

Chapter 9 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. Most business managers and supervisors use _____ to get work done.
2. Participating in group _____, such as ordering pizza the last Friday of each month, will help you become part of the team.
3. Your coworker's cubicle should be treated as a(n) _____.
4. Posting negative comments about coworkers on social media could be considered _____.
5. Voicemail, fax machines, email, and computers require you to practice _____ etiquette in the workplace.
6. Repeatedly asking another worker for a date after being turned down is considered sexual _____ and should be reported to HR.
7. Going into another worker's cubicle without asking is an invasion of that worker's _____ space.
8. If a coworker threatens you, report it to your _____ or HR.
9. Because of _____, a team can accomplish more than a group of individuals working independently.
10. Conflict _____ seeks to solve a disagreement between individuals or groups within an organization.

teams
standards
office
bullying
electronic
harassment
private
supervisor
synergy
resolution

Multiple Choice

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

1. What is the best approach when establishing a relationship with team members?
 - a. Work independently and avoid asking for advice.
 - b. Avoid socializing with coworkers.
 - c. Do tasks assigned to other team members.
 - d. Learn how the team functions and work within their system.
 - e. Build your social life around your coworkers.
2. Two of Preston's team members are having a conflict. What should he do?
 - a. Let the two coworkers work out their problem.
 - b. Talk to his supervisor about the problem.
 - c. Offer to act as a mediator to solve the conflict.
 - d. Defend the team member who is right.
 - e. Act as a sounding board as his coworkers express their frustrations.

3. If you are threatened by an angry coworker, what should you do as a first step?
 - a. Prepare to physically attack the coworker.
 - b. Confront the coworker with angry threats.
 - c. Avoid the coworker until the anger is gone.
 - d. Report the threats to your supervisor.
 - e. Ask for a transfer.
4. What should you consider before dating a coworker?
 - a. the compatibility of your work goals
 - b. how well you know your mutual coworkers
 - c. your company's policy on dating coworkers
 - d. the amount of time you want to spend together
 - e. the number of interests you share
5. Jules volunteers to work overtime on weekends. He plans to earn a PhD before he is 40. A coworker, Randy, commented, "Jules, you are so much more accomplished than I am." What is Randy's temperament?
 - a. an optimist
 - b. a futurist
 - c. a realist
 - d. an idealist
 - e. a pragmatist
6. A humanist prefers to work for an organization with a leader who
 - a. demands loyalty to the organization.
 - b. maintains existing company policies.
 - c. provides employee bonuses as company profits increase.
 - d. provides employee benefits such as health insurance and family leave time.
 - e. honors employees for their work achievements.
7. What word best describes a diverse work team?
 - a. *ineffective*
 - b. *weak*
 - c. *strong*
 - d. *conflict*
 - e. *ethnic*
8. Which of the following is an appropriate voice message?
 - a. a detailed message and name
 - b. a message expressing anger
 - c. personal information
 - d. name, phone number, and a brief message
 - e. the reasons for the call

9. A coworker's cubicle
 - a. can be used for team meetings.
 - b. should be treated as the coworker's office.
 - c. is open to enter at any time.
 - d. muffles the sounds of cell phones and voices.
 - e. is a private area that should not be disturbed.
10. The value you place on ideas, things, or people is determined by
 - a. your age.
 - b. your personal preferences.
 - c. your individual characteristics.
 - d. your temperament.
 - e. your gender.

True or False

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

1. Reading a fax sent to another person is like opening their private mail. _____
2. Employers are required by law to protect employees from sexual harassment. _____
3. If you help your coworkers by doing their jobs, you will gain the respect of your coworkers and supervisor. _____
4. Being honest with your coworkers will build your reputation. _____
5. Asking to be assigned to a different team is the best solution when conflict occurs within a team. _____
6. Excluding a person from company activities because of their physical characteristics, such as bone structure and skin, hair, or eye color, is racial harassment. _____
7. Conflict resolution is used to solve disagreements between employees or groups within the organization. _____
8. Team members welcome fresh ideas from new employees that change their work routine. _____
9. Employees have been fired after posting complaints about coworkers, supervisors, or their organization on social media. _____
10. The temperament of each team member will influence the way they approach their job. _____