



Working Together Assessment Answer Key

Name: _____

Date: _____

1. During the “Forming” stage of team development:
 - A. Individuals argue over tasks and processes.
 - B. *May be confused over individual roles.*
 - C. Notice an increase in productivity.
 - D. Understand and agree on tasks.
2. What are the first two stages of team development?
Forming and Storming
3. Team members can modify their communication style to communicate more effectively with others.
 - A. *True*
 - B. False
4. Steve is energetic and creative when he communicates with others. His communication style is:
 - A. Bold
 - B. *Expressive*
 - C. Sympathetic
 - D. Technical



5. What are two positive outcomes that are possible when conflicts arise?

Possible answers include:

Learning

Understanding differences

An opportunity to create a positive outcome/solution

6. Which of the following best describes the “Expressive” style of communication characteristics?

- A. Direct, Action Oriented, Competitive
- B. *Impulsive, Spontaneous, Fun-loving, Creative*
- C. Cooperative, Supportive, Approachable
- D. Reserved, Precise, Accurate, Organized

7. Susan is precise and very focused on the details of the task in her communication with others. Her communication style is:

- A. Bold
- B. Expressive
- C. Sympathetic
- D. *Technical*

8. When the quality of teamwork is high, team members can combine their actions and talents to achieve results that are greater than the sum of their individual efforts. This phenomenon is called:

- A. Problem solving
- B. *Synergy*
- C. Performance



9. A team usually achieves more than is expected during what stage of development?
- A. Performing
 - B. Norming
 - C. *Warming*
 - D. Storming
10. Targeted positive strokes:
- A. Help enhance a team member's self-esteem.
 - B. Can be used with team members and leaders.
 - C. Can help improve productivity.
 - D. *All of the above.*
11. Name three guidelines for giving positive strokes.

Possible answers include:

Be sincere

Be specific

Give attention

Write them down

Don't give up



12. Write the number of the correct communication style that matches the corresponding characteristics.

Characteristic	Communication Style
<u>3.</u> A. Supportive	1. Bold
<u>4.</u> B. Precise/Accurate	2. Expressive
<u>2.</u> C. Fun Loving/Social	3. Sympathetic
<u>1.</u> D. Action-oriented	4. Technical

13. Reword the following statement to make it sound more positive: “So, what’s your problem?”

Possible rewordings include:

“How can I help you?”

“Can you tell me more about your situation?”

14. Define teamwork.

A cooperative effort by a group of persons acting to accomplish a common task or goal.

15. Cindy demonstrates concern for the feelings and opinions of others when she communicates, and she listens well. Her communication style is:

- A. Bold
- B. Expressing
- C. *Sympathetic*
- D. Technical

16. A team is any group of people working together to accomplish a task or goal.



17. What is the best way to ask a coworker who demonstrates an Expressive style of communication for assistance?
- A. Send him or her a formal memo requesting assistance.
 - B. Explain in an organized way the details of your request and ask for assistance.
 - C. *Explain why you think he/she is the best person to assist you (knowledgeable, talented, etc) and ask for assistance.*
18. Bob is direct, outspoken, and “to the point” with his communication. His communication style is:
- A. *Bold*
 - B. Expressive
 - C. Sympathetic
 - D. Technical
19. What is the best way to ask a coworker who demonstrates a Technical communication style for assistance?
- A. Focus more on building a positive rapport, less on the details of what you need.
 - B. *Explain in an organized way the details of your request and ask for assistance.*
 - C. Tell your coworker that you need help. He/she can figure out the details.
20. Reword the following statement so that it sounds more positive: “It’s not my job to maintain this machine. Call the maintenance department.”

Possible rewording includes:

“The maintenance department can fix that for you. Bill can be reached there at extension 393.”