1. Someone who can vouch for your skills, experience, and work habits is called a(n) _____.
   a) mission statement
   b) entrepreneur
   c) interviewer
   d) reference

2. One of the most important and productive methods to identify job opportunities is by _____.
   a) networking with family and friends
   b) posting a "Seeking Employment" ad at the grocery store
   c) trying to call Human Resource offices directly
   d) checking the Help Wanted section of the newspaper daily

3. A common barrier to effective problem solving includes _____.
   a) overwork
   b) fear of change
   c) inadequate supervision
   d) procrastination

4. After putting a solution to a problem into effect, it is important to _____.
   a) stop considering other solutions
   b) insist it become a company procedure
   c) monitor the results
   d) develop a business plan for it

5. Depending on the type of project and region of work, one of the most expensive components of a project is often _____.
   a) equipment rental
   b) power tools
   c) hand tools
   d) labor

6. Positive or negative interactions affect _____.
   a) managerial skills
   b) tool use
   c) relationships
   d) work schedules

7. A person who works without constant supervision is showing _____.
   a) initiative
   b) fortitude
   c) respect
   d) self-presentation

8. The process of solving disagreements between co-workers is called _____.
   a) tactfulness
   b) conflict resolution
   c) relationship crafting
   d) addressing conflict
9. Constructive criticism should not be given unless ______.
   a) someone asks your opinion
   b) the supervisor tells you to do so
   c) you feel it is your business
   d) you can also be complimentary

10. A broad term identifying negative social behavior that can be based on race, age, disabilities, sex, religion, cultural issues, health, or language barriers is ______.
    a) absenteeism
    b) racism
    c) cyberbullying
    d) harassment

11. Zero tolerance refers to an employer's policy regarding ______.
    a) being sick
    b) training
    c) alcohol and drug abuse
    d) overtime

12. Barbiturates typically cause a person to ______.
    a) hallucinate
    b) accelerate their reaction times
    c) slow their reaction times
    d) be deprived of oxygen

13. When everyone in a group is focused on the final objective, it is called ______.
    a) being goal-oriented
    b) being team players
    c) taking initiative
    d) being leaders

14. To progress steadily through your career, you will need to develop and learn how to use ______.
    a) leadership skills
    b) classroom skills
    c) studying skills
    d) diversity skills

15. The three categories of leadership are hands-off, democratic, and ______.
    a) automatic
    b) liberal
    c) autocratic
    d) conservative