

Assessment

Winning at Human Relations ***Revised Edition***

The objectives of this book are:

- To explain human relations principles as they apply to career success
- To present tips for successful communication
- To teach strategies for improving relationships with co-workers and supervisors
- To advise on how to keep from sabotaging yourself
- To explore ways to repair damaged relationships

■ CRISP_{series}

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Assessment Questions for Winning at Human Relations, Revised Edition

Select the best response.

1. Personal productivity:
 - A. Should take precedence over team productivity
 - B. Should not depend on the quality of work relationships
 - C. Should be balanced with people skills

2. A good technique for dealing with an irritating personality on the job is to:
 - A. Try to understand the other person's background
 - B. Concentrate on your personality differences
 - C. Focus on the relationship rather than the personality

3. A positive attitude:
 - A. Will not help you build strong relationships
 - B. Is something that you can control
 - C. Depends on your external perceptions

4. When you are working as a member of a team, you should:
 - A. Expect everyone to produce equally regardless of job description
 - B. Resolve small productivity imbalances as soon as possible
 - C. Do your best to ignore the productivity of others

5. One of the best ways to maintain an excellent relationship with your boss is to concentrate on improving relationships with your co-workers.
 - A. True
 - B. False

6. Immediate face-to-face communication is the best way to restore a damaged relationship.
 - A. True
 - B. False

7. If you are reacting emotionally to the way another person is treating you, you should:
 - A. Determine whether you are being overly sensitive or overreacting
 - B. Give the other person the benefit of the doubt
 - C. Clear the air by discussing potential misinterpretations
 - D. All of the above

8. If you are unassertive and uncooperative, your resolution style is:
 - A. Accommodating
 - B. Problem-solving
 - C. Compromising
 - D. Avoidance

9. If you have problems at home that you see no easy way to solve immediately, you should:
 - A. Keep your co-workers fully informed of your home troubles
 - B. Let your personal problem take first priority
 - C. Maintain your job performance so your career will not suffer

10. When your career seems to be “on hold” you should:
 - A. Transfer your interests to other areas of your life
 - B. Know that upward motion must keep a constant pace if you are to succeed
 - C. Recognize that plateaus sometimes have to happen

11. You will never become a human-relations winner if you:
 - A. Like to share amusing information
 - B. Give more than you receive
 - C. Wait for others to make the first move

12. If something damages your relationship with your immediate superior, you should:
 - A. Try to get your boss to change his or her behavior to meet your needs
 - B. Communicate through your attitude that you value your work
 - C. Complain to your co-workers; they may have similar complaints about the boss

13. When dealing with a “shark” in the workplace, you should:
 - A. Confront the person and try to build an improved relationship
 - B. Wait for your boss to rectify the situation
 - C. Stay out of his or her way

14. Your likelihood of becoming the victim in a workplace problem is decreased by:
 - A. Asking yourself if you are becoming a victim
 - B. Complaining to your co-workers
 - C. Assigning fault immediately
 - D. Reacting the same way whenever conflict arises

15. The more involved and intense a relationship becomes, the easier it is to bear with conflicts that arise.
 - A. True
 - B. False

16. If you experience an emotional reaction after standing up to others, it is best to seek support from:
 - A. A co-worker
 - B. Your boss
 - C. A person outside of work

17. Tardiness and absenteeism can damage work relationships.
 - A. True
 - B. False

18. Which of the following should be avoided in human relations?
 - A. Analyzing personalities
 - B. Paying attention to the times when you stereotype people
 - C. Concentrating on work habits rather than personality quirks

19. Which of the following is a good human relations skill?
- A. Helping co-workers be more productive
 - B. Having a good attendance record
 - C. Showing up to work on time each day
 - D. All of the above
 - E. None of the above
20. In choosing an adviser for your relationship conflicts, you should:
- A. Be careful of talking freely with a co-worker if it might hurt productivity
 - B. Choose someone far enough removed from the situation to provide objectivity
 - C. Be discreet
 - D. All of the above
21. If you feel a conflict is unresolvable and you must distance yourself, your best first approach is to:
- A. Make a clean and quick break in the relationship
 - B. Go about it slowly
 - C. Work on handling this problem first, even if your other work relationships suffer
22. To effectively repair a damaged relationship:
- A. You should wait for the other person to take the lead
 - B. Both people must be willing to work at it
 - C. You should decide who is at fault
23. A healthy human relationship:
- A. Does not have to benefit both parties equally
 - B. Should have balanced benefits for both parties
 - C. Should not involve rewards to anyone
24. Communication:
- A. Is the usual way to begin a relationship
 - B. Must continue regularly over time if the relationship is to flourish
 - C. Both of the above

25. How can you guard against escalating conflict?
- A. Let a no-fault misunderstanding go unanswered
 - B. Correct mistakes quickly
 - C. Internalize the conflict

**Answer Key for
Winning at Human Relations, Revised Edition**

Recommended response (Corresponding workbook page)

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|------------|------------|------------|------------|------------|
| 1. C (3) | 6. A (14) | 11. C (29) | 16. C (37) | 21. B (70) |
| 2. C (6) | 7. D (16) | 12. B (35) | 17. A (17) | 22. B (29) |
| 3. B (8-9) | 8. D (33) | 13. A (37) | 18. A (64) | 23. B (65) |
| 4. C (12) | 9. C (21) | 14. A (48) | 19. D (62) | 24. C (14) |
| 5. A (13) | 10. C (20) | 15. B (49) | 20. D (68) | 25. B (47) |