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WGU C715 Organizational Behavior Exam Prep 2025/2026 – Leadership, Management, And Practice Questions Test Bank

Status Characteristics Theory -correct-answer-A theory that states that differences in status characteristics create status hierarchies within groups.

3 sources of Status Characteristics Theory -correct-answer-1.) The power a person wields over others 2.) A person's ability to contribute to a group's goals 3.) An individual's personal characteristics.

The power a person wields over others -correct-answer-Because they likely control the group's resources, people who control the outcomes tend to be perceived as high status.

A person's ability to contribute to a group's goals -correct-answer-People whose contributions are critical to the group's success tend to have high status.

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WGU Organizational Behavior (GTO1, C715) Sample Questions (Q32-Q37):

NEW QUESTION # 32

Management is considering a change in one plant and plans to organize employees into teams. Management wants the teams to review processes, apply critical thinking, and take full responsibility for outcomes. Which type of team should they organize?

- A. Virtual teams
- **B. Self-managed teams**
- C. Production teams
- D. Problem-solving teams

Answer: B

Explanation:

The distinguishing factor between different types of teams is the level of authority and the scope of their responsibility. Problem-solving teams typically only make recommendations; they do not have the authority to implement their suggestions or take full responsibility for the results. Virtual teams are defined by their use of technology to bridge physical distance rather than their level of autonomy.

In this scenario, because management wants the team to "take full responsibility for outcomes," they must organize self-managed teams. These teams are designed to operate without direct supervision, handling the planning, execution, and monitoring of their work. They go beyond critical thinking and process review- which a problem-solving team might do-by actually making the operating decisions and being held accountable for the final performance. This structure requires a high degree of trust from management and extensive training for employees, as the team essentially performs the roles previously held by first-line supervisors.

NEW QUESTION # 33

What is an aspect of cross-functional teams that makes them difficult to manage?

- A. Cross-functionality fluctuates too frequently.
- **B. It takes time to build trust and teamwork among people with different experiences and perspectives.**
- C. Team leaders cannot ensure that team members are located in the same work unit.
- D. Cross-functional leaders prevent team members from making their own decisions.

Answer: B

Explanation:

Cross-functional teams are composed of employees from about the same hierarchical level but from different work areas-such as marketing, finance, and production-who come together to accomplish a task. While these teams are highly effective for coordinating complex projects and solving problems that require diverse perspectives, they are notoriously difficult to manage in the early stages. The primary challenge is that it takes time to build trust and teamwork among people with different backgrounds, experiences, and perspectives. Each member comes from a different functional "culture" with its own jargon, priorities, and ways of looking at a problem. For example, a member from the engineering department might prioritize technical perfection, while a member from the marketing department might prioritize speed to market. These differing perspectives can lead to conflict and misunderstandings during the initial stages of group development. Furthermore, because members have primary loyalties to their home departments, creating a sense of "team identity" takes significant effort from the leader. Leaders of cross-functional teams must spend considerable time facilitating communication, resolving interpersonal conflicts, and aligning the various functional goals into a single project vision. Until a baseline of mutual trust is established, the team may struggle with "silo" thinking, where members protect their own department's interests rather than working toward the team's collective goal. Only after the team moves through the "storming" phase of development and builds trust can it begin to leverage its diverse skills for high performance.

NEW QUESTION # 34

A coach encourages a person to run two miles in ten minutes and provides the person a stopwatch to check periodically. The person

completes the run in 9.8 minutes. Considering the goal-setting theory of motivation, which two factors explain why the person achieved the goal?

- A. Challenge and encouragement
- B. Specificity and encouragement
- **C. Specificity and feedback**
- D. Direction and challenge

Answer: C

Explanation:

Edwin Locke's Goal-Setting Theory suggests that specific and difficult goals, with feedback, lead to higher performance. The theory identifies several key components that drive motivation. First is Specificity. In this case, the coach did not just say "run fast"; they set a specific target of "two miles in ten minutes". Specific goals act as an internal stimulus, providing a clear sense of what needs to be done and how much effort is required.

Image of Goal-Setting Theory of Motivation

The second critical factor is Feedback. By providing a stopwatch, the coach allowed the runner to monitor their own progress. Feedback helps individuals identify discrepancies between what they have done and what they want to do; it guides behavior and motivates the individual to adjust their effort level to meet the goal.

While "challenge" is also a part of the theory (as difficult goals lead to higher performance), the presence of the stopwatch specifically addresses the feedback mechanism, and the clear time-distance parameters address specificity. Therefore, the combination of a clearly defined target (specificity) and the ability to track progress (feedback) are the primary drivers for the runner achieving the 9.8-minute result.

NEW QUESTION # 35

In organizing a team to develop a new product for entry into the electronics market, management wanted to assign team members having characteristics common to effective teams. Which list specifies common characteristics of effective teams?

- A. Effective leadership, members who score low on the personality characteristic of extroversion, and members who fill role demands
- B. A climate of trust, members who fill role demands, and an absence of conflict
- C. A climate of trust, members who score low on the personality characteristic of extroversion, and effective leadership
- **D. Members who are emotionally stable, members who fill role demands, and a manageable level of conflict**

Answer: D

Explanation:

The effectiveness of a team is generally categorized by its composition, context, and process. According to the Big Five Personality Model and team research, effective teams are typically composed of individuals who score high on emotional stability, agreeableness, and conscientiousness. These traits help maintain a positive working environment and reduce interpersonal friction. Furthermore, teams must ensure that they have people to fill various role demands—meaning that all necessary tasks and social-maintenance functions are being performed by someone within the group.

Crucially, effective teams do not necessarily have an "absence of conflict" (which refutes option C). Instead, they maintain a manageable level of conflict. Specifically, "task conflict"—disagreements over the content of the work—can actually stimulate discussion and lead to better decisions, provided that "relationship conflict" (interpersonal animosity) remains low. Therefore, a team that is emotionally stable, fulfills its role requirements, and handles conflict constructively is much more likely to succeed in a high-pressure environment like the electronics market than one that simply tries to avoid all disagreement.

NEW QUESTION # 36

A project team was formed to complete a specific project. At the end of the first 6 months, the team was unable to deliver the results. The main cause was several team members spending significant time mistakenly working on the same tasks. Which role of a team lead is most useful in the given case?

- A. Planner
- B. Motivator
- **C. Coordinator**
- D. Controller

Answer: C

Explanation:

In group dynamics, the failure described—redundant efforts and a lack of task synchronization—points to a failure in coordination. The Coordinator role is responsible for clarifying goals, delegating tasks, and ensuring that the efforts of individual team members are integrated rather than duplicated. Without effective coordination, even highly motivated and skilled teams can fail because their energy is dissipated through "working in different directions".

While a "Planner" (Option B) sets the initial schedule and a "Controller" (Option C) monitors outcomes, the Coordinator acts as the glue during the execution phase. The Coordinator ensures that every member knows their specific contribution and how it fits into the whole. In this case, because the members were "mistakenly working on the same tasks," a Coordinator would have intervened to clarify boundaries and manage the interdependencies of the work. Effective coordination is the primary antidote to the "process losses" that occur when team members overlap in their efforts.

NEW QUESTION # 37

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