

Assessment

Motivating at Work ***Revised Edition***

The objectives of this book are:

- To define the empowered workplace
- To define qualities of supervision in an empowered workplace
- To show how to match worker to job in an empowered workplace
- To explain what motivates individual behavior

■ CRISP_{series}

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Assessment Questions for *Motivating at Work, Revised Edition*

Select the best response.

1. During the transition to empowerment, an employee should recommend actions to the supervisor, carry out the decisions, then check back with the supervisor.
 - A. True
 - B. False

2. Most employees:
 - A. Are productive even if their needs are not met
 - B. Won't get the job done unless closely supervised
 - C. Want to work hard and learn new skills

3. The smaller the role a worker has on a given project, the less that person feels like improving output.
 - A. True
 - B. False

4. Select the sequence that represents Maslow's hierarchy of human needs. Begin with the most basic need.
 - A. Survival, security, belonging, prestige, self-fulfillment
 - B. Security, survival, prestige, belonging, self-fulfillment
 - C. Survival, belonging, security, self-fulfillment, prestige

5. To attract and keep good people, a supervisor needs to make people feel good about themselves.
 - A. True
 - B. False

6. Empowerment means giving people the power to:
 - A. Judge
 - B. Act
 - C. Command
 - D. All of the above
 - E. A and B

7. The informal culture of an organization:
 - A. Is the backbone of the organization
 - B. Is the level of information that really matters to employees
 - C. May not be perceived as “true” by employees
 - D. None of the above

8. During the second phase of empowerment, the most important role of the supervisor is to:
 - A. Monitor the task being performed
 - B. Watch for unexpected problems
 - C. Stay out of the way
 - D. Check progress frequently

9. A supervisor’s job becomes much more challenging when he or she encourages employees to freely express their personal styles.
 - A. True
 - B. False

10. Ground rules for fostering innovation include:
 - A. Being flexible
 - B. Recognizing that some ideas won’t work
 - C. Hiding your own feelings or misgivings
 - D. A and B
 - E. A and C

11. The empowering supervisor must be like:
 - A. A teacher
 - B. A cheerleader
 - C. A psychologist
 - D. All of the above
 - E. A and B

12. Which of the following are not components of the “Power of 4”?
 - A. Vision
 - B. Belonging
 - C. Reward system
 - D. Challenge
 - E. Fun

13. Involving employees in the decision-making process will increase productivity and problem-solving ability.
 - A. True
 - B. False

14. When delegating responsibility to an employee, it is important to explain:
 - A. The history of the job to date
 - B. The parameters of the task
 - C. Who will make decisions on large and small details
 - D. Who is depending on the outcome
 - E. All of the above

15. Formal recognition (awards, public acknowledgment, bonuses) is the only meaningful way to reward performance.
 - A. True
 - B. False

16. To guard against boredom and make work more interesting, consider:
- A. Rearranging work flows
 - B. Rewriting job descriptions
 - C. Giving more responsibility for problem solving
 - D. All of the above
 - E. A and B
17. When employees feel they come first with their managers, customers will feel they come first with the employees.
- A. True
 - B. False
18. At companies where employees feel disempowered, there is:
- A. High turnover
 - B. High productivity
 - C. Openness
 - D. A and C
19. When guiding employees, an empowering supervisor:
- A. Asks rather than tells
 - B. Tells rather than asks
 - C. Informs employees of their shortcomings
20. The best approach for getting workers to think for themselves is to:
- A. Encourage them to ask questions
 - B. Listen
 - C. Offer guidance
 - D. All of the above
21. Empowered employees come from a work environment that values shared information.
- A. True
 - B. False

22. In the context of creating a productive workplace, LEARN stands for:
- A. Learn to lead, Examine expectations, Act like you care, Respect employees, Never stifle personal growth
 - B. Learn to lead, Energize employees, Assume responsibility, Respect employees, Notice great work
 - C. Learn to lead, Examine expectations, Act like you care, Rise to the occasion, Notice great work
23. Which of the following empowerment techniques helps fulfill the “Survival” need of employees?
- A. Consistency
 - B. Permission
 - C. Reinforcement
 - D. Information
24. In the final stages of a project, when events are fast breaking and things could potentially go wrong, it is appropriate for a supervisor to take over the reins.
- A. True
 - B. False
25. When an employee makes a suggestion, a supervisor can demonstrate good listening skills by:
- A. Replying as soon as possible
 - B. Not asking questions
 - C. Making value judgements

Answer Key for Motivating at Work, Revised Edition

Recommended response (Corresponding workbook page)

1. A (97)	6. D (22)	11. D (31)	16. D (52)	21. A (23)
2. C (3)	7. B (23)	12. C (75)	17. A (56)	22. A (39)
3. A (50)	8. C (26)	13. A (51)	18. A (33)	23. A (28)
4. A (11)	9. B (66)	14. E (25)	19. A (32)	24. B (27)
5. A (13)	10. D (83)	15. B (72)	20. D (43)	25. A (58)