

Chapter 8 Review Quiz

This section contains quizzes to help you verify what you have learned in the chapter. Your instructor may ask you to submit your work for grading. Also, the Review Quiz is a good study tool because many of the questions in exams for the course will be taken from the quizzes.

Fill in the Blank

Fill in the missing word or words in each sentence.

1. At the end of a new employee's probation period, their _____ will evaluate their job performance using a performance appraisal.
2. If their job performance or behavior is not acceptable, employees may receive a verbal _____ from their supervisor.
3. Words or acronyms that are unique to a company are called _____.
4. When a supervisor gives feedback to employees about how to improve their job performance, the supervisor is _____ the employees.
5. You should make every attempt to resolve a conflict with a supervisor before filing a _____ formally with HR.
6. Organizations that use a process called a 360-degree _____ appraisal to evaluate an individual's job performance include the feedback from the employee, the employee's coworkers, and the employee's supervisor.
7. A performance review is a formal process conducted by your supervisor and includes a _____ report that evaluates whether you have done your job well.
8. If a worker is dismissed, the dismissal is recorded permanently in the worker's _____ record and may be revealed to future employers.
9. An employee may be disciplined by being _____ without pay for a short period of time.
10. When you develop the skill of emotional _____, you have a clear concept of how others react to your actions.

supervisor
jargon
grievance
suspended
feedback
coaching
written
intelligence
warning
personnel

Multiple Choice

Circle the letter that best completes each statement or answers each question.

1. During training, you should
 - a. wait until the end of the training session to ask questions.
 - b. repeat the same question several times to ensure your understanding.
 - c. listen carefully and avoid asking questions.
 - d. realize that your supervisor knows what you do not understand.
 - e. ask for clarification if you don't understand the instructions.
2. Why do supervisors delegate tasks to workers?
 - a. to ensure that all the work gets done
 - b. to give workers equal hours
 - c. to provide all workers breaks
 - d. to train all employees in every task in the business
 - e. to keep all employees busy

3. Barry's supervisor wants copies of a contract immediately. When Barry arrives in the copy room, the copier is not working. He is unable to make the copies. What should Barry do?
 - a. Ask his coworkers for advice.
 - b. Contact his supervisor and explain the problem.
 - c. Wait until his supervisor asks for the copies.
 - d. Return to his work area.
 - e. Call the repair service.
4. What does the leader-member exchange theory (LMX) reveal about followership?
 - a. A good strategy for followers is to only perform your job description.
 - b. Leaders view followers as one group influenced by their leadership.
 - c. Leaders focus on in-groups and out-groups of followers and reward them accordingly.
 - d. Leaders control the work environment of followers.
 - e. Leaders expect followers to meet minimum goals.
5. Which of the following guidelines is *not* an acceptable way to communicate with your supervisor about your job performance?
 - a. Respond positively to feedback.
 - b. Ask for an explanation if you make a mistake.
 - c. Accept praise from your supervisor.
 - d. Avoid asking your supervisor for feedback.
 - e. Apologize and avoid repeating a mistake.
6. When an employee is terminated, they must be escorted out of the building. What is this security procedure called?
 - a. conflict resolution
 - b. grievance procedure
 - c. suspension
 - d. immediate response
 - e. immediate dismissal
7. When Kate arrived at work today, her supervisor shouted angrily at her for not shutting down her computer the day before. He has never reacted this way. What should Kate do?
 - a. Threaten to quit her job and leave.
 - b. Tell him that she is filing a grievance.
 - c. Report the incident to HR.
 - d. Remain calm. Talk to him later.
 - e. Warn her coworkers.

8. What is the first step employees should take when dealing with workplace conflicts?
 - a. Use conflict resolution as they talk to their supervisor.
 - b. File a grievance procedure with their union.
 - c. Contact an arbitrator.
 - d. Talk with a lawyer.
 - e. Report the conflict to HR.
9. Which disciplinary action will be removed from a personnel file when no further problems arise?
 - a. a dismissal
 - b. a drug infraction
 - c. a suspension
 - d. a written warning
 - e. an oral warning
10. When is coaching a win-win situation?
 - a. when the supervisor is the coach and the employees are the team
 - b. when criticism by a supervisor develops an employee's skills
 - c. when it helps the organization and the employee's skills improve
 - d. when it points out an employee's mistakes
 - e. when it reinforces the supervisor's leadership

True or False

Read the following statements. Put a *T* after each true statement and an *F* after each false one.

1. Keeping a notebook of job instructions will help you remember how to do certain jobs without asking your supervisor. _____
2. If you complete your work, you should wait for your supervisor to check on you before starting a different task. _____
3. It is better to ask a question about a task than make a mistake and find out about it later. _____
4. Being 10 minutes late returning from your lunch break has no effect on your coworkers. _____
5. New employees must learn to work as quickly as possible while still doing a quality job. _____
6. If you don't understand a term used by your supervisor, it is best to ignore what was said. _____
7. Practicing a task will help you know how your supervisor expects it to be done. _____
8. Being prepared to participate in your performance review may be rewarded with a raise or promotion. _____
9. A performance review is helpful to developing a plan to improve your work performance. _____
10. Drinking or drug use on the job will probably result in immediate dismissal. _____