Administrative Professional (Canadian) 4th edition Rankin Test Bank

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TRUE/FALSE

1 : A major cause of stress is poor time management.
A : true
B : false

Correct Answer : A

2 : Active listening is important when trying to solve an office conflict.
A : true
B : false

Correct Answer : A

3 : A to-do list is a useful tool to overcome procrastination.
A : true
B : false

Correct Answer : B

4 : Taking time for yourself is an effective stress management technique.
A : true
B : false

Correct Answer : A

5 : Chronic stress can be healthy stress.
A : true
B : false

Correct Answer : B

6 : To help relieve stress, check your email when you are going to bed so you don’t have to worry about it in the morning.
A : true
B : false

Correct Answer : B

7 : A disorganized workstation may affect how you are perceived around the office.
A : true
B : false

Correct Answer : A

8 : Laughter is a way to promote stress relief and to create positivity in the workplace.
A : true
B : false

Correct Answer : A

9 : Using templates is an effective time management technique.

A : true
B : false

Correct Answer : A

10 : Interruptions are a normal part of the administrative professional’s work day. Learning how to work with those interruptions is essential.a. Trueb. False
A : true
B : false

Correct Answer : A

SHORT RESPONSE

11 : Identify five of the nine steps in resolving conflicts, as outlined in the textbook.

Correct Answer : Students may list any five of the following:• Identify what is causing the conflict.• Determine what each person needs or wants.• Identify points of agreement.• Create a safe environment.• Watch how you position yourself in the room.• Do not react.• Do not seek to win during a confrontation.• Actively listen.• Separate people from the issue.

12 : Identify and explain three common causes of negative stress, as listed in your textbook.

Correct Answer : Students may list any three of the following:• work overload (focus on productivity, combined with high levels of accuracy, less time, and lower costs leads to long work hours)• family demands (divorce rates, coordination of child care and elder care, household demands, along with the financial costs)• economic pressures (covering household costs may require a second job, especially in single-parent homes)• workplace conflict

13 : List five ways suggest in the textbook to relieve stress.

Correct Answer : Students may list any five of the following:• balancing work and play• knowing the difference between achievement and perfection• recognizing limits• exercising• eating right• getting enough sleep• managing anger and time

MULTIPLE CHOICE

14 : Which one of the following is an example of a SMART goal?
A : I plan to graduate from college sometime.
B : I would like to learn to speak Italian next year.
C : I would like to win the lottery this year.
D : I will pay off $50 of my credit card debt every month.

Correct Answer : D

15 : At noon on Thursday, you are assigned a job that needs to be done by 2 p.m. Friday. You estimate it will take two hours to complete so you do not begin it until Friday morning. By 10 a.m. on Friday, you realize it is a bigger job that you had thought. You are unable to complete it by the deadline because you needed to do some urgent tasks. Which type of time waster have you experienced?

A : procrastination
B : inadequate planning
C : disorganization
D : ineffective communication

Correct Answer : B

16 : Which of the following best describes an effect of stress?
A : High levels of stress cause only psychological disorders.
B : Procrastination can lead to stress.
C : Sitting at your computer can relieve stress.
D : Increased stress is shortening our lives.

Correct Answer : B

17 : Which of the following would NOT be considered effective organizational tools?
A : using colour-coding files
B : calendaring tasks for follow-up
C : making a phone call, sending an email, making another phone call
D : filing systems

Correct Answer : C

18 : Which of the following is NOT a time waster?
A : having interruptions
B : arriving late for work
C : arriving early for work
D : being disorganized

Correct Answer : C

19 : Which of the following is most likely to be recommended by an office ergonomist?
A : Set up your keyboard, mouse, and desk to be at the same level.
B : Arrange your equipment so that the light source comes from behind the computer.
C : Place your monitor and keyboard at the same level.
D : Use a chair with five legs and no arms.

Correct Answer : C

20 : How can you protect against developing a repetitive stress injury (RSI)?
A : Complete the majority of your computer work in the morning.
B : Look away from your computer monitor every 30 minutes.
C : Rest your wrists on your desk to avoid fatigue when keying.
D : Stand up once an hour.

Correct Answer : B

21 : Which of the following statements best represents the effect of humour and laughter?
A : Laughter increases blood pressure.
B : Humour decreases productivity.
C : Laughing creates relaxation.
D : Humour increases absenteeism.

Correct Answer : C

22 : What three soft skills are useful for conflict resolution?
A : openness, perfectionism, and humour
B : equality, creativity, and humour
C : empathy, openness, and equality
D : perfectionism, empathy, and creativity

Correct Answer : C

23 : Which of the following best defines procrastination?
A : putting a task on a to do list
B : calendaring information to do later
C : putting a task off unnecessarily
D : assigning a task to another person to complete

Correct Answer : C

24 : Which of the following is NOT an effective time management technique?
A : breaking large tasks down into smaller parts
B : using a reminder system
C : calendaring tasks with realistic due dates
D : putting a task off until tomorrow because you don’t want to do it today

Correct Answer : D

25 : Which of the following are elements in successful conflict resolution?
A : openness, empathy, and a willingness to listen
B : strong time management skills
C : file-sharing competencies
D : excellent stress management practices

Correct Answer : A

26 : Which of the following is NOT an ergonomic consideration?
A : breaking large tasks down into smaller parts
B : having items that are used frequently close at hand
C : having a chair that properly supports your back
D : using adjustable arm rests

Correct Answer : A

MATCHING

27 : Match each term below to a numbered definition.
A : postponing or needlessly delaying a project or task that must be done A : procrastination
B : an objective, a purpose, or an end to be achieved B : time management
C : the way we manage ourselves and the tasks in relation to the time we have C : prioritizing

D : something that done repeatedly in your daily routine	D : file-sharing software
E : reducing the number of employers in an effort to maximize efficiency	E : RSI
F : an injury which occurs from repeating the same action over and over again	F : repetitive task
G : determining the importance and urgency of tasks to determine the order in which they should be done	G : downsizing
H : something that needs your attention ahead of other tasks	H : goal
I : computer software that allows more than one person to work on a file	I : chronic stress
J : personal information management	J : priority
K : prolonged stress that does not give a body a chance for rest or recuperation	K : PIM

Correct Answer :
A : A

B : H

C : B

D : F

E : G

F : E

G : C

H : J

I : D

J : K

K : I