

# Assessment

## ***Working in Teams*** ***Revised Edition***

The objectives of this book are:

- To explain what teamwork is all about, what roles you'll play, and how you'll figure out what to do together
- To describe how to make team meetings work, how you can reach agreement with others, and how you can all build your team into a "family" unit
- To present the best ways to follow up on teamwork so others, including the managers who support the whole deal, will listen to your decisions

■ CRISP<sub>series</sub>

## **Assessment Questions for *Working in Teams, Revised Edition***

*Select the best response.*

1. In this stage of team development your team is effective and productive:
  - A. Performing
  - B. Norming
  - C. Storming
  - D. None of the above
  
2. Rotating meeting roles:
  - A. Gives everyone a chance to build individual responsibility
  - B. Allows each person to learn all the jobs
  - C. Keeps power with one individual
  - D. A and B
  - E. All of the above
  
3. Good team communication requires:
  - A. Hiding your concerns
  - B. Keeping your thoughts to yourself
  - C. Getting to the point
  - D. Introducing tangents
  
4. A virtual team:
  - A. Can make distant employees feel involved in decisions that affect them
  - B. Is expensive
  - C. Can be more impersonal than a face-to-face meeting
  - D. A and C

5. Team contracts or ground rules should be:
  - A. Concerned with all possible issues
  - B. Explicit
  - C. Published
  - D. All of the above
  - E. B and C
  
6. A team charter is:
  - A. A contract between team members, team, and sponsor
  - B. A document giving a team absolute autonomy
  - C. A statement of ways a team mission can be achieved
  - D. All of the above
  - E. A and C
  
7. Once written, a team charter should:
  - A. Not be changed
  - B. Be changed when needed
  
8. A team's master plan should show:
  - A. Prioritized steps in the plan
  - B. Dates for achievement of proposed steps
  - C. The steps of the plan without achievement dates
  - D. A and B
  - E. A and C
  
9. The team assignment is to *reengineer a process*. The first key action is to:
  - A. Define customer satisfaction
  - B. Identify a root cause
  - C. Organize and plan
  - D. Consider various product designs
  - E. Develop a reward system

10. After defining the requirements, the next step in developing a new process or product is to:
- A. Develop a reward system
  - B. Develop a flowchart
  - C. Take corrective action
  - D. Identify a root cause
  - E. Decide on a product design
11. The team assignment is to *solve a specific problem*. The purpose is to eradicate an undesirable, unpredictable, or unworkable situation.
- A. True
  - B. False
12. Brainstorming should include:
- A. Striving for quantity of ideas
  - B. Striving for quality of ideas
  - C. Evaluating suggestions
  - D. Rejecting impractical ideas
13. Consensus decision-making is best used for:
- A. Decisions that have a major impact on the project
  - B. Deciding on a course of action when everyone is affected
  - C. Deciding on details like meeting location
  - D. A and B
14. A team leader should be a person who:
- A. Has seniority in the organization
  - B. Likes to make decisions
  - C. Can turn over decision-making to the team
  - D. Is popular with employees

15. A responsibility of team members is that they:
- A. Collect input before meetings
  - B. Contribute their expertise
  - C. Represent the team to coworkers
  - D. Encourage other team members
  - E. All of the above
16. In assigning team member responsibilities, it is best to:
- A. Share the workload
  - B. Have everyone do everything
  - C. Create dedicated roles
  - D. A and B
  - E. A and C
17. Team work is most successful if team members:
- A. Avoid conflict
  - B. Solve personality problems
  - C. Seek win-win solutions
  - D. Seek the leader's opinion first
  - E. All of the above
18. Positive reinforcement works best if:
- A. It is given right away.
  - B. It exactly explains rather than generalizes.
  - C. It is combined with criticism.
  - D. All of the above
  - E. A and B
19. Conflict resolution principles include:
- A. Ignoring personal differences
  - B. Having empathy with others
  - C. Using ground rules to negotiate solutions
  - D. All of the above
  - E. B and C

20. Sensible negotiating involves:
- A. Making use of personal weaknesses
  - B. Bargaining
  - C. Finding your own advantages
  - D. All of the above
  - E. None of the above
21. Writing ideas for all to see in a team meeting is:
- A. Unnecessary
  - B. Needed for common understanding
  - C. Helpful but not essential
  - D. Needed because it provides support
22. A group agenda should be provided before any team meeting.
- A. True
  - B. False
23. Decision making by consensus:
- A. Is essential at all times
  - B. Is always preferable to majority vote
  - C. Usually merges the best thinking of all team members
  - D. B and C
24. Meeting minutes should include:
- A. Key conclusions or decisions
  - B. Action items
  - C. All documentation ever generated
  - D. All of the above
  - E. A and B
25. Team public relations are most successful if:
- A. Stakeholders are identified
  - B. Specific members relate to specific stakeholders
  - C. Meeting minutes and updates are distributed
  - D. All of the above

## **Answer Key for Working in Teams, Revised Edition**

### ***Recommended response (Corresponding workbook page)***

1. A (10)	6. E (25)	11. A (6)	16. E (23)	21. B (50)
2. D (19)	7. B (31)	12. A (70)	17. C (46)	22. A (48)
3. C (56)	8. D (33)	13. D (68)	18. E (61)	23. C (66)
4. D (52)	9. C (6)	14. C (18)	19. E (84-85)	24. E (97)
5. E (13)	10. E (7)	15. E (21)	20. E (88)	25. D (40)