

**Training in Interpersonal Skills:
TIPS for Managing People at Work, 6/e**
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TEST ITEM FILE
(also included in Instructor's Manual)

Appendix I

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 against 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 he or she:
 - a. is able to efficiently override opposing viewpoints.
 - b. can easily make decisions because he or she holds opinions of others in little regard.
 - c. facilitates effective interaction because he or she intensifies a similar behavior.
 - *d. is open and self-expressive and encourages others to be more assertive.
6. A task-oriented person who enjoys engaging new challenges is most likely:
 - a. patient.
 - b. interested in the humanities.
 - *c. accommodating.
 - d. consistent.
7. Individuals cannot effectively lead others unless:
 - a. they hire a therapist or personal coach.
 - b. are low assertive and low task oriented.
 - c. they give gut-level feedback about other people's fears.
 - *d. they are able to effectively lead themselves first.
8. A person who supports and actively listens to others, seeks security, and is able to make decisions and take action is likely to be:
 - a. introspective.
 - b. passive.
 - c. an ineffective manager.
 - *d. self-aware.
9. A Type A manager is characterized by:
 - *a. thriving in an environment of tight deadlines.
 - b. patience.
 - c. providing thoughtful analyses of complex issues.
 - d. all of the above.
10. Most successful top executives are:
 - a. always attempting to accomplish several things at once.
 - *b. patient and amiable.
 - c. competitive.
 - d. aggressive.
 - e. all of the above.