

Secrets to Creating & Sustaining an Energized, Engaged, Effective Workplace Post-Test

1. The key leadership components include:
 - a. Creating a positive, driven, motivated culture
 - b. Developing an energized, engaged work force
 - c. Energizing through team building
 - d. Sustaining an energized organization
 - e. All of the above
2. The culture of an organization plays a tremendous role in energizing or possibly de-energizing employees.
 - a. True
 - b. False
3. Eighty percent of today's work force values which type of job motivators?
 - a. Inner-directed
 - b. Outer-directed
 - c. Monetary
 - d. Tokens
 - e. None of the above
4. One of the six common employee complaints is that supervisors don't tell them what is going on.
 - a. True
 - b. False
5. Which of the following is a good way to keep the channels of communication open throughout your department?
 - a. Share the big picture.
 - b. Be generous with information.
 - c. Give praise frequently and criticism sparingly.
 - d. Be a confidence builder, not a confidence destroyer.
 - e. All of the above

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6. Which of the following is the four-point model we used to unleash your creative mind?
 - a. Evaluate, choose, discuss, try
 - b. Question, research, answer, implement
 - c. Vision, resources, values, assumptions
 - d. Attempt, fail, evaluate, try again
 - e. None of the above

7. Part of the Adapt stage of breaking out of old thinking patterns is to ask, “Does the past offer a parallel?”
 - a. True
 - b. False

8. Which of the following is not effective when “pumping up” your team?
 - a. Leaving teams on their own to figure out how to function effectively
 - b. Encouraging team members to improve processes
 - c. Giving employees permission to say “yes” to ideas they think are good
 - d. Taking employees from different levels to lunch and asking them what they think needs to be changed and what is working well
 - e. None of the above

9. An agenda is unnecessary for running an effective meeting.
 - a. True
 - b. False

10. Which of the following is true about delegation?
 - a. It frees up managers’ time.
 - b. Employees can benefit from learning new skills.
 - c. It empowers employees, giving them greater autonomy and responsibility.
 - d. It creates an open atmosphere of trust between managers and employees.
 - e. All of the above