Managing Personalities and Conflict
Pre-/Post-Assessment

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. Baby Boomers
   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. Baby Boomers
   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