

Managing Personalities and Conflict
Pre-/Post-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. 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

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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