**"Would I Work For Me" Quiz**

**Multiple Choice: Read the statements below and select the best response.**

1. Supervisors would be wise to:

A. Consider how their actions are perceived by their employees

B. Be open about their political views

C. Discuss poor performing employees with their co-workers

D. Disregard criticism; it’s just part of being a supervisor

<<Pop-up for correct response (a) >>

You’re right! It’s important for a supervisor to consider, “Would I work for me?”

<<Pop-up for incorrect answer (b) >>

It is unwise to share your political views at work. It is important to focus on work related issues and to be aware of the effect you have on employees. Please try another answer.

<<Pop-up for incorrect answer (c) >>

Sorry, this is not a good idea. You may alienate employees, rather than gain their respect. Please try another answer.

<<Pop-up for incorrect answer (d) >>

Sorry, but it is better to consider if the criticism has merit and respond appropriately. Please try another answer.

1. When you involve your work group in making plans, you can expect:

A. Confusion and disagreement

B. Greater willingness to support the plan

C. Resentment against you for adding to their responsibility

D. Very few workable ideas

<<Pop-up for incorrect response (a)>>

Sorry, incorrect. In fact***, not*** allowing the group to participate in a plan leads to confusion and disagreement. Please try another answer.

<<Pop-up for correct answer (b) >>

You’re right! If people have a say-so, then it’s their plan too and they’re more willing to get behind it.

<<Pop-up for incorrect response(c)>>

Sorry, incorrect. It is more likely people will resent you for ***not*** involving them in making a plan. Please try another answer.

<<Pop-up for incorrect response (d)>>

Sorry, incorrect. If your work group is involved in making a plan, they are more likely to come up with good ideas they can get behind. Please try another answer.

1. Not responding to employees' complaints leads to:

A. A respectful work group

B. Greater productivity

C. Stronger, more resilient employees

D. Employees who care less about you and the job

<<Pop-up for incorrect response (a)>>

Sorry, incorrect. If you don’t respond to reasonable complaints, you may lose respect, rather than gain it. Please try another answer.

<<Pop-up for incorrect response (b)>>

Unfortunately, that’s not how it usually works. If people feel you are not listening to their concerns, they will probably be less productive. Please try another answer.

<<Pop-up for incorrect response (c) >>

Sorry, but ignoring employee complaints more often leads to resentment, rather than resilience. Please try another answer.

<<Pop-up for correct answer (d) >>

Correct! Ignoring employees is viewed as not caring about them; as a result, they will care less about you and their job.

1. When you let people know in no uncertain terms that you are the boss, you set the stage for:

A. Resentment

B. Blind loyalty

C. Robotic responses to orders

D. A full-scale mutiny

<<Pop-up for correct response (a)>>

Right! Acting like a dictator will create an antagonistic relationship with your employees.

<<Pop-up for incorrect response (b)>>

Sorry, incorrect. It is unlikely that an authoritarian supervisor will gain loyalty. The opposite is more likely to happen. Please try another answer.

<<Pop-up for incorrect response (c) >>

Sorry, but expecting employees to respond like robots to a dictatorial boss is not realistic. Please try another answer.

<<Pop-up for incorrect answer (d) >>

Sorry, incorrect. A full scale mutiny is unlikely, but you will make a lot of employees unhappy if you behave like a tyrant. Please try another answer.

1. If your team handles a project well but could have done better, you should:

A. Focus on the areas where they should improve

B. Single out the individuals who need the most improvement

C. Focus mostly on what they did right

D. Not discuss the project at all

<<Pop-up for incorrect response (a)>>

Good try, but it’s usually better to not focus on the negative; it should get less attention than positive behavior. Please try another answer.

<<Pop-up for incorrect response (b)>>

Sorry, incorrect. Your primary focus is better placed on people’s positive behavior, rather than negative. Please try another answer.

<<Pop-up for correct response (c) >>

Right! Focusing on positive behavior encourages people to continue to do what’s right.

<<Pop-up for incorrect answer (d) >>

Sorry, incorrect. Not discussing the project could leave people uncertain about how they’re doing. It would be encouraging to let them know what they handled well. Please try another answer.

1. As a supervisor, when you see someone doing something wrong that affects the whole team:

A. Let it go the first time, but keep a written record of it

B. Lecture the person in private

C. Use it as an opportunity to help the person do a better job

D. Give the employee a memo detailing the error

<<Pop-up for incorrect response (a)>>

Good try, but these types of mistakes should not be ignored. A non-confrontational discussion with the person would be more valuable. Please try another answer.

<<Pop-up for incorrect response (b)>>

Sorry, incorrect. You’re right that the discussion should be private, but it shouldn’t be done as a lecture. Please try another answer.

<<Pop-up for correct response (c) >>

Right! Helping someone learn from their mistakes is the most productive tactic.

<<Pop-up for incorrect answer (d) >>

Sorry, incorrect. A memo is not the best learning tool. Please try another answer.

1. If your work team is responsible for a problem of quality control, you should:

A. Contact all customers affected and apologize

B. Figure out a solution to the problem and present it to the team

C. Explain the problem to your team, so they see that they’re at fault

D. Explain the problem to your team, so they can help find a solution.

<<Pop-up for incorrect response (a)>>

Good try, but an apology alone will not correct the problem. Please try another answer.

<<Pop-up for incorrect response (b)>>

Sorry, incorrect. You might get more workable solutions if you involve the people doing the work. Please try another answer.

<<Pop-up for incorrect response (c) >>  
Sorry, incorrect. You are right to tell them what happened, but just pointing out fault won’t fix the problem. Please try another answer.

<<Pop-up for correct answer (d) >>

Right! You will find the best solution if you involve the people actually doing the work.

8. When you discover an employee not following the company’s code of safety, you should:

A. Tell them in no uncertain terms that this type of behavior cannot be tolerated.

B. Write a brief, technical note explaining the correct procedure

C. Go to everyone on the team and warn them not to do the same

D. Point out the infraction in a way that shows you care about their safety

<<Pop-up for incorrect response (a)>>

Good try, but a less harsh correction would probably be more effective. Please try another answer.

<<Pop-up for incorrect response (b)>>

Sorry, incorrect. A more caring approach would probably work better. Please try another answer.

<<Pop-up for incorrect response (c) >>  
Sorry, incorrect. The employee in question is the one who needs to be shown how to be safe on the job. Please try another answer.

<<Pop-up for correct answer (d) >>

Right! Showing that you are concerned for someone’s well being is the best way to correct safety infractions.

9. Which of the follow do employees find most intolerable?

A. Private feedback on their poor performance.

B. Being publicly reprimanded for a mistake

C. No toilet paper in the restroom

D. Being assigned to a different task

<<Pop-up for incorrect response (a)>>

Sorry, incorrect. It’s true that no one likes negative feedback, but doing it in private would not be seen as intolerable. Please try another answer.

<<Pop-up for correct response (b)>>

Right! Studies show that public humiliation is the most intolerable abuse for employees.

<<Pop-up for incorrect response (c) >>  
Sorry, incorrect. That certainly could be a problem, but would not be considered the most intolerable.

Please try another answer.

<<Pop-up for correct answer (d) >>

Sorry, incorrect. It’s true that some people don’t like change, but there are more intolerable behaviors. Please try another answer.

10. The easiest way to motivate employees is to:

A. Give employees time off when they request it.

B. Award the best employees with trophies.

C. Give genuine praise whenever you can.

D. Remind low performing employees that they may be terminated

<<Pop-up for incorrect response (a)>>

Sorry, incorrect. Of course people like time off, but their motivation comes more from recognition of their work. Please try another answer.

<<Pop-up for incorrect response (b)>>

Sorry, incorrect. Trophies are nice, but they would not be as effective as more consistent recognition for

a job well done. Please try another answer.

<<Pop-up for correct response (c) >>  
Right! Genuine praise given frequently is the best and easiest motivator.

<<Pop-up for incorrect answer (d) >>

Sorry, incorrect. Reminding people that they may be terminated might motivate them to look for another job rather than to improve. Please try another answer.