

ASSESSMENT # 20

Total Marks: 30

Q: 1: Multiple Choice Questions:

(10)

- I. **What is the first step you should take when having a difficult conversation with an employee?**
 - a. Ask for their side of the story
 - b. Make sure that they are ready
 - c. Tell them your side of the story
 - d. Talk about how their actions make you feel

- II. **Which of the following things should you do to help you get up to speed with your new team?**
 - a. Observe the working area
 - b. Pretend that you know everything
 - c. Work as many hours as you can

- III. **True or False: Checking e-mail only a few times a day can save time overall.**

- IV. **When should a supervisor get involved in workplace conflict?**
 - a. When employees in conflict ask for help
 - b. When productivity is dropping
 - c. When the conflict is making them look bad as a supervisor
 - d. All of the above

- V. **Which of the following is not a characteristic of effective feedback?**
 - a. Balanced
 - b. In public
 - c. Relevant
 - d. Specific

- VI. **True or False: Most people like to be told what to do.**

- VII. **True or False: You should try to avoid involving your employees in the decision-making process.**

- VIII. **In the SPIRIT goal setting acronym, what does the T stand for?**
 - a. True
 - b. Top-notch
 - c. Time-bound
 - d. Treats

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- IX. A good plan includes five parts: the master plan, the supporting plan, usage of resources, communication plan, and, _____.**
- Responsibility matrix
 - Important and urgent matrix
 - Reliability matrix
 - Personality matrix
- X. True or False: Probes can open up a conversation.**

Q: 2: Describe the parts of good plan?

Q: 3: Discuss the key attitudes that can develop to enhance your supervisory skills?

Q: 4: Time management and planning techniques how to maximize your success?