

Assessment Answer Key

1. What is a widely held belief, which is usually untrue or unfair, about a group of people that share specific characteristics?
  - a. Attitude
  - b. Bias
  - c. Discrimination
  - d. Stereotype**
  
2. Implicit bias is an attitude or belief of which we are consciously aware.
  - a. True
  - b. False**
  
3. Which strategy will help to improve most Gen Xers' job performance?
  - a. Eliminate unnecessary tasks from their job duties.**
  - b. Provide strict rules and guidelines for job duties.
  - c. Supervise them using a very hands-on approach.
  - d. Allow them to use non-technology based approaches to projects.
  
4. People in this generation tend to avoid conflict and do not adapt well to change.
  - a. Centennials
  - b. Gen Xers
  - c. Millennials
  - d. Traditionals**
  
5. What is the overall way a person thinks or feels about someone or something and relates to the outside world?
  - a. Attitude**
  - b. Bias
  - c. Discrimination
  - d. Stereotype
  
6. What is an effective management strategy for someone who is always complaining?
  - a. Agree with them.
  - b. Ignore the behavior.
  - c. Paraphrase what they say, but do not agree.**
  - d. Allow them to speak for as long as they need.
  
7. People in this generation tend to need and ask for feedback often.
  - a. Centennials
  - b. Gen Xers
  - c. Millennials**
  - d. Traditionalists

8. Which of the following is a common non-productive behavior that can lead to conflict?
  - a. **Expressing anger**
  - b. Identifying key issues
  - c. Paraphrasing someone else's point of view
  - d. Restating the task and purpose.
  
9. How can you effectively manage different generations?
  - a. Ignore generational characteristic patterns
  - b. **Avoid stereotyping or bias based on generational characteristic patterns**
  - c. Treat everyone the same
  - d. Respond to employees based on their generation
  
10. Implicit bias refers to which types of attitudes and beliefs we have about a person or group?
  - a. Stereotypical
  - b. Conscious
  - c. **Unconscious**
  - d. Empowering