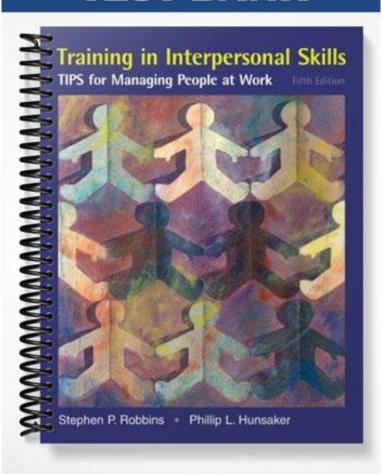
## TEST BANK



## 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			
	<ul><li>a. motives</li><li>b. goals</li></ul>			
	c. plans			
*	d. values			
	u. varues			
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			
1	define the place you want to be tall you how to get there			
4.	define the place you want to be; tell you how to get there. a. plans; goals			
*				
	c. values; ambitions			
	d. ambitions; values			
	d. amortions, 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?			
v. *	a. It is not specific.			
	b. It is not measurable.			
	c. It is not attainable.			
	d. It is not realistic.			

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