
Assessment

Goals and Goal Setting

Fourth Edition

Complete this book, and you'll know how to:

- 1) Define the terms *mission*, *goal*, and *objective*, and identify the elements of a well-written goal.
- 2) Discuss the roles of leaders and individuals in the goal-setting process and identify the benefits and drawbacks of top-down and bottom-up goal setting.
- 3) Identify opportunities for finding goals and document goals by using the S.M.A.R.T. method.
- 4) Develop a goal, create an actions plan to achieve it, and overcome common obstacles along the way.
- 5) Implement, monitor, and revise a goal action plan to achieve a goal.



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Assessment Questions for Goals and Goal Setting, Fourth Edition

Select the best response.

1. Which of the following isn't a required element of a goal?
 - A. Measurable outcome
 - B. Specific date and time to accomplish the goal
 - C. Motivational reminder
 - D. Cost (money, time, resources)

2. True or false: Essential goals might be done; problem-solving goals will have to be done; innovative goals won't be done.
 - A. True
 - B. False

3. Which of the following is a way to avoid procrastination?
 - A. Do anything, even if it isn't bringing you closer to the goal.
 - B. Break tasks into smaller components.
 - C. Set interim deadlines for each task.
 - D. A and B
 - E. B and C

4. True or false: A mission statement specifies the overall strategy or intent that governs the goals and objectives.
 - A. True
 - B. False

5. Select the measurable outcome from the following:
 - A. Hire only good team players.
 - B. Improve the appearance of the reception room.
 - C. Sort and deliver mail by noon each day.
 - D. Provide more informative customer service.
 - E. Listen to complaints with patience.

6. If your mission is to achieve excellence in sales, and your goal is to be the top salesperson for the month of May, then you might set which of the following objectives?
 - A. Approach ten new possible customers.
 - B. Sign six new sales agreements.
 - C. Use two of the tips recommended in a book about effective selling techniques.
 - D. All of the above.
 - E. None of the above.
7. True or false: Teamwork can be endangered by the competitive nature of goals.
 - A. True
 - B. False
8. In business, which of the following are advantages of bottom-up goal setting over top-down goal setting?
 - A. It is less time consuming.
 - B. It usually gets better results.
 - C. It produces personal motivation and ownership.
 - D. A and B
 - E. B and C
9. True or false: When setting business goals, you should ignore any personal benefits to you inherent in the goals.
 - A. True
 - B. False
10. Which of the following are necessary actions in the process of achieving your goals?
 - A. Implementing the plan
 - B. Monitoring progress
 - C. Revising objectives
 - D. All of the above
 - E. None of the above
11. True or false: Including precise time constraints in a goal statement helps to encourage activity and a sense of urgency.
 - A. True
 - B. False

12. Which of the following could be a mission statement?
 - A. Lead the team in the number of home runs.
 - B. To be a model of good sportsmanship.
 - C. Neither of the above
 - D. A and B
13. True or false: To build motivation and encourage productivity, goals should be nearly impossible to achieve.
 - A. True
 - B. False
14. Which of the following are important to the process of goal development?
 - A. Prioritizing goals
 - B. Establishing standards for performance
 - C. Identifying obstacles to goal achievement
 - D. All of the above
 - E. B and C
15. True or false: The responsibilities associated with a person's role (for example, mother or supervisor) aren't a good source of potential goals.
 - A. True
 - B. False
16. "Complete basement remodel by October 1 to provide extra bedroom for exchange student." What type of goal is this?
 - A. An essential goal
 - B. A problem-solving goal
 - C. An innovative goal
17. True or false: You should establish minimal, acceptable, and outstanding standards of performance for each goal.
 - A. True
 - B. False
18. In the goal-setting process, management is responsible for which of the following?
 - A. Ensuring that each goal complements the company's mission.
 - B. Ensuring that all parties responsible for meeting a goal agree.
 - C. Setting goals for all employees and departments.
 - D. All of the above
 - E. A and B

19. True or false: People work hardest toward goals that satisfy their unfulfilled needs.
 - A. True
 - B. False
20. True or false: While developing goals, you should ignore potential obstacles.
 - A. True
 - B. False
21. Which of the following is a good example of a complete goal statement?
 - A. Increase sales by 20% using an advertising budget of \$5,000.
 - B. Earn \$2M in gross sales during the first quarter of this year without increasing the expense budget.
 - C. Take some correspondence courses.
 - D. Build my client base throughout the entire year using an expense budget of \$2,000.
22. True or false: As circumstances change, you might need to change your tactics for achieving a goal.
 - A. True
 - B. False
23. Which of the following is a benefit of writing an action plan?
 - A. You'll achieve your goal more quickly.
 - B. It will help you to secure funding for your project.
 - C. It will help organize your thoughts into clear objectives.
24. True or false: It doesn't matter whether you actually write down a goal.
 - A. True
 - B. False
25. Which of the following are criteria to use in prioritizing goals?
 - A. Importance
 - B. Time sequence
 - C. Cost-benefit relationship
 - D. All of the above
26. Each mission may be related to ONLY ONE goal.
 - A. True
 - B. False

27. The goal-setting communication process involves which of the following?
- A. Agreement
 - B. Discussion
 - C. Compromise
 - D. None of the above
 - E. All of the above
28. What does it mean to adapt and adopt a goal?
- A. Take over someone else's goal.
 - B. Continuously rewrite the goal statement.
 - C. Get others to support your goal.
 - D. Find a goal element that affects you personally.
 - E. Ignore the parts of the goal you don't agree with.
29. In Maslow's Hierarchy of Needs, which of the following represents the highest level of need?
- A. Fame
 - B. Having a lot of money
 - C. Self Actualization
 - D. Power to boss others around
 - E. A government job
30. True or false: If you don't have a job and, therefore, have no work responsibilities, it's difficult for you to find sources for setting goals
- A. True
 - B. False
31. Which of the following types of actions are unproductive to the achievement of goals?
- A. Those you complete over a weekend
 - B. Those that don't move you closer to goal achievement
 - C. Those that make work for someone else
 - D. Those that don't take as long to complete as expected
 - E. Those that take longer to complete than expected
32. True or false: While many people can help achieve a specific goal, there should always be *one* individual who is held accountable for the goal
- A. True
 - B. False

33. True or false: Objectives should *never* be revised more than once.
- A. True
 - B. False
34. Stated deadlines are an example of which of the following?
- A. Action-oriented goal statements
 - B. Newspaper publication goals
 - C. Realistic statements
 - D. Time constraints
 - E. None of the above
35. Which of the following is a reason why action verbs are an important part of written goal statements?
- A. They make sentences complete.
 - B. They tell what actions need to be performed.
 - C. They're usually more specific than other verbs.
 - D. They provide clarity.
 - E. They define who's responsible for goal achievement.

Assessment Answer Key for Goals and Goal Setting, Fourth Edition

Recommended response (Corresponding workbook page)

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|-----------|------------|------------|------------|
| 1. C (11) | 10. D (79) | 19. A (40) | 28. D (34) |
| 2. B (44) | 11. A (53) | 20. F (72) | 29. C (41) |
| 3. E (73) | 12. D (16) | 21. B (47) | 30. B (40) |
| 4. A (16) | 13. B (51) | 22. A (79) | 31. B (73) |
| 5. C (50) | 14. D (60) | 23. C (67) | 32. A (71) |
| 6. D (59) | 15. B (26) | 24. B (12) | 33. B (82) |
| 7. B (25) | 16. B (44) | 25. D (52) | 34. D (53) |
| 8. E (31) | 17. A (63) | 26. B (20) | 35. B (51) |
| 9. B (64) | 18. E (31) | 27. E (29) | |