

# Assessment

## ***Empowerment*** ***First Edition***

The objectives of this book are:

- To understand basic concepts of employee empowerment
- To learn how to make decisions that empower
- To understand why empowerment is important



## **Assessment Questions for *Empowerment, First Edition***

*Select the best response.*

1. Empowerment is principally:
  - A. What management does for employees
  - B. A set of techniques
  - C. A relationship process
  - D. Identity from outside cues
  - E. Having clearly defined jobs
2. In an empowered workplace, the emphasis is on:
  - A. Competition
  - B. Collaboration
3. In an empowered workplace:
  - A. Employees feel they have under-utilized skills
  - B. Management power is low and employee power is high
  - C. Both management and employees feel freedom and control
  - D. Management power and employee power are out of balance
  - E. Employees do their tasks but keep their ideas to themselves
4. An organization that uses a circle-style organizational structure tends to have:
  - A. A clear hierarchy
  - B. High commitment and high involvement
  - C. More self management
  - D. A and B
  - E. B and C

5. If an organization is changing from a pyramid-style to a circle-style of operation:
  - A. People will favor the change and move readily toward it
  - B. There will be times when procedures are not clear
  - C. The process will be positive and forward moving
  - D. People will understand their roles as team members
  - E. People will adapt readily because the end result is desirable
6. Empowered workplaces move people toward:
  - A. Completing tasks
  - B. Developing specific objectives for job positions
  - C. Avoiding risk
  - D. Process, responsibility, and learning
  - E. Increased management control
7. An empowered organization has:
  - A. A commitment to collaboration
  - B. Work autonomy and job flexibility
  - C. Shared values
  - D. Shared accountability
  - E. All of the above
8. Surveys show that the most satisfied employees are those with:
  - A. Financial rewards that are satisfactory
  - B. Confidence in their job security
  - C. A chance for job advancement
  - D. A chance for personal development
  - E. Well-informed managers
9. Which of the following is the least necessary for employee contentment?
  - A. Information
  - B. Skills
  - C. Supervision
  - D. Tools
  - E. Responsibility

10. In an empowered work environment, contracts are for here-and-now involvement without unlimited guarantee of rewards for future involvement.
- A. True
  - B. False
11. In an empowered organization, the manager does not carry sole responsibility for finding solutions.
- A. True
  - B. False
12. Because workplace change is now so complex, more than a few people should take responsibility for deciding how it may best be handled.
- A. True
  - B. False
13. A manager who takes responsibility for processes instead of outcomes:
- A. Shares responsibility
  - B. Accepts controversy
  - C. Gives low-key encouragement
  - D. A and B
  - E. All of the above
14. Managers often hesitate to use a collaborative style because they fear appearing weak, indecisive or ineffective.
- A. True
  - B. False
15. Select the best interpretation of this quotation: "Learning is the heart of productive activity":
- A. Getting an education must precede work involvement
  - B. You must take advantage of job training for future use
  - C. You should be able to see your job as a situation requiring constant learning
  - D. Highly valued employees have the most extensive educational backgrounds

16. Business crises frequently arise because people overlook early signs of difficulty.
- A. True
  - B. False
17. Emotional literacy is a more important characteristic of an empowered leader than technical skill.
- A. True
  - B. False
18. Managers who try to build teams by motivating directly, providing suggestion systems, and featuring employees of the month are not empowering employees.
- A. True
  - B. False
19. Empowerment requires:
- A. People who help each other
  - B. An atmosphere of trust
  - C. Fair policies
  - D. High expectations of employees
  - E. All of the above
20. Moving toward an empowered organization involves mentally shifting:
- A. From placing blame to solving problems
  - B. From taking action to waiting for direction
  - C. From being proactive to being reactive
  - D. From quality to quantity
21. Select the one statement that does not characterize collaborative decision-making:
- A. Teams come to decisions quickly
  - B. Team members are committed to the decision
  - C. Participatory decisions are more creative
  - D. Decision-makers can handle unexpected consequences

22. For empowered decision making to occur, managers should avoid:
- A. Listening to team member input
  - B. Laying out a process for decision making
  - C. Taking full responsibility for decisions
  - D. Embracing the team's decision
23. In an empowered company, the organization comes first and personal agendas are unhealthy.
- A. True
  - B. False
24. Empowerment efforts of individuals and teams need to be reinforced by:
- A. Organizational structure
  - B. Incentives
  - C. The culture and values of the organization
  - D. All of the above
25. Employees will be more empowered if information:
- A. Is provided only on a need-to-know basis
  - B. Flows freely within the organization

## ***Answer Key for Empowerment, First Edition***

### ***Recommended response (Corresponding workbook page)***

1. C (5)	6. D (32)	11. A (50)	16. A (65)	21. A (78)
2. B (6)	7. E (38)	12. A (53)	17. A (66)	22. C (80)
3. C (7)	8. D (44)	13. E (57)	18. A (71)	23. B (82)
4. E (13)	9. C (44)	14. A (58)	19. E (24-25)	24. D (87)
5. B (19)	10. A (48)	15. C (63)	20. A (31)	25. B (82)