

Assessment

Excellence in Supervision *First Edition*

The objectives of this book are:

- To describe the new roles and responsibilities that accompany a promotion to supervisor
- To explain the principles and processes of performance management
- To provide guidelines for communicating effectively with employees, peers, and managers
- To explore how effective coaching skills can lead to increased employee satisfaction and productivity
- To provide supervisors with strategies for dealing with organizational change

■ CRISP_{series}

Disclaimer: This assessment was written to test the reader on the content of the book. The publisher and author shall have neither liability nor responsibility to any person with respect to any loss or damage caused or alleged to be caused directly or indirectly by the assessment contained herein.

Assessment Questions for Excellence in Supervision, First Edition

Select the best response.

1. Supervisors should mainly concern themselves with production issues, not “people issues.”
 - A. True
 - B. False

2. When conducting team meetings, you should:
 - A. Not prepare a formal agenda; leave it open so that employees are empowered to bring up their own topics
 - B. Start and end on time
 - C. Take notes or ask someone else to
 - D. A and B
 - E. B and C

3. During change, employees are likely to increase productivity.
 - A. True
 - B. False

4. Strategies for improving employee motivation include:
 - A. Asking for input and listening to the employee’s ideas
 - B. Checking in with the person every day
 - C. Giving regular praise
 - D. All of the above
 - E. A and C

5. About 80% of performance issues relate to unclear expectations, goals, and roles.
 - A. True
 - B. False

6. When seeking group consensus, you should:
 - A. Brainstorm
 - B. Ask questions
 - C. Make a mandate if a resolution is not reached within 15 minutes of discussion
 - D. A and B
 - E. A and C

7. Formal coaching sessions usually take just a few minutes per day.
 - A. True
 - B. False

8. In goal-setting, “SMART” stands for:
 - A. Specific, Meaningful, Articulate, Required, Testable
 - B. Specific, Manageable And Reliable, Timely
 - C. Specific, Measurable, Attainable, Relevant, Time-bound
 - D. Specific, Mandatory, Achievable, Regulated, Total

9. Supervisors have the biggest influence on employee performance.
 - A. True
 - B. False

10. When implementing change, you should:
 - A. Listen to and acknowledge people’s feelings and concerns
 - B. Brainstorm and focus on the “possibilities” of change
 - C. Communicate specifics early and follow up with more information regularly
 - D. All of the above

11. A supervisor who is too busy for employees is too busy to be a supervisor.
 - A. True
 - B. False

12. Meeting one-on-one with employees on a regular basis helps to:
- A. Improve communication
 - B. Demonstrate respect and concern
 - C. Enhance performance and productivity
 - D. Build rapport and trust
 - E. All of the above
13. The second basic phase of on-the-job training is:
- A. Present
 - B. Perform
 - C. Evaluate
 - D. Practice
14. As a supervisor, you are perfectly justified to ask your employees to work longer days while cutting back on your own hours.
- A. True
 - B. False
15. Rather than praising someone's excellent work as soon as it occurs, it's a better idea to save your comments about an employee's performance until the annual performance review.
- A. True
 - B. False
16. One of your first steps as a supervisor should be to obtain a copy of your job description.
- A. True
 - B. False
17. Recommended tips for effectively communicating with your manager include:
- A. Being proactive rather than reactive
 - B. Clarifying priorities; focusing on what's most important
 - C. Not bothering your manager with problems you are having
 - D. All of the above
 - E. A and B

18. If an employee is highly motivated, but does not have the required skills, you should try the Relationship Approach to correct the problem.
- A. True
 - B. False
19. Supervisors that learn to delegate effectively will accomplish better and faster results.
- A. True
 - B. False
20. When counseling an employee about poor performance, you should:
- A. Start by clearly identifying the problem
 - B. Do not let the employee offer suggestions or explanations. Keep control of the meeting at all times.
 - C. Put an improvement plan in writing
 - D. All of the above
 - E. A and C
21. The best supervisors:
- A. Spend a majority of their time on technical or administrative matters
 - B. Listen effectively
 - C. Establish clear expectations
 - D. A and B
 - E. B and C
22. The top motivator for employees is money.
- A. True
 - B. False
23. Forces that are driving change in today's workplace include:
- A. Emergence of the Information Age
 - B. Greater competition
 - C. Increasing customer demands
 - D. All of the above
 - E. A and C

24. When brainstorming, it is most efficient to edit or veto employee ideas before recording them.

- A. True
- B. False

25. Once you create a plan, you should not revise it.

- A. True
- B. False

**Answer Key for
Excellence in Supervision, First Edition**

Recommended response (Corresponding workbook page)

- | | | | | |
|-----------|------------|------------|------------|-------------|
| 1. B (12) | 6. D (89) | 11. A (47) | 16. A (15) | 21. E (65) |
| 2. E (53) | 7. B (72) | 12. E (48) | 17. E (57) | 22. B (36) |
| 3. B (85) | 8. C (23) | 13. D (37) | 18. B (35) | 23. D (63) |
| 4. D (35) | 9. A (12) | 14. B (66) | 19. A (49) | 24. B (90) |
| 5. A (10) | 10. D (87) | 15. B (27) | 20. E (30) | 25. B (103) |