
Assessment

Attitude

Fifth Edition

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

- 1) Define attitude, to show its importance and effect on personality and work performance, and to explain how to keep it positive
- 2) Present specific techniques for retaining and recapturing a positive attitude
- 3) Show the effect of a positive attitude on the work environment, especially its effect on workforce diversity, career success, and teamwork
- 4) Explain how to protect a positive attitude
- 5) Prompt yourself to prepare an Action Plan that incorporates the ideas, concepts, and techniques presented in this book into your daily life



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Assessment Questions for *Attitude, Fifth Edition*

Select the best response.

1. A positive attitude can enhance others' perception of your physical and mental traits.
A. True
B. False
2. Lack of energy can be caused by a negative attitude as well as by illness, poor diet, or hereditary factors.
A. True
B. False
3. A serendipitous attitude can cause something good and unexpected to happen.
A. True
B. False
4. A supervisor's attitude often sets the pace and tone for the entire group.
A. True
B. False
5. If your job pushes you into a rut, it is likely you will extend it to your home life.
A. True
B. False
6. A negative attitude suppresses creativity.
A. True
B. False
7. When you sense a personal conflict begin to affect your attitude, you must:
A. Wait patiently at first to see what else happens.
B. Begin immediately to protect your positive perspective.
8. You cannot control the impact a particular situation will have on your attitude.
A. True
B. False
9. Individuals can be completely unaware that they are in a negative attitudinal rut.
A. True
B. False

10. A positive attitude is something you're born with—you either have it or you don't.
 - A. True
 - B. False
11. Being overly generous with your time and talents:
 - A. Is always good for your attitude
 - B. Will help you balance your career
 - C. Can be counter-productive
 - D. None of the above
12. Sharing a positive attitude when you don't really feel like it:
 - A. Will seem insincere
 - B. Can help get you out of a rut
 - C. Will make you more negative
13. Which of the following solutions can help protect your positive attitude?
 - A. Making an apology you don't want to make
 - B. "Getting even" with the other person
 - C. Focusing on turning out first-rate work
 - D. All of the above
 - E. A and C
14. Using the "flipside" technique (turning negative thoughts into positive ones) is hard for most people at first.
 - A. True
 - B. False
15. Defining your purpose does which of the following?
 - A. Provides direction
 - B. Dissipates fear
 - C. Destroys uncertainty
 - D. Helps with attitude control
 - E. All of the above
16. One way to better insulate your attitude against negative factors is to:
 - A. Rest more
 - B. Focus on your problems
 - C. Do something for others
17. The overriding reason for a "new image" is:
 - A. To look better to others
 - B. To become superior at work
 - C. To create a positive effect on your attitude

18. Which of the following can be a potential source of negative “clutter”?
 - A. Too many possessions
 - B. Social, business, or community commitments
 - C. A workaholic nature
 - D. A build-up of minor problems
 - E. All of the above
19. Posture is often a direct indicator of attitude.
 - A. True
 - B. False
20. Positive responses such as laughter can improve digestion and circulation.
 - A. True
 - B. False
21. It is appropriate to feel guilt if you terminate a negative relationship.
 - A. True
 - B. False
22. Backing away temporarily from a serious problem may help you to gain a clear focus.
 - A. True
 - B. False
23. Many supervisors rank attitude as one of the top priorities for their workers.
 - A. True
 - B. False
24. When a team member makes a mistake, a good supervisor:
 - A. Lets the person have time alone
 - B. Immediately tries to renew the person’s confidence
 - C. Brings the mistake to the group’s attention immediately
25. When going through a major change, occasional setbacks are signs of:
 - A. Depression
 - B. Poor attitude
 - C. Normality, even for those with a positive attitude
26. Which of the following is not recommended when problem solving?
 - A. Logically think through the problem.
 - B. Revisit the problem over and over in your mind.
 - C. Live with the solution gracefully.
 - D. Slow down and gain a better perspective.

27. Which theory is defined as, “The more you expect out of a new situation, the more you are likely to find?”
- A. High Expectancy Success Theory
 - B. Seize the Opportunity Theory
 - C. Maximize Your Potential Theory
28. Both positive and negative attitudes travel quickly in the workplace.
- A. True
 - B. False
29. Being surrounded by positive attitudes in the workplace can:
- A. Make the work more satisfying and enjoyable
 - B. Foster team spirit
 - C. Balance out difficulties in one’s personal life
 - D. All of the above
30. Diversity in the workforce is only a buzzword and not a lasting condition in companies today.
- A. True
 - B. False
31. Which phrase best describes the Go Back Principle?
- A. “One rotten apple spoils the whole barrel.”
 - B. “No pain, no gain.”
 - C. “The best thing you can do is get back on the horse.”
 - D. “Do you walk the walk?”
32. The attitude that you project when problems or difficulties appear is the attitude that others remember most clearly.
- A. True
 - B. False
33. When it comes to projecting a positive attitude, which of the following should you avoid?
- A. Pay attention to your posture and facial expressions.
 - B. Project a positive attitude even when you don’t feel it.
 - C. Be engaged when interacting with others.
 - D. Recapture a positive attitude that has slipped.

34. Which of the following is referred to as the foundation for personal confidence?
- A. Intelligence
 - B. Personal appearance
 - C. Physical presence
 - D. Positive attitude
35. A positive attitude can trigger enthusiasm, enhance creativity, and help make good things happen.
- A. True
 - B. False
36. Personality is often described as the unique physical and mental traits found in an individual.
- A. True
 - B. False
37. Which technique can renew your attitude?
- A. Take a mini-vacation.
 - B. Attend a yoga class.
 - C. Organize your desktop.
 - D. Listen to music on the way to work.
 - E. All of the above.
38. Which techniques help you simplify your life?
- A. Get rid of unused possessions.
 - B. Let worn-out relationships go.
 - C. Strengthen your commitments.
 - D. A and B
 - E. All of the above
39. An attitude barometer is used to assess your current attitude.
- A. True
 - B. False
40. Which is a definition of perception?
- A. A person's interpretation of how they see the world
 - B. A person's interpretation of your attitude
 - C. Your interpretation of the positive and negative aspects of your situation
 - D. All of the above
 - E. None of the above

**Assessment Answer Key for
Attitude, Fifth Edition*****Recommended response (Corresponding workbook page)***

1. A (16)	11. C (44)	21. B (46)	31. C (83)
2. A (18)	12. B (52)	22. A (48)	32. A (84)
3. A (20)	13. E (22-24)	23. A (71)	33. B (84)
4. A (79)	14. A (35)	24. B (83)	34. D (83)
5. A (28-29)	15. E (62)	25. C (90)	35. A (18-20)
6. A (19)	16. C (48)	26. B (88)	36. A (16)
7. B (23)	17. C (54)	27. A (89)	37. E (27-28)
8. B (10)	18. E (43-46)	28. A (69)	38. D (43-45)
9. A (29)	19. A (56)	29. D (69)	39. A (29)
10. B (93)	20. A (37)	30. B (73)	40. D (9)