

TEST BANK



Training in Interpersonal Skills

TIPS for Managing People at Work Fifth Edition



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MULTIPLE CHOICE QUESTIONS

* = Correct answer

Chapter 2: Self-Awareness: A Point of Departure

1. According to the assertiveness style inventory by Bowen, of the following basic behaviors, which hinders effective interpersonal relations?
I. Passive II. Aggressive III. Assertive
 - a. only I
 - b. only II
 - c. only III
 - * d. I and II
 - e. II and III

2. Inclusion is the interpersonal need that balances:
 - a. power and influence in relationships.
 - * b. the desire to be part of a group or the desire for solitude.
 - c. the desire for warmth and the desire to maintain distance.
 - d. the desire to help others or to be helped.
 - e. none of the above.

3. Each interpersonal need has the subdimensions of:
I. expressed desire II. direct desire III. wanted desire
 - a. I and II
 - b. II and III
 - * c. I and III
 - d. all of the above
 - e. none of the above

4. A high passive score on the assertiveness scale often indicates:
 - * a. a person tries to please everyone.
 - b. a person is inconsistent.
 - c. a person is unsuccessful.
 - d. all of the above.
 - e. none of the above.

5. In group situations, an assertive person is effective because s/he:
 - a. is able to efficiently override opposing viewpoints.
 - b. can easily make decisions because s/he holds opinions of others in little regard.
 - c. facilitates effective interaction because s/he intensifies a similar dysfunctional behavior.
 - * d. openly stands up for his/her rights and views and encourages others to do the same.

6. A task-oriented person who is not prone to show personal feelings is most likely:
 - a. Indirect.
 - b. Passive.
 - * c. Self-contained.
 - d. Direct.

7. A Relator scores how on the behavioral graph?
 - a. high assertive and high task oriented
 - b. low assertive and low task oriented
 - c. high assertive and high relationship oriented
 - * d. low assertive and high relationship oriented

8. A person who supports and actively listens to others, seeks security and is slow at making decisions and taking action is likely to be a:
 - a. Thinker.
 - b. Socializer.
 - c. Director.
 - * d. Relator.

9. A Theory X manager believes employees:
 - * a. will only work under formal authority and control.
 - b. will seek responsibility.
 - c. inherently dislike work but will, nonetheless, exercise self-direction and self-control.
 - d. all of the above.

10. According to McGregor, a manager scoring high on Theory Y assumptions is:
 - a. unlikely to delegate authority.
 - * b. confident in other's abilities.
 - c. an ineffective manager.
 - d. a natural leader.
 - e. all of the above.

Chapter 3: Self-Management: Clarifying Values, Setting Goals and Planning

1. _____ are stable, enduring beliefs about what is worthwhile in life and what behaviors are desirable for achieving them.
 - a. motives
 - b. goals
 - c. plans
 - * d. values

2. A comfortable, prosperous life, world peace, and wisdom are all examples of _____ values.
 - * a. terminal
 - b. instrumental
 - c. means
 - d. ways

3. Being loving, honest and ambitious are all examples of _____ values.
 - a. terminal
 - * b. instrumental
 - c. means
 - d. ways

4. _____ define the place you want to be; _____ tell you how to get there.
 - a. plans; goals
 - * b. goals; plans
 - c. values; ambitions
 - d. ambitions; values

5. All of the following are examples of personal mission statements EXCEPT _____.
 - a. I want to go through life with a smile on my face and a twinkle in my eye.
 - b. I want to build healthy, loving relationships with my family.
 - c. I want to achieve a position of respect and knowledge, and use that position to help others.
 - * d. I want to get my M.B.A.

6. "I want to lose weight quickly." What is the biggest problem with this goal?
 - * a. It is not specific.
 - b. It is not measurable.
 - c. It is not attainable.
 - d. It is not realistic.

7. In order to set effective goals, you should _____.
- personalize your goals
 - visualize your goals
 - develop a support group
 - all of the above
8. The FIRST step in the planning process is to _____.
- analyze the environment for opportunities
 - * identify your mission and vision
 - assess your strengths and weaknesses
 - formulate specific operational objectives
9. When doing a SWOT analysis, you need to look at _____.
- Signs, Welcome, Operations, Themes
 - Similarities, Workteam, Options ,Timing
 - * Strengths, Weaknesses, Opportunities, Threats
 - Sales, Workforce, Optimization, Technology
10. When implementing your strategies, it is important to establish _____.
- * time lines and check points
 - visions and values
 - goals and mission statements
 - plans and priorities