

1. Giving employees who are terminated a full explanation of why they were let go can only lead to trouble.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

2. On the whole, employees tend to complain about matters that are insignificant.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

3. I enjoy working with data more than I enjoy working with people.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

4. In general, employees are honest and can be trusted.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

5. Supervisors can be very fair in their regard to whether an employee is being treated in a positive or negative way.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

6. All employees can be motivated to work to their potential.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

7. If one gives up on a project, one probably has been taken advantage of.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

8. Coworkers should be treated as if they were one's customers.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

9. Working cooperatively in a work group is easier said than done.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

10. At times I am resistant to change because usually it is not for the better.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

11. You hear your best employee offend a customer on the telephone and then hang up. What would you do?

- Ignore it. The employee probably had a good reason for doing so.
- Tell the employee he/she should not have behaved in such a manner and have him/her call the customer back and apologize.
- Get the phone number from the employee and call and apologize on your employee's behalf.
- Mail the customer an apology letter signed by you.

12. You are informing the employees in your work unit that they have just won an award for achieving the best quality record in the company. What would you most likely say?

- "This is a proud moment for all of us. At the same time, I know we've achieved even higher quality standards. Let's show them what we really can do."
- "This is a proud moment for all of us and clear evidence that your hard work has been recognized in this company."
- "Great job, team! So how far a little extra dedication and effort can go!"
- "Great team! I know that we have quality taken care of, let's continue to achieve the same recognition in quantity."

13. Your manager requests that one of the reports you provided to him/her be modified. After significant time and effort, you make the requested changes. Your manager then informs you that he/she has changed his/her mind. He/she prefers to use yet a different format. What behavior would be most typical of you?

- Make whatever changes the manager wants without any complaints.
- Make sure the manager understands the amount of work involved in changing the reports. Then go ahead and change it again.
- Ask the manager why he/she wants it changed again.
- Tell the manager that you don't really have a lot of time to keep making changes. If the changes continue, you will not be able to complete your other projects.