

Assessment

50 One-Minute Tips for Retaining Employees ***First Edition***

The objectives of this book are:

- To present tips for conducting new-employee orientation and training
- To describe strategies for maintaining a professional workplace
- To define ways to maintain positive employee relationships by using ongoing communication and maintaining a supportive and fun work environment
- To outline the ways in which supervisors can help employees to help themselves become successful
- To show managers and supervisors how their own feelings, attitudes, and experiences affect their employees and the workplace

■ CRISP_{series}

Assessment Questions for 50 One-Minute Tips for Retaining Employees, First Edition

Select the best response.

1. Poor managers tend to:
 - A. Constantly criticize the quality of their workers
 - B. Constantly need new employees to replace those who have quit
 - C. Have higher-than-average accident rates in their departments
 - D. Neglect training their employees
 - E. All of the above

2. One recommended method of rewarding your best employees is to grant them a special “grace period” so that they can arrive to work five minutes late without being subjected to disciplinary action.
 - A. True
 - B. False

3. The majority of all work-related problems are caused by:
 - A. Employees
 - B. Customers
 - C. Employers

4. Writing a personal letter to the parent(s) of teenage employees can help to develop an unofficial alliance between you that may help curb work-related problems.
 - A. True
 - B. False

5. A safe facility is one where:
 - A. The physical environment is properly maintained
 - B. Everyone follows effective operating policies and procedures
 - C. Large “Safety First” posters are displayed as reminders
 - D. A and B

6. It is perfectly acceptable to expect that employees who train new employees should also be able to complete all of their other normal, daily assignments.
 - A. True
 - B. False

7. If an employee in a special assistance program (welfare-to-work, job placement, etc.) encounters personal problems that interfere with work performance, you should:
 - A. Fire the person
 - B. Issue a written warning
 - C. Uncover the specific problem and personally take steps to resolve it
 - D. Encourage the person to discuss the problem with the appropriate assistance program

8. It is not your responsibility to ensure that employees enjoy their jobs.
 - A. True
 - B. False

9. Effective sexual harassment policies include:
 - A. Descriptions of acceptable and unacceptable behaviors
 - B. Discussion of the consequences of unacceptable behavior
 - C. Statement that all complaints and investigations will be treated in confidence
 - D. Name of the employee representative to whom complaints should be reported
 - E. All of the above

10. To encourage new workers to stay, you should frequently mention any benefits (health insurance, vacations, etc.) for which they will qualify after staying on the job for a particular period of time.
 - A. True
 - B. False

11. Turnover costs are equivalent to what percent of an employee's annual salary?
 - A. 25 to 35%
 - B. 50 to 100%
 - C. 100 to 200%
 - D. 200 to 300%

12. Good employees are likely to leave if you allow poor employees to stay.
- A. True
 - B. False
13. Posting a general schedule is the only tool you will need to be sure employees know their upcoming work schedule.
- A. True
 - B. False
14. You should conduct exit interviews, and track the results, with:
- A. Employees who leave voluntarily
 - B. Employees who are asked to leave
 - C. Employees you suspect had problems with a manager or other co-workers
 - D. All employees who leave, regardless of reason
15. Studies have shown that disabled workers are less reliable than other workers.
- A. True
 - B. False
16. Effective trainers need to have:
- A. Adequate time to prepare, present, and follow up after the training
 - B. No special preparation for their role as a trainer
 - C. Knowledge of coaching and counseling procedures
 - D. All of the above
 - E. A and C
17. One sure-fire way to improve employee retention is to offer high starting wages.
- A. True
 - B. False

18. To let employees know about information that may change daily (special promotions, company policy announcements, out-of-stock items, etc.), the authors recommend that you:
- A. Conduct a pre-shift meeting each day
 - B. Walk around and personally tell everyone the news as you have time
 - C. Record any changes and add them to a weekly or monthly staff meeting agenda
 - D. Rely on employees from the previous shift to update arriving employees
19. The existing ethnic makeup of your company can influence whether new employees feel “at home” in your organization.
- A. True
 - B. False
20. Each day you should talk to individual employees about:
- A. The day’s job assignments
 - B. The employee’s outside interests (family, hobbies, etc.)
 - C. Any suggestions she has about job-related activities
 - D. All of the above
 - E. A and C
21. Your best employees should be routinely rewarded by:
- A. Giving them extra tasks or “special” projects
 - B. Praising them
 - C. Giving them tangible, non-monetary rewards
 - D. All of the above
 - E. B and C
22. It is legal to ask whether a disabled job applicant can perform the essential job duties with or without reasonable accommodation.
- A. True
 - B. False

23. If an employee agrees to work on his scheduled day off, you should:
- A. Thank him and be sure to come to him again when you have a similar emergency
 - B. Reward him in some way and try not to ask him the next time you have a similar emergency
 - C. Say nothing; this type of thing has to be expected in your line of work
24. It is not necessary to compliment a worker for satisfactory performance, such as routinely arriving on time—instead, reserve praise for outstanding work only.
- A. True
 - B. False
25. During a staff meeting, supervisors should do most, if not all, of the talking.
- A. True
 - B. False

**Answer Key for
50 One-Minute Tips for Retaining Employees, First Edition**

Recommended response (Corresponding workbook page)

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|-----------|------------|------------|------------|-------------|
| 1. E (12) | 6. B (41) | 11. B (7) | 16. E (39) | 21. E (104) |
| 2. B (61) | 7. D (66) | 12. A (10) | 17. B (19) | 22. A (55) |
| 3. C (39) | 8. B (96) | 13. B (64) | 18. A (44) | 23. B (92) |
| 4. A (90) | 9. E (48) | 14. D (72) | 19. A (50) | 24. B (70) |
| 5. D (52) | 10. A (23) | 15. B (54) | 20. D (84) | 25. B (77) |