Test Bank for Administrative Professional Procedures and Skills CDN 3rd Fulton Calkins

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Chapter 2 Managing and Organizing Yourself Your Time and Your Workspace

MULTICHOICE

1. Which one of the following is an example of a SMART goal?

(A) I plan to graduate from college sometime.

(B) I would like to learn to speak Italian next year.

(C) I would like to win the lottery this year.

(D) I will pay off $50 per month of my credit card debt.

Answer : (D)

2. At noon on Thursday, you are assigned a job that needs to be done by 2 p.m. Friday. You estimate it will take two hours to complete so you do not begin it until Friday morning. By 10 a.m. on Friday, you realize it is a bigger job that you had thought. You are unable to complete it by the deadline because you needed to do some urgent tasks. Which type of time waster have you experienced?

(A) procrastination

(B) inadequate planning

(C) disorganization

(D) ineffective communication

Answer : (B)

3. Which one of the following statements about stress is true?

(A) High levels of stress cause only psychological disorders.

(B) Procrastination can lead to stress.

(C) Sitting at your computer can relieve stress.

(D) Increased stress is shortening our lives.

Answer : (B)

4. Which one of the following is an example of a time management system used in offices?

(A) PIM

(B) PDF

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(C) time log

(D) shareware

Answer : (A)

5. What are three major areas of interruptions for office workers?

(A) email, telecommunications, and visitors

(B) disorganization, visitors, and paperwork

(C) inadequate planning, disorganization, and email

(D) paperwork, inadequate planning, and telecommunications

Answer : (A)

6. Which of the following is most likely to be recommended by an office ergonomist?

(A) Set up your keyboard, mouse, and desk to be at the same level.

(B) Arrange your equipment so that the light source comes from behind the computer.

(C) Place your monitor and keyboard at the same level.

(D) Use a chair with five legs and no arms.

Answer : (C)

7. How can you protect against developing a repetitive stress injury (RSI)?

(A) Complete the majority of your computer work in the morning.

(B) Look away from your computer monitor every 30 minutes.

(C) Rest your wrists on your desk to avoid fatigue when keying.

(D) Stand up once an hour.

Answer : (B)

8. Which of the following statements best represents the effect of humour and laughter?

(A) Laughter increases blood pressure.

(B) Humour decreases productivity.

(C) Laughing can cause relaxation.

(D) Humour increases absenteeism.

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Answer : (C)

9. What three soft skills are useful for conflict resolution?

(A) openness, perfectionism, and humour

(B) equality, creativity, and humour

(C) empathy, openness, and equality

(D) perfectionism, empathy, and creativity

Answer : (C)

10. You are dealing with an issue at work that requires a decision. As part of the process of reaching the decision, you are defining the issue, establishing the criteria, and generating and testing solutions before you evaluate the decision. What type of issue are you dealing with?

(A) an ergonomics issue

(B) a conflict issue

(C) a problem-solving issue

(D) a stress issue

Answer : (C)

TRUEFALSE

11. A major cause of stress is poor time management.

(A) True

(B) False

Answer : (A)

12. Over the past few years, incidences of violence in the workplace have decreased.

(A) True

(B) False

Answer : (B)

13. A to-do list is a useful tool to overcome procrastination.

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(A) True

(B) False

Answer : (B)

14. RSI is caused by mental fatigue due to lack of sleep.

(A) True

(B) False

Answer : (B)

15. Chronic stress can be healthy stress.

(A) True

(B) False

Answer : (B)

16. To help relieve stress, check your email when you are going to bed, so you don't have to worry about it in the morning.

(A) True

(B) False

Answer : (B)

17. Anger and stress are unrelated.

(A) True

(B) False

Answer : (B)

18. Negative self-talk can decrease anger.

(A) True

(B) False

Answer : (B)

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ESSAY

19. Identify five of the nine steps in resolving conflicts, as outlined in the textbook.

Graders Info :

Students may list any five of the following:
• Identify what is causing the conflict.
• Determine what each person needs or wants.
• Identify points of agreement.
• Create a safe environment.
• Watch how you position yourself in the room.
• Do not react.
• Do not seek to win during a confrontation.
• Actively listen.
• Separate people from the issue.

20. Identify and explain three common causes of negative stress, as listed in your textbook.

Graders Info :

• Work overload (focus on productivity, combined with high level of accuracy, less time, and lower costs can lead to long work hours)
• Family demands (divorce rates, coordination of child care and elder care, household demands, along with the financial costs is stressful)
• Economic pressures (adequate income is needed to cover costs of household needs and may require a second job, especially in single-parent homes)

21. The authors identify five techniques for managing anger. What are they?

Graders Info :

• Relax.
• Use positive self-talk.
• Walk away.
• Speak with a friend.
• Solve the problem.

MATCH

22. *Match each numbered definition with the correct term below.*

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