## Knowledge Questionnaire

1. Libraries are the most used and well-known resource centres. Name 4 sources of reference you will find in a library. (4)

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1. Explain what is meant by an encyclopaedia. (1)

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1. Explain what a bibliography is. (1)

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1. Explain the difference between skimming and scanning. (2)

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1. Give two examples of technical language that is used at your workplace. Also explain the meaning of the words. (4)

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1. Name two ways of sorting and categorising information. (2)

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1. What is the purpose of a report? (1)

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1. Name 5 responsibilities of team members. (5)

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1. Name three basic ways of coming to a decision during a meeting or discussion. (3)

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1. Name the basic approaches to managing conflict. (5)

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1. Name the 3 possible outcomes to conflict. (3)

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1. Name 4 common consequences of unresolved conflicts. (4)

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1. Name the steps in the negotiation process. (5)

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**TOTAL: 40**