



Coaching Job Skills Pre-Test and Post-Test Answer Sheet

Directions: Circle the letter of the most appropriate response.

1. All of the following are effective coaching skills EXCEPT
 - a. Observe and analyze performance.
 - b. Identify areas for improvement.
 - c. Tell the team member how to improve.** (See Participant Workbook, pages 9, 23-26, 71-72)
 - d. Have the team member do the task and give feedback.
 - e. Set up a time for review.

2. Correcting a team member's mistake when learning a new skill
 - a. Is part of the coaching.
 - b. Helps the team member develop the skill.
 - c. Should be conducted privately.
 - d. B and C only.
 - e. All of the above.** (See Participant Workbook, pages 9-10)

3. The primary purpose of coaching is to
 - a. Improve job skills.** (See Participant Workbook, page 9)
 - b. Make work more pleasant.
 - c. Correct problem behavior.
 - d. Contribute to the disciplinary process.
 - e. Observing.

4. What is the first step in the coaching process?
 - a. Analyze
 - b. Observe** (See Participant Workbook, pages 10, 23-36)
 - c. Demonstrate
 - d. Control
 - e. Plan

5. When you coach, you are trying to improve the person's
 - a. Attitude.
 - b. Work Habits.
 - c. Performance.** (See Participant Workbook, page 10)
 - d. Absenteeism rate.
 - e. Product knowledge.



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6. All of the following are good coaching opportunities EXCEPT
 - a. On team member's first day on the job.
 - b. As the final step in the disciplinary process.** (See Participant Workbook, pages 71, 77)
 - c. When team member's performance is slipping.
 - d. When technology has changed in the workplace.
 - e. If team member is being underutilized.
7. Coaching is the best way to correct which one of the following problems?
 - a. Team member speaks too rapidly.** (See Participant Workbook, page 12)
 - b. Team member is often late to work.
 - c. Team member does not wear safety shoes.
 - d. Team member keeps a messy work area.
 - e. Team member does not wear safety glasses.
8. When coaching a high-potential performer, the team leader should
 - a. Maintain the workload and subject matter to keep production rates level.
 - b. Have the team member give presentations about the work.
 - c. Suggest the team member join professional or vocational associations.
 - d. B and C only.** (See Participant Workbook, pages 79-80)
 - e. All of the above.
9. You notice a team member is not performing as expected. Which of the following questions should you address first?
 - a. Is the performance problem caused by some outside factor?
 - b. Does the team member know how to perform the skill/task?
 - c. Does the team member know this is an expectation?** (See Participant Workbook, page 10)
 - d. Does the team member know how, but just doesn't perform the skill/task?
10. All of the following techniques are important aspects of coaching a team member on performing a new skill/task EXCEPT
 - a. Observe and break down the skill/task into a series of steps.
 - b. Demonstrate the operation.
 - c. Create a relaxed atmosphere.
 - d. Let the team member perform the operation.
 - e. Follow up several weeks later to check progress.** (See Participant Workbook, page 23-26, 71-73)