



Assessment

Team Building

Fourth Edition

The objectives of this book are:

- To spell out the differences between a group and a team
- To present tips for becoming an effective team leader
- To explore behavior styles and the strengths each style brings to the team
- To demonstrate ways to promote open communication and team involvement
- To explain the importance of helping team members to achieve and grow in their jobs

Assessment Questions for *Team Building, Fourth Edition*

Select the best response.

1. If you are a highly skilled team leader, it does not matter who is on your team.
 - A. True
 - B. False

2. Team leaders are pivotal people who must respond to questions and provide answers in many directions to and from peers, superiors, and team members.
 - A. True
 - B. False

3. Coaching employees to perform to the best of their abilities means managers should:
 - A. Offer reassurance and empathy
 - B. Not permit mistakes
 - C. Delegate responsibilities
 - D. A and C
 - E. B and C

4. Which of the following is characteristic of a team?
 - A. Members feel a sense of ownership for their jobs
 - B. Individuals work independently
 - C. Expressions of disagreement are considered divisive or non-supportive
 - D. Suggestions are not encouraged
 - E. Conformity in decision making is most important

5. When selecting team members, it is wise to tap into as many viewpoints as possible by bringing together people with varied backgrounds and experiences.
 - A. True
 - B. False

6. Effective planning is important because:
 - A. Teams need to know why they exist
 - B. As a leader, you are expected to know what direction the team is to take
 - C. Team members will become frustrated if they are unsure of what it is they are supposed to accomplish
 - D. All of the above
 - E. None of the above
7. Which of the following does not describe an effective team planner?
 - A. Articulates organizational needs into team goals
 - B. Identifies and secures necessary resources
 - C. Formulates implementation plans
 - D. Establishes time lines and completion target dates
 - E. None of the above
8. In team building, it is important to understand team members strengths and avoid delegating or assigning tasks that would not be a good fit for them.
 - A. True
 - B. False
9. Successful team leaders are those who:
 - A. Use praise only to get something they want
 - B. Pay attention to their own needs above others
 - C. Praise teamwork but also recognize individual contributions to the final results
 - D. Consistently look for what is being done wrong in order to improve employee performance
 - E. Feel that praise is appropriate only for those who exceed, not just meet, job requirements
10. To build a well-rounded team, it is important to provide training of various types to accommodate different individuals and needs.
 - A. True
 - B. False

11. Which of the following is a characteristic of a team-centered leader?
- A. Reactive to upper management
 - B. Controls information and communicates only what group members need to know
 - C. Feels that meeting goals is more important than member contributions
 - D. Ignores conflict between staff members
 - E. Recognizes individual and team accomplishments in a timely and appropriate manner
12. When team members are involved in goal setting and problem solving, they develop a sense of ownership.
- A. True
 - B. False
13. A person who is nonconfrontational and ignores or passes over issues is displaying which type of conflict resolution style?
- A. Accommodating
 - B. Avoidance
 - C. Win/Lose
 - D. Compromising
14. Goals:
- A. Are statements of results to be achieved
 - B. Refer to ongoing performance standards
 - C. Are usually expressed quantitatively
 - D. All of the above
 - E. None of the above
15. One of the key roles of a supervisor is to solve the team's problems.
- A. True
 - B. False

16. In coaching situations, for feedback to be effective:
- A. Focus on behavior the receiver can do something about
 - B. Avoid labels and judgments
 - C. Give the feedback in calm, unemotional words, tone, and body language
 - D. All of the above
 - E. A and B
17. A person who has a promoting behavior style is:
- A. An unemotional, take-charge kind of person
 - B. Positive, outgoing, and energetic
 - C. Logical, organized, and precise
 - D. Friendly, helpful, and easygoing
18. Positive discipline is implemented by:
- A. Teaching team members how to fulfill expectations
 - B. Complimenting team members when standards are achieved
 - C. Postponing corrective action until something serious goes wrong
 - D. A and B
 - E. B and C
19. Team leaders must accept that any time two or more people are brought together, the stage is set for potential conflict.
- A. True
 - B. False
20. A good way to build a climate for motivation is to:
- A. Tell employees that they are paid to work
 - B. Emphasize team goals over individual needs
 - C. Recognize employees for their contributions
 - D. Use a single proven motivational technique for all employees
21. Team leaders should try to eliminate competition altogether among team members.
- A. True
 - B. False

22. A team leader's role in the goal-setting process is to:
- A. Establish performance goals and standards
 - B. Develop methods to measure results
 - C. Outline the action required
 - D. Specify other colleagues' participation
 - E. Ensure team goals are achievable but challenging
23. Teamwork is just as important among top executives as it is for middle managers, first-line supervisors, or front-line employees.
- A. True
 - B. False
24. An accountability system:
- A. Should not be adjusted
 - B. Is necessary to make sure a project is progressing according to plan
 - C. Should be established during the planning process and be as simple as possible
 - D. All of the above
 - E. B and C
25. An example of good team problem solving is when:
- A. Team members challenge suggestions that they believe are unsupported by facts or logic
 - B. Everyone supports a poor solution for the sake of harmony or agreement
 - C. The team leader overrules a decision if he doesn't agree with it
 - D. Discussions continue if a decision hasn't been reached, even if the same ground is covered
 - E. Conflict is avoided at all costs

Answer Key for *Team Building, Fourth Edition*

Recommended response (Corresponding workbook page)

1. B (27)	6. D (18)	11. E (7-8)	16. D (74)	21. B (81)
2. A (44)	7. E (18)	12. A (47)	17. B (29)	22. E (50)
3. D (68)	8. A (33)	13. B (56)	18. D (67)	23. A (10)
4. A (5-6)	9. C (66)	14. A (49)	19. A (55)	24. E (23)
5. A (28)	10. A (34)	15. B (51)	20. C (20)	25. A (54)