

Assessment

Coping with Workplace Grief

Revised Edition

The objectives of this book are to help the user:

- Identify sources of change in the workplace that may trigger feelings of loss or grief
- Discover the impact of threatened or lost workplace attachments
- Understand various reactions to workplace change caused by reorganization, downsizing, trauma, death, illness, impairment, and other actions outside their control
- Learn how unacknowledged reactions to loss and grief can affect productivity
- Acquire techniques for supporting people in grief, including recognizing when someone needs professional counseling
- Recognize when they are experiencing reactions to change and explore techniques for dealing with their own sense of loss or grief



Assessment Questions for *Coping with Workplace Grief, Revised Edition*

Select the best response.

1. Even employees who are not directly involved in events leading to changes and loss in an organization may:
 - A. Require understanding and support from their managers
 - B. Have continuing stress
 - C. Have grief reactions
 - D. All of the above
 - E. None of the above
2. An employee who is about to be uprooted from a familiar workplace setting and given a new job and title may reconcile the changes intellectually:
 - A. By tying up loose ends
 - B. By looking at the new beginnings as a professional challenge
 - C. But still retain negative feelings about the change
 - D. A and B
 - E. All of the above
3. Grief reactions do not go away; they go underground and decrease morale and productivity
 - A. True
 - B. False
4. Tears, anger, and worry are sounds of:
 - A. Grief
 - B. Healing
 - C. Both of the above

5. Everyone grieves differently, and the timetable for mourning varies from person to person.
 - A. True
 - B. False

6. A grieving, traumatized person needs to be heard—really heard. To be an active listener you should:
 - A. Avoid giving advice or trying to cut off grief
 - B. Ask questions that begin with “Why”
 - C. Keep your attention focused on what the other person is saying
 - D. A and C
 - E. B and C

7. The permission to express the pain and other feelings of grief is critical and makes it possible for the employee to:
 - A. Heal and return to more productive levels of work performance
 - B. Let go of how things used to be
 - C. Both of the above

8. Which of the following tasks will help employees complete the grieving process?
 - A. Accepting the reality of the change-loss
 - B. Making the needed changes for a new work situation
 - C. Developing a new group identity and making new bonds
 - D. Addressing the pain and other feelings of grief
 - E. A and D
 - F. All of the above

9. Those who survive job layoffs often have a harder time adjusting than those who are let go.
 - A. True
 - B. False

10. Which of the following early childhood messages influence how we express feelings in later life:
- A. Don't raise your voice
 - B. Don't be a baby, there's nothing to be afraid of
 - C. Cry baby
 - D. B and C
 - E. All of the above
11. The way we make and break bonds in the early part of our lives has little to do with how we will deal with connecting and letting go later in life.
- A. True
 - B. False
12. In general you can be best equipped to help employees through workplace change-loss grief if you:
- A. Accept their feeling without judgment
 - B. Are prepared for the grieving person's anger
 - C. Ignore your own upset feelings
 - D. A and B
 - E. All of the above
13. It is okay to grieve when you have experienced a loss. How much and how long is influenced by:
- A. The nature of the current loss
 - B. The support you receive during the grieving process
 - C. Your personality and your loss history
 - D. A and B
 - E. All of the above
14. When supporting grieving employees, be alert to behavioral signs of trouble such as:
- A. Absenteeism
 - B. Workaholism
 - C. Many physical complaints
 - D. A and C
 - E. All of the above

15. Seemingly nonstop workplace change can lead employees to feel:
- A. Fear
 - B. Guilt
 - C. Shame
 - D. All of the above
16. Many people are uncomfortable addressing their grief reactions. Storing away this unfinished business takes it toll on a person physically and emotionally in:
- A. Lost energy
 - B. Overreactions
 - C. Chronic stress
 - D. None of the above
 - E. All of the above
17. Changing the subject or inventing distractions is a productive way of dealing with the grieving-healing process.
- A. True
 - B. False
18. Which of the following conditions leads to feelings of grief?
- A. The threat of a loss
 - B. The loss of something
 - C. Something a person never had and never will have
 - D. A and B
 - E. All of the above
19. Storing away, rather than addressing, grief can have an intensely negative effect on how we perceive new losses.
- A. True
 - B. False
20. Common shortcomings in dealing with people in grief are:
- A. Doing too little—glossing over what has happened
 - B. Doing too much, such as offering inappropriate “comfort” and advice
 - C. Neither of the above
 - D. Both of the above

21. Using words such as “upset,” “angry” or “hurt” will let the grieving person know that you recognize how she feels.
- A. True
 - B. False
22. During a planned change the grief response will be less intense if:
- A. More information is given during the change
 - B. Less information is given during the change
23. Successful change management requires that employees fully address the loss of what was before they can completely adopt and experience the merits of what will be.
- A. True
 - B. False
24. No matter what the nature and number of the deaths, an organization must:
- A. Grant appropriate time off for mourning the death of colleagues
 - B. Provide rituals of acknowledgment
 - C. Have a plan to deal with employees’ needs
 - D. A and C
 - E. All of the above
25. To successfully adjust and become productive in the new work world employees must go through a period of:
- A. Grieving
 - B. Establishing new meanings and creating new attachments
 - C. None of the above
 - D. All of the above

Answer Key for *Coping with Workplace Grief, Revised Edition*

Recommended response (Corresponding workbook page)

1. D(17)	6. D (72)	11. B (21)	16. E (58)	21. A (74)
2. E (41)	7. C (36)	12. D (76)	17. B (66)	22. A (31)
3. A (17)	8. F (64)	13. E (29)	18. E (23)	23. A (67)
4. C (66)	9. A (5)	14. E (77)	19. A (57)	24. E (12)
5. A (86)	10. E (55)	15. D (45)	20. D (79)	25. D (59)