishing and maintaining professional relationships with individuals in the industry, which can provide valuable connections and opportunities? a) Skill development b) Professional development c) Networking d) Project-based learning

**Answer: c) Networking**

98. What is the term for vocabulary or jargon specific to a particular field or industry, which interns or trainees need to learn and understand to effectively communicate and work within that context? a) Industry best practices b) Transferable skills c) Professional etiquette d) Industry-specific terminology

**Answer: d) Industry-specific terminology**

99. What is the term for a training approach where interns or trainees work on specific projects or assignments to develop their skills and knowledge in a practical manner? a) Feedback loop b) Cross-functional collaboration c) Project-based learning d) Professional development

**Answer: c) Project-based learning**

100. What is the term for the accepted norms and behaviors within a professional setting, including communication, dress code, punctuality and respect for colleagues and superiors? a) Work ethic b) Confidentiality c) Professional etiquette d) Transferable skills

**Answer: c) Professional etiquette**

101. What is the term for the accepted norms and practices governing behavior, communication and interactions in a professional setting? a) Workplace diversity b) Professionalism c) Business ethics d) Time management

**Answer: b) Professionalism**

102. What is the term for communicating in a polite, considerate and tactful manner, showing respect for colleagues, superiors and subordinates? a) Workplace etiquette b) Active listening c) Professional appearance d) Respectful communication

**Answer: d) Respectful communication**

103. What is the term for the practice of fully focusing on and comprehending what others are saying, without interruption or distraction? a) Active listening b) Workplace etiquette c) Conflict resolution d) Professional boundaries

**Answer: a) Active listening**

104. What is the term for presenting oneself in a neat and appropriate manner, adhering to the dress code and grooming standards of the workplace? a) Business ethics b) Professional appearance c) Workplace confidentiality d) Telecommuting etiquette

**Answer: b) Professional appearance**

105. What is the term for following proper guidelines when composing and sending emails, including using a professional tone, proper formatting and timely responses? a) Email etiquette b) Meeting etiquette c) Workplace diversity d) Cross-cultural communication

**Answer: a) Email etiquette**

106. What is the term for behaviors and practices that ensure effective and respectful participation in meetings, such as arriving on time, actively engaging and adhering to the agenda? a) Conflict resolution b) Office etiquette c) Meeting etiquette d) Workplace confidentiality

**Answer: c) Meeting etiquette**

107. What is the term for the inclusion of individuals from different backgrounds, cultures and perspectives in the workplace and the respect and appreciation of their differences? a) Work-life balance b) Business networking c) Workplace diversity d) Telecommuting etiquette

**Answer: c) Workplace diversity**

**108.** What is the term for the process of addressing and resolving conflicts or disagreements in a respectful and constructive manner? a) Cross-cultural communication b) Conflict resolution c) Teamwork and collaboration d) Feedback and constructive criticism

**Answer: b) Conflict resolution**

**109.** What is the term for the principles and values that guide ethical behavior in the workplace, including honesty, integrity and transparency? a) Business ethics b) Workplace etiquette c) Professional boundaries d) Time management

**Answer: a) Business ethics**

**110.** What is the term for the ability to effectively communicate and interact with individuals from diverse cultural backgrounds, taking into consideration differences in communication styles and norms? a) Office etiquette b) Business networking c) Cross-cultural communication d) Professionalism

**Answer: c) Cross-cultural communication**

**111.** What is the term for a set of guidelines or principles that outlines expected behavior and ethical standards for professionals or trainees in a particular field or organization? a) Code of Conduct b) Professional Responsibility c) Conflict of Interest d) Plagiarism

**Answer: a) Code of Conduct**

**112.** What is the term for respecting and maintaining the privacy of sensitive information obtained during professional or training activities? a) Integrity b) Transparency c) Confidentiality d) Data Protection

**Answer: c) Confidentiality**

**113.** What is the term for adhering to strong moral and ethical principles, displaying honesty and acting in an ethical manner? a) Conflict Resolution b) Professional Boundaries c) Integrity d) Fair Treatment

**Answer: c) Integrity**

**114.** What is the term for a situation where personal, financial, or other interests may compromise or influence professional judgment, decision-making, or actions? a) Plagiarism b) Transparency c) Conflict of Interest d) Ethical Leadership

**Answer: c) Conflict of Interest**

**115.** What is the term for recognizing and maintaining appropriate limits and boundaries in professional relationships and interactions to ensure ethical conduct? a) Respect for Diversity b) Professional Responsibility c) Professional Boundaries d) Informed Consent

**Answer: c) Professional Boundaries**

**116.** What is the term for acknowledging and fulfilling the obligations and duties associated with a professional role or position? a) Ethical Decision-Making b) Whistleblowing c) Professional Development d) Professional Responsibility

**Answer: d) Professional Responsibility**

**117.** What is the term for the process of evaluating and making choices based on ethical principles, values and considerations? a) Fair Treatment b) Ethical Decision-Making c) Intellectual Property d) Continuous Learning

**Answer: b) Ethical Decision-Making**

**118.** What is the term for being open, honest and clear in communication, actions and decision-making processes? a) Transparency b) Respect for Diversity c) Conflict Resolution d) Professional Accountability

**Answer: a) Transparency**

**119.** What is the term for reporting unethical or illegal activities within an organization to the appropriate authorities, with the aim of exposing wrongdoing and protecting the interests of stakeholders? a) Whistleblowing b) Data Protection c) Intellectual Property d) Continuous Learning

**Answer: a) Whistleblowing**

**120.** What is the term for valuing and respecting individual differences, including those related to race, gender, age, religion, sexual orientation and cultural background? a) Conflict Resolution b) Informed Consent c) Respect for Diversity d) Fair Treatment

**Answer: c) Respect for Diversity**

**121.** What is the term for demonstrating a strong sense of faithfulness, dedication and support towards an organization and its goals? a) Accountability b) Collaboration c) Loyalty d) Integrity

**Answer: c) Loyalty**

**122.** What is the term for adhering to high moral and ethical principles, acting with transparency and being honest and trustworthy? a) Professionalism b) Initiative c) Integrity d) Adaptability

**Answer: c) Integrity**

**123.** What is the term for taking ownership of one's actions, responsibilities and outcomes in the workplace? a) Accountability b) Gratitude c) Dedication d) Empathy

**Answer: a) Accountability**

**124.** What is the term for working effectively and harmoniously with others, valuing teamwork and shared goals? a) Collaboration b) Trustworthiness c) Empowerment d) Dedication

**Answer: a) Collaboration**

**125.** What is the term for having a strong dedication to hard work, diligence and delivering high-quality results? a) Work ethic b) Communication c) Professional growth d) Empathy

**Answer: a) Work ethic**

**126.** What is the term for taking proactive steps, going beyond assigned tasks and seeking opportunities for growth and improvement? a) Initiative b) Gratitude c) Dedication d) Empowerment

**Answer: a) Initiative**

**127.** What is the term for effectively expressing ideas, thoughts and information with clarity and respect in professional interactions? a) Trustworthiness b) Communication c) Adaptability d) Empathy

**Answer: b) Communication**

**128.** What is the term for being flexible and responsive to changing circumstances and new challenges? a) Accountability b) Empowerment c) Adaptability d) Professional growth

**Answer: c) Adaptability**

**129.** What is the term for understanding and considering the feelings, perspectives and needs of others in professional interactions? a) Empathy b) Dedication c) Initiative d) Gratitude

**Answer: a) Empathy**

**130.** What is the term for acknowledging and appreciating the efforts and contributions of colleagues, superiors and subordinates? a) Ethical leadership b) Continuous improvement c) Appreciation d) Organizational citizenship

**Answer: c) Appreciation**

**131.** What is the term for demonstrating a strong sense of allegiance, faithfulness and dedication towards an organization and its goals? a) Integrity b) Accountability c) Loyalty d) Professionalism

**Answer: c) Loyalty**

**132.** Which term refers to adhering to high moral and ethical principles, being honest, trustworthy and acting with transparency in all professional interactions? a) Collaboration b) Trustworthiness c) Integrity d) Initiative

**Answer: c) Integrity**

**133.** What is the term for taking ownership of one's actions, responsibilities and outcomes, accepting the consequences and being answerable for one's performance? a) Accountability b) Adaptability c) Dedication d) Empathy

**Answer: a) Accountability**

**134.** Which term describes the ability to work effectively and harmoniously with others, fostering a cooperative and supportive environment? a) Collaboration b) Initiative c) Communication d) Professionalism

**Answer: a) Collaboration**

**135.** What term refers to being reliable, dependable and worthy of trust, demonstrating consistency in actions and maintaining confidentiality when required? a) Work ethic b) Empathy c) Trustworthiness d) Gratitude

**Answer: c) Trustworthiness**

**136.** Which term describes actively seeking opportunities for self-improvement, skill development and expanding knowledge within one's profession or industry? a) Professional growth b) Dedication c) Empowerment d) Ethical leadership

**Answer: a) Professional growth**

**137.** What is the term for understanding and considering the feelings, perspectives and needs of others, showing compassion and support in professional interactions? a) Empowerment b) Gratitude c) Collaboration d) Empathy

**Answer: d) Empathy**

**138.** Which term refers to setting a positive example and guiding others with strong moral principles, fairness and integrity? a) Dedication b) Ethical leadership c) Continuous improvement d) Appreciation

**Answer: b) Ethical leadership**

**139.** What term describes going beyond job responsibilities to actively contribute to the organization's overall well-being and success, demonstrating loyalty and commitment? a) Organizational citizenship b) Professional reputation c) Continuous improvement d) Adaptability

**Answer: a) Organizational citizenship**

**140.** Which term refers to acknowledging and valuing the efforts and contributions of colleagues, superiors and subordinates, fostering a culture of recognition and appreciation? a) Appreciation b) Professionalism c) Gratitude d) Dedication

**Answer: a) Appreciation**

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