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QUESTION 1

Which are the two most important qualities required for effective leadership? (Choose two)

- A. the ability to encourage accountability and ownership.
- B. the avoidance of arguments within the group.
- C. the demonstration of and support for fairness.
- D. the ability to exert absolute authority at all times.

Correct Answer: AC

QUESTION 2

Which are two characteristics of active listeners? (Choose two)

- A. They demonstrate sympathy.
- B. They avoid using verbal attends.
- C. They use the customer's name.
- D. They listen for, and recognise, emotion words.

Correct Answer: CD

QUESTION 3

As a senior analyst, you have been asked to hold a series of meetings to discuss new initiatives for the help desk. Which two skills/techniques should you use to ensure a satisfactory outcome to this task? (Choose two)

- A. Effective highlighting of individual shortcomings.
- B. Effective demands for respect for your expertise.
- C. Effective meeting management.
- D. Effective discouragement of humour.
- E. Effective facilitation.

Correct Answer: CE

QUESTION 4

Which three are examples of common network components? (Choose 3)



- A. Hubs.
- B. Domain Name Servers.
- C. Token Ring.
- D. Routers.

Correct Answer: ABD

QUESTION 5

What is the best definition of a mission statement? (Choose 1)

- A. It is a description of the Service Desks /Help Desks marketing and sales strategies.
- B. It is a description of the Service Desks /Help Desks means of producing revenue.
- C. It is a description of the Service Desks /Help Desks purpose and reason for existence.
- D. It is a description of the Service Desks /Help Desks past financial performance.

Correct Answer: C

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