

# Assessment

## ***Stepping Up to Supervisor*** ***Revised Edition***

The objectives of this book are:

- To understand what tasks and responsibilities are inherent to the role of supervisor
- To recognize how personal style and behaviors contribute to supervisory effectiveness
- To learn techniques for effective one-on-one communication with employees
- To develop interpersonal skills that help build productive workgroups and teams



## **Assessment Questions for *Stepping Up to Supervisor, Revised Edition***

*Select the best response.*

1. Assigning and distributing work requires the ability to:
  - A. Set priorities
  - B. Separate work into reasonable assignments
  - C. Determine the best use of your people's talents
  - D. Balance assignments to avoid overloading anyone
  - E. All of the above
2. Supervisors who see their job as primarily supporting and encouraging others use the supervisory style defined as:
  - A. Task-centered
  - B. Relationship-centered
  - C. Integrated
  - D. Separated
3. Group members low in both job maturity and personal maturity will respond best to:
  - A. Task-centered supervision
  - B. Relationship-centered supervision
  - C. Integrated supervision
  - D. Separated supervision
4. The authority to supervise your group effectively comes automatically with your promotion to supervisor.
  - A. True
  - B. False

5. A person's understanding of what you are trying to say can be affected by:
  - A. The person's experience with the words you use
  - B. How much trust the person has in you
  - C. The tone of voice you use
  - D. The setting
  - E. All of the above
6. A response choice that violates the rights of others is:
  - A. Assertive
  - B. Passive
  - C. Aggressive
  - D. None of the above
7. When your concern for winning and your concern for the relationship are both high, the most appropriate form of conflict resolution is:
  - A. Demanding
  - B. Problem solving
  - C. Giving in
  - D. Avoidance
8. All of the following are effective responses to stress except:
  - A. Exercise
  - B. Clarification of responsibilities
  - C. Medication
  - D. Recreational activity
9. Planning:
  - A. Is the means for translating goals into reality
  - B. Provides direction and motivation
  - C. Relieves stress
  - D. All of the above

10. The laws that prohibit discrimination in the workplace are included in the:
- A. Fair Labor Standards Act
  - B. Civil Rights Act
  - C. National Labor Relations Act
  - D. Occupation Safety and Health Act
11. Internal forces that can affect a person's behavior include their:
- A. Supervisor
  - B. Peers
  - C. Abilities
  - D. Setting
12. The type of feedback necessary for an effective work group is:
- A. Informative feedback
  - B. Reinforcing feedback
  - C. Corrective feedback
  - D. All of the above
13. Telling someone something will increase their skills.
- A. True
  - B. False
14. Performance discussions should be held:
- A. At a mutually convenient time
  - B. At least monthly
  - C. In a private place
  - D. B and C
  - E. A and C
15. Performance improvement efforts should:
- A. Be based on identified weaknesses
  - B. Focus on disliked activities
  - C. Be compatible with career interests
  - D. Be long-ranged

16. A disciplinary action that gives an employee a specified deadline to show improvement or be terminated is:
- A. Written reprimand
  - B. Probation
  - C. Temporary layoff
  - D. Demotion
17. Termination must be substantiated by documented performance evaluation when termination is due to:
- A. Fighting
  - B. Theft of company property
  - C. Inadequate performance
  - D. All of the above
18. Promotions should be given as a reward for past performance.
- A. True
  - B. False
19. The principle of organization that consolidates tasks at the same level of complexity is:
- A. Job enlargement
  - B. Job enrichment
  - C. Work teams
  - D. None of the above
20. Delegation guidelines include all of the following except:
- A. Be clear in the level of delegation you are granting
  - B. Set standards to measure the results
  - C. Share all relevant information
  - D. Delegate to all members of the work group
21. It is never appropriate to make a decision without involving others.
- A. True
  - B. False

22. A meeting to share ideas, opinions, feelings, and information about a particular topic in order to ensure understanding is a(n):
- A. Information meeting
  - B. Discussion meeting
  - C. Problem-solving meeting
  - D. Decision-making meeting
23. When looking for opportunities to increase productivity you should look at:
- A. Inputs
  - B. Process
  - C. Outputs
  - D. All of the above
24. When taking complaints, you should do all of the following except:
- A. Take minor complaints seriously
  - B. Listen for the real problem
  - C. Make the person defend the complaint
  - D. Tell the person when to expect an answer
25. You can encourage team development by:
- A. Providing support
  - B. Promoting interaction
  - C. Emphasizing goals
  - D. Facilitating task accomplishment
  - E. All of the above

## **Answer Key for Stepping Up to Supervisor, Revised Edition**

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

1. E (3)	6. C (27)	11. C (65)	16. B (100)	21. B (136)
2. B (9)	7. B (36)	12. D (71)	17. C (105)	22. B (139)
3. A (10)	8. C (41)	13. B (81)	18. B (118)	23. D (145)
4. B (15)	9. D (47, 48)	14. E (88, 89)	19. A (126)	24. C (153)
5. E (22, 23)	10. B (58)	15. C (94)	20. D (130)	25. E (158)