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PRACTICE QUESTIONS

Critical Career Skills

CCS—PROFESSIONAL— COMMUNICATION— CRITICAL—CAREER—S

CCS Professional Communication (Critical Career Skills)

EDITION

Demo

QUESTIONS

9

FORMAT

Limited Edition PDF

Before you begin

What this is

9 practice questions for Critical Career Skills **CCS-PROFESSIONAL-COMMUNICATION-CRITICAL-CAREER-S**, each with its answer key and an explanation. Answer a question before you read its key — the explanation is worth more once you have committed.

If something looks wrong

Send us three things and we will check it:

- the exam code, **CCS-PROFESSIONAL-COMMUNICATION-CRITICAL-CAREER-S**
- the question number
- the email address on your order

Write to **support@mometrix.net**. We reply within one business day.

QUESTION 1

SINGLE CHOICE

During a project status meeting, a team member says, "I feel the deadline isn't realistic given our current workload." Which active listening response best acknowledges the speaker's concern before seeking clarification?

- ☐ A "Let's table this and revisit it after the meeting so we can keep moving."
- ☐ B "You're overreacting; we've handled heavier workloads before."
- ☒ C "It sounds like the workload and timeline feel misaligned for you. Can you tell me more about what's making the deadline feel unrealistic?"
- ☐ D "We can discuss deadlines later. For now, let's focus on the tasks you have completed."

ANSWER C

WHY Option C reflects the content ("workload and timeline feel misaligned") and the feeling ("feel unrealistic") before asking an open-ended clarifying question. This is the textbook active listening pattern: acknowledge, then probe. Options A and D dismiss or redirect the concern. Option B is judgmental and shuts down dialogue rather than listening.

QUESTION 2

SINGLE CHOICE

A junior colleague sends you a long email requesting budget approval but buries the actual ask in the fourth paragraph. Which revision best applies the BLUF (Bottom Line Up Front) principle?

- ☒ **A** Reorder the email so the decision needed, the amount, and the deadline appear in the first paragraph, with supporting detail afterwards.
- ☐ **B** Keep the original paragraph order but add a polite opening line, such as "I hope you're well," before the background context.
- ☐ **C** Move the supporting detail to an attached PDF and leave only a sentence in the body asking the recipient to open the attachment.
- ☐ **D** Shorten each paragraph to a single sentence but preserve the original sequence of background, analysis, and request.

ANSWER A

WHY BLUF requires the conclusion or decision needed to be stated at the top so the reader can act without parsing background details first. Option A explicitly places the ask, amount, and deadline up front and moves supporting detail below — that is the BLUF structure. Option B only adds pleasantries. Option C hides information in an attachment. Option D preserves the inverted structure that BLUF is meant to fix.

QUESTION 3

SINGLE CHOICE

A manager assumes a remote employee is "not engaged" because their camera is off during video calls. Which barrier to communication is the manager primarily demonstrating?

- ☐ A Physical noise in the transmission channel
- ☐ B Semantic noise caused by unclear terminology
- ☒ C An assumption-based filter derived from prior expectations
- ☐ D Channel overload from too many simultaneous messages

ANSWER C

WHY The manager is interpreting behavior (camera off) through a personal assumption (engagement must be visible) rather than observed evidence. This is an assumption- or expectation-based filter, a recognized attitudinal barrier in professional communication models. Physical noise is external interference, semantic noise is word/meaning confusion, and channel overload relates to message volume — none fits this scenario.

QUESTION 4

SINGLE CHOICE

You are presenting a 20-minute briefing to executive stakeholders. Approximately how much of your total preparation time should be devoted to rehearsing the delivery, according to widely accepted presentation-planning guidance?

- ☐ A About 10% — rehearsal matters less than content quality.
- ☐ B About 25% — focus more on research and slide design.
- ☒ C About 50% — equal weight to research and rehearsal.
- ☐ D About 80% — rehearsal and refinement should dominate preparation.

ANSWER C

WHY Common presentation-planning frameworks (such as the 50/50 model referenced in professional communication training) suggest roughly half of preparation time is spent on content development and research, and the other half on rehearsing, refining, and polishing delivery. Option A undervalues rehearsal. Option B is the inverse of accepted guidance. Option D overstates rehearsal at the expense of substance, which risks shallow content.

QUESTION 5

SINGLE CHOICE

You must inform a long-standing client that a deliverable they expected tomorrow will be delayed by one week due to an unforeseen issue. Which opening best balances professionalism, ownership, and a constructive tone?

- ☐ A "Unfortunately, there is nothing we can do about the delay, so please adjust your schedule accordingly."
- ☐ B "We've run into a roadblock and need you to manage around it on your end."
- ☒ C "Thank you for your patience. I want to let you know that the deliverable originally due tomorrow will arrive on [new date]. Here is what happened and how we are addressing it."
- ☐ D "This is a quick heads-up that things are taking a bit longer than planned — fingers crossed it'll work out soon!"

ANSWER C

WHY Option C acknowledges the client, takes ownership, states the new timeline, and previews an explanation and remediation — the standard structure for a professional delay notice. Option A is dismissive and shifts responsibility. Option B blames the client. Option D is too informal for a client-facing communication about a missed deadline.

QUESTION 6

SINGLE CHOICE

Which behavior most clearly demonstrates reflective listening during a one-on-one conversation with a direct report?

- ☐ A Asking closed yes/no questions to confirm each point they raise.
- ☒ B Repeating or paraphrasing their statement back in your own words to confirm understanding.
- ☐ C Immediately offering a solution before they finish explaining.
- ☐ D Taking detailed written notes verbatim throughout the conversation.

ANSWER B

WHY Reflective listening is specifically defined as restating or paraphrasing the speaker's message to verify interpretation without judgment. Option A is a clarification tactic, not reflection. Option C interrupts and shifts to problem-solving. Option D captures words but does not confirm meaning, so it does not demonstrate reflection.

QUESTION 7

SINGLE CHOICE

When delivering constructive feedback, which sequence aligns with the situation–behavior–impact (SBI) model?

- ☐ A Impact, behavior, situation.
- ☒ B Situation, behavior, impact.
- ☐ C Behavior, situation, impact — in that order every time.
- ☐ D Situation, impact, behavior, followed by recommendations only if asked.

ANSWER B

WHY The SBI model prescribes stating the Situation (when/where), then the Behavior (what was observed), then the Impact (effect on you, the team, or outcomes). Option B follows this order exactly. Options A and D reorder the components, which weakens the model by separating observation from its context. Option C separates behavior from situation, which can make feedback sound like a personal criticism.

QUESTION 8

SINGLE CHOICE

You need to share a detailed 12-page technical specification with a distributed engineering team for asynchronous review, with decisions required by Friday. Which channel choice is most appropriate?

- ☐ **A** An instant messaging chat with the document pasted in pieces.
- ☐ **B** A synchronous all-hands video call with no follow-up artifact.
- ☒ **C** A shared document workspace with a tracked document, an annotated comment thread, and a calendar reminder for the Friday decision deadline.
- ☐ **D** A voice-mail summary with the document left on the team lead's desk.

ANSWER C

WHY Detailed, asynchronous, decision-bound technical content is best supported by a shared, persistent document with commenting features and a clear deadline — exactly what Option C provides. Option A fragments content and is hard to search. Option B removes the artifact, so participants in other time zones lose access. Option D is one-directional and unreachable for a distributed team.

QUESTION 9

MULTIPLE CHOICE

Which of the following are recognized best practices for writing professional business emails? (Choose two.)

- ☒ **A** Use a specific, action-oriented subject line that reflects the email's purpose.
- ☒ **B** Place the primary request or decision needed in the first paragraph for the reader's convenience.
- ☐ **C** Combine multiple unrelated topics into one email to reduce inbox volume.
- ☐ **D** Use all caps for emphasis on key words because this is universally supported across email clients.

ANSWER A - B

WHY Options A and B are core email best practices: a specific subject line aids triage, and front-loading the request supports the BLUF / inverted-pyramid writing style used in professional communication. Option C is discouraged — bundling unrelated topics hurts search and clarity. Option D is not universally supported and is generally considered unprofessional; modern accessibility guidance discourages all-caps for emphasis.