

Assessment

Twelve Steps to Self-Improvement *First Edition*

The objectives of this book are:

- To present communication skills
- To show how to be successful on the job
- To explain qualities of a winning attitude
- To show how to improve self-esteem

■ CRISP_{series}

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Assessment Questions for Twelve Steps to Self-Improvement, First Edition

Select the best response.

1. Which of the following statements usually indicates low self-esteem?
 - A. "I avoid people who I think do not like me."
 - B. "When others are nice to me, I often feel suspicious."
 - C. "I find it hard to give others compliments."
 - D. All of the above
 - E. None of the above

2. Good listeners:
 - A. Keep their voices relatively loud
 - B. Send people signals through eyes and body gestures
 - C. Try to anticipate what people will say before they say it
 - D. Are defensive about their point of view

3. In trying to repair a relationship damaged by something that you have said, you should:
 - A. Wait for the other person to come to you
 - B. Discuss the problem immediately
 - C. Try to plan a win-win system to restore the relationship

4. People with good human relations skills usually:
 - A. Have a positive attitude
 - B. Are free from most prejudice
 - C. Can protect themselves from the negative attitudes of others
 - D. Are good at maintaining positive relationships
 - E. All of the above

5. Which of the following characterizes aggressive, rather than assertive, behavior?
 - A. Communicates respect for others
 - B. Wins by influencing
 - C. Communicates superiority

6. Wellness means several things including:
 - A. Exercising and keeping fit
 - B. Having a proper diet
 - C. Good mental health
 - D. A, B, and C

7. A positive attitude and a sense of physical well-being:
 - A. Are not connected
 - B. Have little effect on self-image
 - C. Can be stored indefinitely
 - D. None of the above
 - E. All of the above

8. The main reason for most job unhappiness is:
 - A. Inappropriate job tasks
 - B. Relationship conflicts
 - C. Problems at home
 - D. Poor working conditions
 - E. Too much work

9. In order to build a career in a corporate structure, you must:
 - A. Know there is no place for humor at work
 - B. Maintain a serious demeanor at all times
 - C. Realize that laughter decreases productivity
 - D. All of the above
 - E. None of the above

10. Attitude renewal:

- A. Does not involve our outward appearance
- B. Should be part of everyone's routine
- C. Can only be achieved on weekends, holidays, and weekends

11. You can boost your attitude by:

- A. Going to a health club
- B. Calling a friend
- C. Meditating
- D. Any of the above

12. Sharing a positive attitude:

- A. Benefits you as well as others
- B. Is really only self-serving
- C. Benefits others more than yourself

13. Workers:

- A. Can be successful without skill upgrading if they are specialists
- B. Need skill upgrading whether they are in technical or nontechnical positions
- C. Need skill upgrading only if they are professionals
- D. Need skill upgrading only if they are unskilled

14. Maintaining good human relations at work will:

- A. Improve your productivity
- B. Help you gain the cooperation of others
- C. Improve your image with the company
- D. Make you a more valuable employee
- E. All of the above

15. When doing your job, you should:

- A. Work at all times for both zero defect quality and increased output quantity
- B. Aim for zero defect quality before working for increased output quantity
- C. Aim for increased output quantity before working for zero defect quality
- D. Accept reductions in quality if there is a demand for quantity

16. Daily planning:

- A. Should take at least one half-hour
- B. Has little importance
- C. Is valuable only if you tend to be scattered
- D. Should take a minimum of ten to fifteen minutes a day

17. Creativity:

- A. Only applies to people with artistic talent
- B. In the form of even a simple idea can increase productivity
- C. Is not important in jobs that involve mainly routine tasks

18. Which of these is not a cause for procrastination?

- A. Anxiety
- B. Dependence on others
- C. Clear priorities
- D. Fear of risk-taking

19. Good communicators:

- A. Tend to speak up if they are unhappy about something
- B. Wait for someone else to bring up a problem
- C. Do not address misunderstandings
- D. Do not discuss their feelings

20. The chance of being misunderstood is most likely if you:

- A. Keep your ideas to yourself
- B. Often express your point of view
- C. Listen carefully to others

21. True self-esteem:
- A. Is dependent on a college education
 - B. Needs to be balanced with a degree of humility
 - C. Is only internal and does not influence how others perceive you
22. When working to improve your areas of weakness:
- A. One week will not be enough to yield results
 - B. You should work on several areas at a time
 - C. You may lose motivation if you try to improve in too many areas at once
 - D. None of the above
23. Successful self-management means:
- A. Making full use of time and talents
 - B. Having sound goals
 - C. Having time for a personal life
 - D. All of the above
24. Even a single weak area, as revealed by your self-improvement inventory, can be lowering your effectiveness in other areas.
- A. True
 - B. False
25. Non-assertive behavior:
- A. Places high value on personal need
 - B. Leads to a win-win situation
 - C. Leads to being a victim
 - D. Communicates an attitude of superiority

**Answer Key for
Twelve Steps to Self-Improvement, First Edition**

Recommended response (Corresponding workbook page)

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|------------|------------|------------|------------|-------------|
| 1. D (6-7) | 6. D (13) | 11. D (43) | 16. D (70) | 21. B (5) |
| 2. B (22) | 7. D (14) | 12. A (46) | 17. B (77) | 22. C (102) |
| 3. C (29) | 8. B (27) | 13. B (56) | 18. C (84) | 23. D (69) |
| 4. E (31) | 9. E (37) | 14. E (27) | 19. A (21) | 24. A (99) |
| 5. C (51) | 10. B (43) | 15. B (63) | 20. A (21) | 25. C (51) |