

**Training in Interpersonal Skills:  
TIPS for Managing People at Work, 6/e**  
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**TEST ITEM FILE**  
*(also included in Instructor's Manual)*

**Appendix I**

**MULTIPLE CHOICE QUESTIONS**

\* = Correct Answer

**Chapter 2: Self-Awareness: A Point of Departure**

1. According to the assertiveness style inventory by Bowen, of the following basic behaviors, which hinders effective interpersonal relations?  
I. Passive      II. Aggressive      III. Assertive
  - a. only I
  - b. only II
  - c. only III
  - \*d. I and II
  - e. II and III
2. Inclusion is the interpersonal need that balances:
  - a. power and influence in relationships.
  - \*b. the desire to be part of a group against the desire for solitude.
  - c. the desire for warmth and the desire to maintain distance.
  - d. the desire to help others or to be helped.
  - e. none of the above.
3. Each interpersonal need has the subdimensions of:  
I. expressed desire      II. direct desire      III. wanted desire
  - a. I and II
  - b. II and III
  - \*c. I and III
  - d. all of the above
  - e. none of the above
4. A high passive score on the assertiveness scale often indicates:
  - \*a. a person tries to please everyone.
  - b. a person is inconsistent.
  - c. a person is unsuccessful.
  - d. all of the above.
  - e. none of the above.

5. In group situations, an assertive person is effective because he or she:
  - a. is able to efficiently override opposing viewpoints.
  - b. can easily make decisions because he or she holds opinions of others in little regard.
  - c. facilitates effective interaction because he or she intensifies a similar behavior.
  - \*d. is open and self-expressive and encourages others to be more assertive.
6. A task-oriented person who enjoys engaging new challenges is most likely:
  - a. patient.
  - b. interested in the humanities.
  - \*c. accommodating.
  - d. consistent.
7. Individuals cannot effectively lead others unless:
  - a. they hire a therapist or personal coach.
  - b. are low assertive and low task oriented.
  - c. they give gut-level feedback about other people's fears.
  - \*d. they are able to effectively lead themselves first.
8. A person who supports and actively listens to others, seeks security, and is able to make decisions and take action is likely to be:
  - a. introspective.
  - b. passive.
  - c. an ineffective manager.
  - \*d. self-aware.
9. A Type A manager is characterized by:
  - \*a. thriving in an environment of tight deadlines.
  - b. patience.
  - c. providing thoughtful analyses of complex issues.
  - d. all of the above.
10. Most successful top executives are:
  - a. always attempting to accomplish several things at once.
  - \*b. patient and amiable.
  - c. competitive.
  - d. aggressive.
  - e. all of the above.