

Chapter 2: Feedback Exercises

1. What are two reasons the hiring process is important?
2. Why are people more apt to stay at a job when they have been told about it from an inside source?
3. What are three groups of alternative sources of new employees?
4. Define an RJP (realistic job preview).
5. Describe the three types of effective interview questions.
6. Identify at least five ways people with disabilities could start participating in the hiring process.

Chapter 3: Feedback Exercises

1. Why is the relationship a supervisor has with an employee important?

2. Herzberg saw _____ and _____ as the biggest employee motivators.

3. People do what they do because of what happens to them _____ they do it.

4. Supervisors that have decided they cannot affect poor performance are relegated to the role of _____ rather than coach.

5. Your ability to be an effective _____ enables you to stop what you are doing and make eye contact when someone is speaking to you.

6. There is no more effective way to teach people something than by _____.

7. A good ratio of positive to negative comments is _____.

8. Feedback needs to be _____ and _____.

9. People who reinforce the _____ improvements get the fastest change.

10. When giving feedback informally or through an evaluation process, it's most effective to be specific and clear. Circle the behaviors below that are specific and clear.
 - a. You have a bad attitude.
 - b. Nothing ever gets done on your shift.
 - c. I'd like to hear more positive comments from you. What do you think would be an example of one?
 - d. I need you to use this checklist to make sure all the duties get done at the end of the night.
 - e. I want you to be more professional.
 - f. I'd like you to wear pants to work as opposed to sweat pants.
 - g. I'd like you to give a greeting when you answer the phone.
 - h. You're always late.
 - i. You've been at least 10 minutes late three times this week.
 - j. You don't get along well with others.
 - k. You're doing great!

Chapter 5 Feedback Exercises

1. What are the effects of not addressing problem employee behavior?
2. In the Fournies study, what was the #1 reason people didn't do what they were supposed to do?
3. List the top 10 reasons Fournies found employees didn't do what they were supposed to do.
4. List and describe the 4 steps in the intervention process.
5. List and describe the 5 feedback discussion stages.

6. Supervisors need to be comfortable in the knowledge that giving honest feedback to people even when delivered in the most caring way possible will _____ always be received positively.

7. What are two things to keep in mind when dealing with
 - a. a complainer?

 - b. an unresponsive?

 - c. a superagreeable?

 - d. a know it all?

 - e. a negativist?

8. List three suggestions to keep in mind to help manage or prevent conflict and disagreement.
 - 1.

 - 2.

 - 3.

8. Relationship skills are important to develop with employees since helping people with disabilities _____ is a major objective for this field.
9. Effective supervisors do their best to match employees to their _____ as much as possible.
10. List 3 situations in which staff should not be involved in decision-making.
 - 1.
 - 2.
 - 3.
11. When supporting people with complex needs, what can staff do to support each other and decrease stress on the job?

Chapter 6 Feedback Exercises

1. Studies show that generally, when people leave an organization, it is not due to the job itself or other factors as much as issues with the_____.
2. If there's not a _____ for recognition, it's likely that little will occur in busy environments.
3. The key ingredient for any recognition initiative is that it has _____ for the individual being reinforced.
4. Celebrating accomplishments together can be a great team builder and source of _____.
5. List at least 3 points to Max Dupree's "Importance of Friendliness".

Chapter 8 Feedback Exercises

1. What tasks are recommended for the last 15 minutes of the supervisor's day?
2. Waiting until the deadline approaches to work on projects typically does _____ make people more effective.
3. List two other tips for time management.
4. Some kind of break every _____ minutes significantly improved performance in the work place.
5. How do your habits of eating, sleeping and exercising affect your available energy?
6. List the four questions supervisors can ask of themselves when negative thoughts are prevalent.
7. If supervisors are expected to be an effective role model and support people with disabilities as well as staff, they need to take time for _____ and _____.

Chapter 9 Feedback Exercises

1. T or F If you want to achieve your goals, you should write them down.

Why or why not?