

Kostenlose gültige Prüfung WGU Organizational-Behavior Sammlung - Examcollection

WGU C715 – Organizational Behavior Final Exam | Verified Questions and Answers | Grade A | 2025/2026

Section 1: Introduction

This document provides verified content from the WGU C715 Organizational Behavior Final, covering motivation, leadership, team dynamics, communication, and conflict resolution. Structured for WGU's exam format and A+ ready.

Section 2: Exam Questions and Answers

- Motivation: What is the process that accounts for an individual's intensity, direction, and persistence of effort toward attaining a goal?**
A) Leadership
B) Motivation
C) Decision-making
D) Conflict resolution
Correct Answer: B) Motivation
Rationale: Motivation is defined as the processes that account for an individual's intensity, direction, and persistence of effort toward achieving a goal, per organizational behavior principles.
- Leadership: Which leadership style involves making decisions without consulting the team?**
A) Democratic
B) Laissez-faire
C) Autocratic
D) Transformational
Correct Answer: C) Autocratic
Rationale: Autocratic leadership involves unilateral decision-making by the leader, unlike democratic (team input), laissez-faire (minimal guidance), or transformational (inspirational) styles.
- Team Dynamics: What is the term for when group members exert less effort when working together compared to working individually?**
A) Groupthink
B) Social loafing
C) Group shift
D) Cohesion
Correct Answer: B) Social loafing
Rationale: Social loafing occurs when individuals contribute less effort in a group setting due to reduced accountability.
- Communication: Which barrier to effective communication involves preconceived notions about others?**
A) Filtering
B) Selective perception

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WGU Organizational Behavior (GT01, C715) Organizational-Behavior Prüfungsfragen mit Lösungen (Q31-Q36):

31. Frage

What defines acceptable standards of behavior that are shared by group members?

- A. Group roles
- B. Group status
- C. Group conformity
- **D. Group norms**

Antwort: D

Begründung:

All groups have established Norms, which are defined as acceptable standards of behavior shared by the group's members that tell them what they ought and ought not to do under certain circumstances. Norms are powerful because they act as a means of influencing the behavior of group members with a minimum of external controls. Common organizational norms include performance norms (how hard to work), appearance norms (dress codes), and social arrangement norms (whom to eat lunch with).

Norms are distinct from Group Roles, which are specific behaviors expected of a person in a specific position.

While roles might differ from member to member (e.g., a leader vs. a scribe), norms are generally shared by the entire collective. Group Status refers to a socially defined position or rank given to groups or group members by others, and Conformity is the act of adjusting one's behavior to align with the norms of the group.

Therefore, the "standards of behavior" themselves are the norms. When an individual violates these shared standards, they often face social pressure or sanctions from the group, which reinforces the importance of norms in maintaining group stability and predictability.

32. Frage

How might a charismatic leader work to increase performance in an organization?

- A. Use a directive approach
- B. Avoid increasing personal risk
- C. Display type A characteristics
- **D. Articulate an appealing vision**

Antwort: D

Begründung:

Charismatic Leadership Theory suggests that followers make attributions of heroic or extraordinary leadership abilities when they observe certain behaviors. The most fundamental way a charismatic leader increases performance is by articulating an appealing vision. This vision serves as a long-term strategy for attaining a goal by making the future better than the status quo.

Image of Charismatic Leadership Characteristics

A charismatic leader does not just set goals; they provide a "vision statement"-a formal proclamation of an organization's mission-that they use to imprint on followers an overarching goal and purpose. They then communicate high-performance expectations and express confidence that followers can attain them, which enhances follower self-esteem. Unlike transactional leaders who rely on rewards or directive approaches, charismatic leaders use emotional appeal and personal risk-taking to inspire followers to go beyond their self-interest for the sake of the organization. This articulation of a "better future" is the primary engine of motivation in charismatic leadership.

33. Frage

Three employees meet face-to-face to identify a problem and resolve it through open discussion. Which type of conflict resolution technique is this?

- A. Problem solving
- B. Devil's advocate
- C. Smoothing
- D. Compromising

Antwort: A

Begründung:

Image of Conflict Management Grid

□ Conflict is an inherent part of group dynamics, and how it is managed determines whether the outcome is functional or dysfunctional. The scenario describes a Problem Solving approach (also known as collaborating or confronting). In this technique, the parties involved meet face-to-face with the explicit intent of identifying the underlying problem and resolving it through open, honest discussion. Unlike other methods that might avoid the issue or seek a quick "middle ground," problem solving seeks a "win-win" solution where the concerns of all parties are fully addressed.

Other techniques mentioned in the options serve different purposes: Smoothing (or accommodating) involves playing down differences to maintain surface-level harmony; Compromising requires each party to give up something of value; and the Devil's Advocate role is a technique used to stimulate functional conflict by intentionally challenging the majority view. Because the employees are actively engaging in open discussion to find a root-cause resolution, it is classified as problem solving.

34. Frage

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

Antwort: A

Begründung:

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.

35. Frage

How can an organization transmit its culture to its employees?

- A. By requiring employees to memorize the mission statement
- B. By creating and repeating ritualistic activities
- C. By studying employee gripes and complaints
- D. By influencing the balance of cultural backgrounds of employees

Antwort: B

Begründung:

Culture is transmitted to employees in several ways, most notably through stories, rituals, material symbols, and language. Rituals are repetitive sequences of activities that express and reinforce the key values of the organization—what goals are most important, which people are important, and which are expendable. For example, a company might hold an annual awards ceremony that celebrates "risk-taking," thereby reinforcing a culture of innovation more effectively than a written document could.

These ritualistic activities serve as a physical manifestation of the organization's underlying values. While mission statements (Option

A) provide a formal overview, they often fail to capture the "lived experience" of the culture. Similarly, while the selection process influences who enters the organization, the transmission of culture happens after hiring through consistent, repeated social practices. By engaging in these rituals, employees internalize the organization's norms and expectations, transforming them from "outsiders" to "insiders" who understand the shared organizational meaning.

36. Frage

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Wir sollen im Leben nicht immer etwas von anderen fordern, wir sollen hingegen so denken, was ich für andere tun kann. In der Arbeit können Sie große Gewinne für den Boss bringen, legt der Boss natürlich großen Wert auf Ihre Position sowie Gehalt. Wenn wir ein kleiner Angestellter sind, werden wir sicher eines Tages ausrangiert. Wir sollen uns bemühen, die WGU Organizational-Behavior Zertifizierung zu bekommen und Schritt für Schritt nach oben gehen. Die Fragen und Antworten zur WGU Organizational-Behavior Zertifizierungsprüfung von ZertPruefung helfen Ihnen, den Erfolg durch eine Abkürzung zu erlangen. Viele IT-Fachleute haben die Fragenkataloge zur WGU Organizational-Behavior Prüfung von ZertPruefung gekauft.

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