

SUPERVISING & DELEGATING – PRACTICE QUESTIONS

1. Jane has been told to handle problems that arise in the shop as she sees fit. Which principle of motivating work did her supervisor use?
 2. Which element of the performance system includes circumstances that tell the performer to take action?
 3. What is an "input amplifier"?
 4. Joe has never scored a tournament before. He's a bit afraid that he might screw up. When letting Joe know what resources are available to him, his supervisor should provide this information in:
 - a) precise detail
 - b) key elements only
 - c) in moderate detail
 5. Which building block of motivating work is in question when we ask about having relevant rules?
 - a) significant work
 - b) the working environment
 - c) the work assignment
 - d) feedback
 6. During which stage of the four stage sequence of problem solving would you try to have the performer come up with their own solution to the issue?
 - a) reinforced problem solving
 - b) final decision making
 - c) joint problem solving
 - d) autonomy
 7. Which element of the performance system has a guideline of starting simply with new learners?
 8. Describe the difference between "Autonomy" and "Whole Task".
 9. Which element of the performance system calls upon the manager to define the conditions that call for non-routine actions?
 10. Sam has been working for you for 6 years, but he has never written a purchase order for any merchandise. Upon assigning him this task, he responds, "It's about time you let me do some of this!" Which strategy should you use to start the process?
 11. Jason is highly experienced at the task of running tournaments. He is looking forward to the member guest tournament after learning that you plan to let him run it this year from start to finish. How often should you give him feedback as he works on this assignment?
 - a) As often as possible
 - b) Regularly scheduled weekly review meetings
 - c) Only as needed
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ANSWERS ON FOLLOWING PAGE

Practice Question Answers

1. Autonomy
2. Input
3. An *input amplifier* is anything that makes the input even more obvious or understandable.
4. B. Key elements only
5. B. The working environment
6. C. Joint problem solving
7. Expectations
8. AUTONOMY lets the performer decide on the best way to accomplish the task, regardless of whether or not they are responsible for the entire task from start to finish. WHOLE TASK does not necessarily give the performer the discretion to decide on the best way to do things, but simply has the performer be responsible for the entire task from beginning to end.
9. Input
10. Directing
11. C. Only as needed