

Assessment

Supervising for Success

First Edition

The objectives of this book are:

- To discuss the attitude and image of the supervisor
- To explain human skills and team building
- To suggest ways to best get the work done



Assessment Questions for *Supervising for Success, First Edition*

Select the best response.

1. A person who is successful at a particular job will always be a successful supervisor for others performing that job.
 - A. True
 - B. False

2. True leaders focus on improving:
 - A. Products
 - B. Services
 - C. Employees
 - D. All of the above

3. Successful supervisors:
 - A. Consider the company before employee needs
 - B. Exercise strong authority
 - C. Delegate
 - D. All of the above

4. Good, capable employees will not need you to tell them how well they are doing.
 - A. True
 - B. False

5. The pace and tone of your team will be set primarily by:
 - A. Your directions
 - B. Your attitude
 - C. How your employees relate to each other
 - D. How productive your team is

6. It is more important for you to give employees personal growth experiences than it is to give them to yourself.
 - A. True
 - B. False
7. Leaders are more likely to:
 - A. Create their own futures
 - B. Let others create their futures
8. When you have a new position of authority it is best to:
 - A. Exert that authority gradually
 - B. Exert major authority right at the start
 - C. Be persistent with directives
 - D. Allow challenges to your directives at first
 - E. A and C
9. In exhibiting your authority, it is wise to:
 - A. Ask team members to call you by your first name
 - B. Make clear that you have a different status than team members
 - C. Establish that you and your team are going to succeed together
 - D. A and C
 - E. B and C
10. Of various sources of power, the one with the most impact is usually:
 - A. Personality power
 - B. Knowledge power
 - C. Role power
11. You should convey a *take charge* image, which includes:
 - A. Giving orders authoritatively
 - B. Setting a fast tempo
 - C. Making decisions with confidence
 - D. Remaining consistently serious
 - E. B and C

12. Role-power:

- A. Is unique to an individual
- B. Is temporary
- C. Cannot be abused
- D. Is not related to maintaining discipline

13. The best way to earn respect from a team member is to demonstrate:

- A. Personality power
- B. Role power
- C. Knowledge power

14. Middle managers need:

- A. Interpersonal skills
- B. Conceptual skills
- C. Technical skills
- D. All of the above

15. You can help set the work pace by handling a few tasks yourself.

- A. True
- B. False

16. To restore a damaged relationship with an employee, you should:

- A. Show favoritism
- B. Avoid the person temporarily
- C. Communicate
- D. Forget the matter

17. To handle a difficult employee, you should:

- A. Challenge the employee verbally
- B. Avoid the problem
- C. Be objective
- D. Return the behavior you receive

18. A team differs from a group in that:
- A. Individuals work independently
 - B. Conformity is most important
 - C. Members are committed to goals they helped establish
 - D. Expression of disagreement is considered nonsupportive
19. You should consider delegating:
- A. Minor decisions which must be made frequently
 - B. Operating tasks that are your specialty
 - C. Assignments that will make an employee's job more interesting
 - D. A and C
 - E. All of the above
20. To make decisions, a good manager must have all possible data, even if it means a long wait.
- A. True
 - B. False
21. Effective leaders:
- A. Must be involved in all day-to-day decisions
 - B. Realize that they can make decisions faster alone
 - C. Work with employees so they are comfortable making their own decisions
22. To maintain a good relationship with your boss, you should:
- A. Share the good news but not the bad
 - B. Communicate regularly and openly admit any misjudgments you may have had
 - C. Give a detailed status report on every team member
 - D. Assume that your boss doesn't have time to hear about your team
23. Teaching an employee a new task require:
- A. Explaining the task
 - B. Demonstrating the task
 - C. Asking the employee to demonstrate the task
 - D. All of the above

24. To keep employees challenged and motivated:
- A. Avoid increasing the variety in their tasks
 - B. Find them creative complementary duties
 - C. Continually give them new tasks
 - D. Reward creative solutions
 - E. B and D
25. To make excellent decisions, you must:
- A. Have complete data
 - B. React to whatever happens
 - C. Anticipate the future
 - D. Have complete customer feedback

Answer Key for *Supervising for Success, First Edition*

Recommended response (Corresponding workbook page)

1. B (4)	6. B (19)	11. E (25)	16. C (40)	21. C (68)
2. D (20)	7. A (20)	12. B (26)	17. C (41)	22. B (52)
3. C (9)	8. E (22)	13. C (27)	18. C (44)	23. D (55)
4. B (10)	9. D (22)	14. D (35)	19. E (59, 60)	24. E (60, 61)
5. B (15)	10. A (23)	15. A (38)	20. B (64)	25. C (64)