

Assessment

Achieving Results

First Edition

The objectives of this book are:

- To provide an overview of a four-stage process for consistently achieving desired results
- To describe 14 practical applications for using the four-stage process for personal and professional results
- To explain how to define worthwhile results
- To introduce the essential tasks and guidelines for each stage

■ CRISP_{series}

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Assessment Questions for *Achieving Results, First Edition*

Select the best response.

1. Effective methods for handling the fear associated with change include:
 - A. Taking small steps
 - B. Paying attention to everything that could go wrong
 - C. Winging it—going forward without a plan
 - D. Questioning your purpose

2. “Tinkering,” as opposed to “tampering,” tends to:
 - A. Simplify
 - B. Remove barriers
 - C. Improve morale
 - D. All of the above
 - E. B and C

3. When changes are not going as expected, you should dig in and stay at the stage you’re currently working with until you resolve the problem.
 - A. True
 - B. False

4. You can increase your power of influence by using:
 - A. Persuasion
 - B. Charisma
 - C. Listening
 - D. All of the above
 - E. A and B

5. An advantage to re-starting the change process soon after completing one cycle is that your recent success provides momentum to carry you through the process again.
 - A. True
 - B. False

6. When providing recognition to your team, you should give rewards that are:
 - A. Proportionate to the performance
 - B. Timely
 - C. Valued by the individuals on the team
 - D. All of the above
 - E. B and C

7. Performance obstacles include:
 - A. Uncooperative staff
 - B. Red tape
 - C. Apathetic management
 - D. A and B
 - E. B and C

8. A “change agent” is someone who is being asked to change an attitude or behavior.
 - A. True
 - B. False

9. Prize stage tasks include:
 - A. Evaluating your results
 - B. Gaining learning experiences
 - C. Reaping rewards and recognition
 - D. All of the above
 - E. None of the above

10. If the results of your efforts feel like “busy work,” then your desired result is probably not:
- A. Strategic
 - B. Meaningful
 - C. Balanced
 - D. Enduring
11. It is best to jump in and make big changes right away. Incremental steps don’t really add up.
- A. True
 - B. False
12. The author defines a “worthwhile result” as one that is:
- A. Strategic, meaningful, and balanced
 - B. Controlled by your supervisor
 - C. Selfless and enduring
 - D. A and B
 - E. A and C
13. Which of the following is a primary task at the beginning of the change process?
- A. Finding help
 - B. Identifying resources
 - C. Creating a vision and result mission
 - D. Creating contingency plans
 - E. Tinkering with your plan
14. Which type of people are likely to get in a loop between the Home and Help stages?
- A. Accommodators
 - B. Thinkers
 - C. Controllers
 - D. Influencers

15. A “result” mission statement:
- A. Implies benefit to others as well as the individual
 - B. Contains three, concise sentences
 - C. Includes the words “so that”
 - D. A and B
 - E. A and C
16. When creating your action plan, you should estimate the most likely consequences of the actions, then adjust the plan as needed to increase your odds of success.
- A. True
 - B. False
17. The main tasks in the Challenge stage include:
- A. Identifying resources
 - B. Creatively tinkering with your plan
 - C. Checking your attitude
 - D. A and B
 - E. B and C
18. You can learn more from your experience if you ask:
- A. What result was achieved?
 - B. What went right in each stage?
 - C. What went wrong in each stage?
 - D. What have you learned about yourself and others?
 - E. All of the above
19. The author calls the positive emotional payoff of achieving results:
- A. Flow
 - B. Inner wealth
 - C. Purpose
 - D. Accomplishment

20. Which of the following increases the probability of achieving the desired result?
- A. Getting help
 - B. Increasing your skills
 - C. Clearly defining the desired result
 - D. All of the above
 - E. A and B
21. The best goals are:
- A. Specific
 - B. Time-sensitive
 - C. Open to various interpretations
 - D. A and B
 - E. B and C
22. Good organizations aggressively look for new opportunities, while great organizations aggressively solve problems.
- A. True
 - B. False
23. What is the third stage of the methodology for achieving results?
- A. Help
 - B. Challenge
 - C. Decision-making
 - D. Monitor
24. What is the main function of the Home stage?
- A. Rest and rejuvenation
 - B. Shelter
 - C. Summons for change
 - D. A and B
 - E. A and C
25. With each achievement, people build up inner emotional reserves that provide them with the strength to rebound after setbacks.
- A. True
 - B. False

Answer Key for *Achieving Results, First Edition*

Recommended response (Corresponding workbook page)

1. A (71)	6. D (86)	11. B (34)	16. A (60)	21. D (40)
2. D (76)	7. D (69)	12. E (8)	17. E (70)	22. B (106)
3. B (101)	8. B (29)	13. C (30)	18. E (82)	23. B (v)
4. D (72)	9. D (80)	14. B (97)	19. B (89)	24. E (25)
5. A (93)	10. B (13)	15. E (38)	20. D (7)	25. A (90)