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QUESTION 1

Skill at sensing other people's emotions, understanding their perspective and taking an active interest in their concerns is called:

- A. Empathy
- B. Condolences
- C. Approval
- D. Promptness

Correct Answer: A

QUESTION 2

The process of identifying best practices and comparing them to one's own organization is called:

- A. Exhaustive comparison
- B. Benchmarking
- C. Program Evaluation
- D. Timeliness

Correct Answer: B

QUESTION 3

Management thinks in terms of risk (implicitly and explicitly), and management rarely thinks in terms of control.

- A. True
- B. False

Correct Answer: A

QUESTION 4

The documented or tangible control tools used by an organization such as policies and procedures are known as:

- A. Informal controls
- B. Formal controls



C. Procedural controls

D. Organizational controls

Correct Answer: B

QUESTION 5

Severity of consequences is often dependent on the operation of internal controls.

A. True

B. False

Correct Answer: A

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