



Week 4 Part II Quiz

TOTAL POINTS 10

1. Memory is stronger for:

1 point

- ☐ Neither the good nor the bad things we've done.
- ☐ The bad things we've done.
- ☐ Good and bad things we've done equally.
- ☒ The good things we've done.

2. Why is giving prompt feedback important?

1 point

- ☐ The employee may not feel like receiving feedback later.
- ☒ The employee is more likely to remember the incident you are referring to.
- ☐ You should give out a certain amount of feedback per week and immediate feedback will help you stay on track.
- ☐ Other employees need to witness you giving feedback.

3. At the end of the feedback session you ask your employee, "What was it that I asked you to do after the break?"

1 point

Which of the following responses shows the employee understands?

- ☐ I can't quite remember, but I'll make sure to ask you the next time my break ends.
- ☐ You asked me to straighten out the stock room.
- ☒ I wrote it down, you don't have to worry. I'll remember.
- ☐ Trust me, this job is important to me and I remember what you told me to do.

4. Which of the following situations is controllable by an employee who is late to work?

1 point

- ☐ A death in the family.
- ☒ Whether they set their alarm clock correctly.
- ☐ Whether the power goes out in their house and the clocks lose an hour.
- ☐ Whether their car breaks down when they hit an unexpected pothole.

5. Why is it important to look carefully at whether the feedback is controllable by employees?

1 point

- ☐ So that you are justified when you discipline them for not following your feedback.
- ☐ So that they listen more carefully to your feedback.
- ☐ So that the manager doesn't get into trouble with their supervisor.
- ☒ So that your feedback is fair to the employee.

6. Which of the following is NOT a way that managers impact employee success?

1 point

- ☐ By providing adequate resources.
- ☐ By providing clear goals.
- ☒ By providing constant praise.
- ☐ By providing specific coaching.

7. What does it mean to ensure understanding while giving feedback?

1 point

- ☐ To ensure your employee absorbs feedback the first time they hear it.
- ☒ To verify that your feedback and suggestions were understood.
- ☐ To suggest that your employee is incapable of understanding your feedback.
- ☐ To verify that your employee understands they have been reprimanded.

8. Which of the following types of employees need recognition, rather than specific positive or negative feedback?

1 point

- ☐ The adequate employee.
- ☐ The new hire.
- ☐ The low-performing employee.
- ☒ The high-performing employee.

9. How often should high performers receive feedback?

1 point

- ☐ Two times a week.
- ☐ It depends on the people and the work being done.
- ☐ Once per day.
- ☒ At their yearly performance evaluations.

10. Suppose you are a manager giving negative performance feedback to an employee. You realize that you have not been clear explaining performance expectations to this employee. What should you do?

1 point

- ☒ Acknowledge your lack of clarity in the feedback session, then move on to your feedback.
- ☐ Acknowledge your lack of clarity and offer the employee a less severe punishment because of it.
- ☐ Do not acknowledge your lack of clarity. The session is about employee performance, not yours.
- ☐ Defend your lack of clarity. Let the employee know that it is their job to make sure they understand performance expectations.

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