INCLEMENT WEATHER LESSON

2017-2018

**DAY 5**

On a separate sheet of paper, list the answers only.

All students must research the Internet or the chapters in the Diversified Health Occupations book to find the answers to the following questions.

1. You are really excited because your supervisor has assigned you a task that you know you can do very well and independently. However, once you begin, your supervisor is checking on your progress every half hour. Your supervisor believes that your effort is not enough. She even told you that without her interventions, you will fail the task. Which of the following is the best way to succeed with your micromanaging supervisor?
   1. Tell your supervisor that it is very unprofessional to discourage employees from working independently.
   2. Ask for structure and direction about how the task needs to be developed up front.
   3. Decide not to volunteer to take on work or projects about which you do not feel confident.
   4. Stop regular communication with your boss to avoid her micromanagement.
2. One of your colleagues constantly complains about everything at work. He criticizes how the rest of the team is not being productive. He is also constantly late and does minimal work. This is causing difficulties among co-workers. Passion, creativity, and positive attitude continue decreasing in the workplace. What is the best way to deal with this negative/toxic co-worker?
   1. Pay attention to your colleague’s complains with the hope that he will leave you alone.
   2. Complain about the complainer to your other co-workers because this will strengthen the support between you.
   3. Instead of focusing on what is negative about your colleague, shift your attention to his expectations for productivity.
   4. Ignore this type of co-worker so that, over time, he will begin minimizing his need to attention from you.
3. Everyone in your department has received a new computer system except for you.
   1. Assume this is a mistake and speak to your manager.
   2. Confront your manager regarding why you are being treated unfairly.
   3. Take a new computer from one of your colleagues.
   4. Complain to Human Resources
   5. Quit
4. You are aware that large amounts of company property have been going missing over the past couple of weeks. You have noticed one of your colleagues putting stationary and other equipment from the office into her bag on a number of occasions and suspect that she is responsible. What is the best response to the situation?
   1. Gather more evidence and catch her red handed.
   2. Confront your colleague and ask her about what you have noticed.
   3. Inform your manager that you suspect your colleague is stealing.
   4. Don’t do anything, if guilty, your colleague will get caught.
   5. Privately ask some of your colleagues if they have noticed anything suspicious recently.
5. At the end of a busy day at work, you accidentally send an e-mail containing an attachment with some confidential client information to the wrong person. Which of the following would be the best thing to do?
   1. Decide to leave the office and deal with any problems tomorrow.
   2. Decide to overlook your error, send the e-mail to the correct person and leave things like that.
   3. Immediately send a follow up email to the “wrong” person, or if possible telephone them explaining your mistake. Then send the email to the correct person.
   4. Find your manager, explain what has happened to them and let them deal with any problems.
6. A customer walks into the office and asks for the deadline to file a permit application. You do not know the answer. It would be best for you to do which of the following?
   1. Tell the person what you think the answer might be.
   2. Refer the person to your supervisor.
   3. Say that you are not allowed to give out that information to the public.
   4. Inform the person that you don’t know but will find out.
7. A person approaches you and tells you of many complaints he has about your department. You should first:
   1. Assume that he is just blowing off steam and ignore his complaints.
   2. Check into the legitimacy of the complaints.
   3. Ask for advice from you supervisor on the best way to handle the person.
   4. Regard the complaints as accurate and take immediate steps to correct them.
8. Assume that you are taking a telephone message for a co-worker who is not in the office at the time. Of the following, the LEAST important item to write on the message is the
   1. Length of the call
   2. Name of the caller
   3. Time of the call
   4. Telephone number of the caller
9. As an administrative assistant, you have been training Mrs. W., who is not directly under your supervision. She has not appeared to be particularly competent during the month she has been in her position. You are explaining application procedures to a client when Mrs. W. interrupts to ask you a question. You tell her you are busy with a client and will come to her office when you are through. In a low voice, she begins to call you names and say bad things about the department. There are several clients in the office in addition to the one you are working with. The supervisor doesn’t appear to e around. What should you do?
   1. Ignore her and continue to assist the client.
   2. Get on the phone and request assistance from a department administrator
   3. Say, “now Mrs. W., I said I’d be with you as soon as I could. Now please let me finish.”
   4. Ask another employee to help the client while you escort Mrs. W. to a room away from the public area.
10. You overhear your boss giving a client the name of a person to contact for some information. You know this person is no longer the one to reach for this information . the client is still in the office. What, if anything, should you do?
    1. Do not get involved in the situation.
    2. Quickly take your boss aside and provide the correct name.
    3. Wait until the client leaves, and then provide your boss with the correct name.
    4. Gove that individual the correct name, and explain that your boss was not aware of a different person being responsible to provide the information
11. You’re helping a computer illiterate friend setup his internet connection over the phone. He is just not getting what you are trying to explain. How much time do you spend explaining it to him?
    1. I’d work with him for as long as it takes
    2. 10 minutes or so; I’d go through it once as quickly as possible and then hang up.
    3. About half an hour; I’d make sure he understands at least the basics
    4. None at all; I’d get frustrated the first time he says “I don’t understand.”
12. A person is telling you a story, but taking forever to get to the point. What do you do?
    1. I let him finish the story, without interrupting.
    2. I let him finish the story without interrupting, but can’t help glancing at my watch.
    3. I ask him to get to the point of the story.
    4. I interrupt by asking, “does this story have a point?”
13. Your friend/co-worker starts to get on your nerves. What would be your most likely response?
    1. I would tell him right away that he is getting on my nerves because of X personality train that I don’t like, and to leave me alone.
    2. I would hold it in as long as possible and then finally snap, telling him to get out of my face.
    3. I would avoid that person until he got the point that I need a break
    4. I would explain that I am feeling overwhelmed with work and need a break from social obligations to be by myself for a while.
    5. I would explain what is bothering me, and ask for some time to myself.
14. When conversing with clients who have a less extensive vocabulary (e.g. lower education level):
    1. I brush them off – I just wouldn’t have the patience to carry on.
    2. I become very impatient and it’s probably obvious.
    3. I become impatient and it may show.
    4. I may become impatient but I try not to let on
    5. I adjust my speech to their level.
15. Employers expect certain things from employees. One important trait that employers look for in employees is “initiative. “ Initiative means:
    1. Doing things on your won; being a self starter.
    2. Showing respect for other works.
    3. Calling your boss when you cannot come to work.
    4. Making sure your work is marketable.
16. The amount of income tax that is withheld from a person’s payroll check is based on the information provided on the :
    1. W-4 form
    2. W-2 form
    3. 401k form
    4. W-9 form
17. In a business or office setting, the BEST greeting when answering the telephone is :
    1. Good morning/ afternoon
    2. Hello, who is calling?
    3. Hello
    4. Greetings!
18. On Tuesday, Emma’s supervisor asks her to work on three projects that need to be completed by Friday. On Wednesday, Emma realizes that she will not be able to finish them on time. What should she do?
    1. Discuss the problem with her supervisor
    2. Come in early to work to finish the jobs.
    3. Ask coworkers to complete one of the projects.
    4. Finish what she can; deadlines can usually be changed.
19. Ivan’s business always gives its customers a coffee cup at the end of the year. Now the supervisor says they will no longer give away coffee cups because it isn’t cost effective. Which is the most correct explanation of the supervisor’s decision?
    1. Giving away cups did not generate enough new or continuing business to pay for the cups.
    2. The cups are not worth what they cost.
    3. Cups are not a product Ivan’s company normally sells.
    4. Ivan and the other employees gave away too many cups.
20. When you wish to leave your job, you should \_\_\_\_\_\_ to let your employer know that you are leaving.
    1. Give notice
    2. Tell a coworker to tell everyone
    3. Make a sign
    4. Shout at your boss
21. \_\_\_\_\_\_\_\_ is a job advancement to a position of greater responsibility and authority.
    1. Perseverance
    2. Prioritizing
    3. A promotion
    4. An initiative
22. A person who learns well by sharing and working with others and has a(n) \_\_\_\_\_\_\_\_\_\_ learning style.
    1. Verbal/linguistic
    2. Naturalistic
    3. Intrapersonal
    4. Interpersonal
23. Which of the following statements is true about nonverbal signals?
    1. They include tone of voice, facial expressions, gestures, postures, and eye contact
    2. They include written words and spoken words
    3. They are also known as body language
    4. Both a and c are true
24. A \_\_\_\_\_\_\_\_\_\_ is a type of investment in which you deposit an amount of money for a fixed amount of time at a stated interest rate.
    1. 401(k) plan
    2. dividend
    3. individual retirement account (IRA)
    4. certificate of deposit (CD)
25. \_\_\_\_\_\_\_\_\_ in the workplace refers to unequal treatment based on factors such as age, disability, race, national origin, race, religion, or gender.
    1. Discrimination
    2. Diversity
    3. Affirmative action
    4. Sexual harassment