

Assessment

Retaining Your Employees ***First Edition***

The objectives of this book are to help the user:

- Learn the importance of keeping employees—and keeping them satisfied
- Discover “the three Rs” of employee retention—respect, recognition, and rewards—and understand what each entails
- Explore why respect is essential to keeping employees
- Gain tools to assess current efforts
- Become empowered to immediately begin improving the workplace



Assessment Questions for *Retaining Your Employees, First Edition*

Select the best response.

1. Award ceremonies are very effective methods of praising an individual's achievements.
 - A. True
 - B. False

2. Guidelines for effective staff meetings include:
 - A. Limiting your role and empowering others to contribute
 - B. Providing a brief summary for any employees unable to attend
 - C. Giving each employee the chance to briefly share a professional or personal accomplishment
 - D. All of the above
 - E. B and C

3. The cost of replacing an employee can be about twice the amount of the person's annual salary.
 - A. True
 - B. False

4. Managers should make sure that employees understand:
 - A. What challenges and trends affect your industry
 - B. How the department measures success, and how it is doing according to those criteria
 - C. How their jobs fit into the mission and goals of the organization
 - D. All of the above
 - E. B and C

5. The immediate supervisor usually has more of an effect on an employee's morale than anyone else in the company.
 - A. True
 - B. False

6. The "three Rs" of employee retention are:
 - A. Respect, reorganization, raises
 - B. Respect, recognition, rewards
 - C. Recognition, raises, results

7. You should never delegate something to an employee unless you are positive he will handle the situation exactly like you would.
 - A. True
 - B. False

8. Which is the best example of positive feedback?
 - A. "What a wonderful problem-solver you are!"
 - B. "I appreciate your persistence in resolving the Acme matter."
 - C. "You're a great customer support rep."
 - D. "That's the best idea I've ever heard!"

9. Contests (for the most sales, employee of the month, etc.) empower employees and are great motivational tools.
 - A. True
 - B. False

10. Guidelines for workplace fun include:
 - A. Ensure that everyone participates
 - B. Fun starts with you—take yourself less seriously
 - C. Kick off a new focus on fun with a really big, extravagant event
 - D. All of the above
 - E. A and B

11. The best way to retain employees is to focus most of your efforts on giving them rewards.
 - A. True
 - B. False

12. Which of the following contribute to a pleasant, safe workplace?
 - A. Locked storage areas for employees' personal belongings
 - B. Easy access to food and drink
 - C. Ergonomically friendly furniture
 - D. Simple telephone system
 - E. All of the above

13. Enforcing a "no overtime" policy can actually help productivity.
 - A. True
 - B. False

14. Effective listening includes:
 - A. Paraphrasing what you think you've heard
 - B. Asking questions
 - C. Focusing on words, not body language
 - D. All of the above
 - E. A and B

15. If you make a verbal commitment to an employee, you should:
 - A. Write down the details so you won't forget to complete it
 - B. Leave it to the employee to ask you again at a more appropriate time
 - C. Drop everything and deliver on the promise immediately

16. An effective method of encouraging your employees is to solve problems for them.
 - A. True
 - B. False

17. Rewards that would be appropriate for people who value their reputations include:
- A. Support and encouragement in getting articles written and published
 - B. Receiving a new title
 - C. Opportunities to communicate with senior management
 - D. A letter to family members about the employee's outstanding work
 - E. All of the above
18. Over the long term, unconditional rewards improve motivation and productivity better than conditional (accomplishment-oriented) rewards.
- A. True
 - B. False
19. When giving negative feedback, you should:
- A. Cover only one area of performance
 - B. Make the feedback future-oriented
 - C. Provide a lengthy explanation
 - D. All of the above
 - E. A and B
20. According to several surveys, employees rank interesting work, appreciation and recognition, and feeling "in on things" as the most important things they want from the workplace.
- A. True
 - B. False
21. Sometimes valuable employees don't receive the recognition they deserve because:
- A. Their jobs are considered unimportant
 - B. Their managers may be biased against them in some way
 - C. Their high achievements threaten people
 - D. Any of the above
 - E. A and B

22. Most managers find it easier to appreciate and communicate with employees who are like themselves than with those who are different in some way.
- A. True
 - B. False
23. When thanking employees, the “QUICK” approach means:
- A. Quick, Unique, Individual, Comradery, Keepsake
 - B. Quick, Unique, Intensive, Cash, Kindness
 - C. Quick, Unique, Immediate, Continual, Key
 - D. Quick, Unique, Insightful, Considerate, Karma
24. If an employee resigns or is terminated, you should minimize your contact with the person as much as possible during the employee’s final days at your company.
- A. True
 - B. False
25. Losing employees often causes a domino effect—when one employee leaves, others wonder about opportunities elsewhere.
- A. True
 - B. False

Answer Key for *Retaining Your Employees, First Edition*

Recommended response (Corresponding workbook page)

1. B (41)	6. B (7)	11. B (63)	16. B (23)	21. D (38)
2. D (49)	7. B (24)	12. E (31)	17. E (74)	22. A (21)
3. A (3)	8. B (42-43)	13. A (68)	18. A (63)	23. C (40)
4. D (28)	9. B (66)	14. E (46)	19. E (44)	24. B (52)
5. A (39)	10. B (75)	15. A (26)	20. A (10)	25. A (4)