#  Workplace Professionalism Assessment

Please circle the alphabet, answer true or false or write in your best answers.

1. Workplace professionalism has to do with on-the-job etiquette.
	1. \_\_\_\_\_\_\_\_ True - Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	2. \_\_\_\_\_\_\_\_ False - Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Professionalism is how you dress, behave, act and treat others on the job.
	1. \_\_\_\_\_\_\_\_ True
	2. \_\_\_\_\_\_\_\_ False
3. It is important for you to know your company’s policies, expectations and philosophy.
	1. \_\_\_\_\_\_\_\_ True - Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	2. \_\_\_\_\_\_\_\_ False - Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Only the company and its customers will benefit from professionalism.
	1. \_\_\_\_\_\_\_\_ True
	2. \_\_\_\_\_\_\_\_ False
5. Only one type of management style can provide effective leadership.
	1. \_\_\_\_\_\_\_\_ True - Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	2. \_\_\_\_\_\_\_\_ False - Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. The micromanagement style never works.
	1. \_\_\_\_\_\_\_\_ True - Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	2. \_\_\_\_\_\_\_\_ False - Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. If you have a challenge you need help with you should immediately:
	1. involve your manager
	2. consult with one of your coworkers
	3. try first to work it out on your own
	4. all of the above
8. If you should have a conflict with your managers, you should:
	1. tell at least two of your coworkers
	2. wait for it to resolve itself
	3. go around your managers and go to his boss
	4. neither of the above
9. If you should have a conflict with one of your coworkers, you should:
	1. Try and resolve it between you and that coworker
	2. avoid the coworker and go straight to your manager
	3. look for another job to avoid the conflict
	4. all may be true
10. If a customer is rude to you, it is ok for you to:
	1. walk away before things get heated
	2. try your best to resolve the matter
	3. call for a manager who can help
	4. all above could be true

**Answer Key**

1. a true

2. a true

3. a true

4. b false

5. b false

6.

a. micro

b. absentee

7. d

8. d

9. a

1. a or d