

PRACTICAL CLINICAL COURSES
*A Service of the Gordon J. Christensen
Career Development Program*

X4715
Building Your Ideal Team

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Materials Included:
C.E. Instruction Sheet
AGD Post-Test

Gordon J. Christensen
PRACTICAL CLINICAL COURSES

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POST-TEST

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1. What is the effect of *traditional management* on ourselves and our team(s)?
 - a. It leads self-motivated staff to find another place to work.
 - b. It locks in negative behaviors.
 - c. It creates an environment of fear.
 - d. All the above

2. What is NOT one of the Seven Deadly Sins of Management?
 - a. Issuing threats and ultimatums
 - b. Comparing employees to prior team members
 - c. Backing your team
 - d. Consistently being inconsistent

3. What is one way that traditional management/leadership differs from upside-down leadership?
 - a. It reinforces a leader's role as Chief Everything Officer.
 - b. It allows a leader to become Chief Empowerment Officer.
 - c. Its purpose is to create high-performance, unselfish teams of "owners."
 - d. It permits leaders to release control without losing control.

4. What are the key elements of upside-down leadership?
 - a. Clear expectations
 - b. A culture of participation
 - c. Genuine appreciation
 - d. All the above

5. Which statement is true?
 - a. Leaders create other leaders.
 - b. Followers are the leaders.
 - c. Followers create the program.
 - d. Leaders are never needed.

6. ARCH stands for:
 - a. Agreement, Request, Clarify, Hope
 - b. Agreement, Relief, Clinic, Honesty
 - c. Anger, Raise, Calculation, Hype
 - d. Acceptance, Rational, Calm, Hostile

7. What are obstacles of good hiring?
 - a. No screening tools
 - b. Unclear needs
 - c. Poor interviewing skills
 - d. All the above

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8. The hiring process starts best with:
 - a. getting an ad out.
 - b. networking.
 - c. taking a few minutes to define what the ideal candidate looks like.
 - d. hiring the first applicant no matter what.

9. How does behavioral-based interviewing differ from traditional interviewing?
 - a. The candidate has a lot more “air time.”
 - b. The interviewer asks questions about their past experiences and level of expertise.
 - c. What the applicant does not say is as important as what they do say.
 - d. All the above

10. What is the ideal time frame for one-on-one coaching sessions?
 - a. 2 months
 - b. 4 months
 - c. 6 months
 - d. Annually

11. What is the final step of a “one last chance discussion” with a team member who is struggling with their job?
 - a. Giving them their paycheck.
 - b. Meeting with them the next morning, going over their agreement.
 - c. Firing them a few days later.
 - d. None of the above.

12. Quickly informing your team after a team member is let go is _____.
 - a. a good idea
 - b. a bad idea
 - c. against the law
 - d. none of the above

13. Targeted training is also called the _____ eye method.
 - a. Red
 - b. Bulls
 - c. Black
 - d. Human

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14. _____ transform job descriptions into personal mission statements.
- a. Roles
 - b. Goals
 - c. Metrics
 - d. All the above
15. KPI is an acronym for the phrase K_____ P_____ I_____.
- a. Keep Pushing It
 - b. Kindness Practice Installation
 - c. Key Performance Indicator(s)
 - d. Know People Instincts

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