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WGU - Organizational Behavior - C715 Practice Exam Questions And Verified Answers 2025 Edition.

D) personality - Answer 1) Esther Lugo has gone for an interview at an advertising firm in Manhattan and has been asked to complete a self-report survey to help interviewers understand if she is the right candidate for the job. From the interview, they have found that she is extroverted, empathic, scrupulous, and cooperative in nature, which are key characteristics needed for the job. These characteristics about Lugo indicate her _____.

A) genealogy B) talent C) skill D) personality E) knowledge

E) extraverted - Answer Ellen Athers works as a communication executive at a travel house. She is known to be friendly with her colleagues and interacts with them regularly to build strong work relationships. She knows that her rapport with her co-workers is a crucial part of her work and invests time in these relationships. In addition, while making decisions, she is assertive and colleagues take her decisions seriously. Which of the following personality types is Athers most likely to be characterized by according to the Myers-Briggs Type Indicator (MBTI) classification?

A) introverted B) perceiving C) solitary D) brooder E) extraverted

B) An individual's personality is determined by molecular structure of the genes. - Answer Which of the following does the heredity approach state?

A) An individual's personality is determined by the social background one is brought up in.

B) An individual's personality is determined by molecular structure of the genes.

C) An individual's personality is influenced by the economic settings he is surrounded by.

D) A person's personality traits are created by the company he keeps i.e., his friends and family.

E) A person's personality traits are largely influenced by global trends and characteristics.

C) Conscientiousness - Answer _____ is as important for managers as for front-line employees and, among all Big Five Model traits, is most consistently related to job performance.

A) Extroversion

B) Agreeableness

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WGU Organizational Behavior (GTO1, C715) Sample Questions (Q25-Q30):

NEW QUESTION # 25

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

Answer: D

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 # 26

What is a characteristic employed by transactional leaders?

- A. Instills pride and gains trust
- B. Promotes intelligence and rationality
- C. Provides vision and sense of mission
- D. Promises rewards for good performance

Answer: D

Explanation:

Organizational Behavior distinguishes between transformational and transactional leaders. Transactional leaders guide or motivate their followers in the direction of established goals by clarifying role and task requirements. They function primarily through a series of "transactions" or exchanges where the leader provides something the followers want in return for their performance.

One of the primary characteristics of transactional leadership is contingent reward, which involves promising rewards for good performance and recognizing accomplishments. Other characteristics include management by exception (active or passive), where the leader intervenes only when standards are not met. Options A, B, and C describe transformational leaders, who inspire followers to transcend their own self-interests for the good of the organization and are capable of having a profound and extraordinary effect on followers. While transformational leadership is often celebrated for driving innovation and change, transactional leadership remains essential for maintaining the day-to-day stability and efficiency of an organization by ensuring that employees are rewarded for meeting specific, tangible targets.

NEW QUESTION # 27

A manager treats an employee with a free lunch to encourage the employee to continue to do well. Which kind of reward is provided?

- A. Intrinsic reward

- B. Compensatory reward
- C. Personality reward
- D. Extrinsic reward

Answer: D

Explanation:

Motivation in the workplace is often driven by a system of rewards, which are generally categorized into intrinsic and extrinsic types. Intrinsic rewards are internal to the individual and come from the work itself; examples include a sense of accomplishment, personal growth, or the satisfaction of completing a difficult task. These are self-granted rewards.

Extrinsic rewards, conversely, are tangible rewards given by another person (usually a manager or the organization) to an employee for performing a specific task or behavior. These include salary increases, bonuses, promotions, benefits, and even smaller tokens like a free lunch. In this scenario, the free lunch is a physical, external incentive provided by the manager to reinforce the employee's positive performance. While intrinsic rewards are essential for long-term engagement and "meaningful" work, extrinsic rewards like a free meal are effective for immediate reinforcement and recognizing specific achievements. According to reinforcement theory, providing such a reward immediately following a desired behavior (doing well at work) increases the probability that the behavior will be repeated. Because the lunch is an external, tangible benefit provided by the manager rather than an internal feeling of satisfaction derived from the task itself, it is classified as an extrinsic reward.

NEW QUESTION # 28

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

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

Answer: C

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 # 29

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

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

Answer: C

Explanation:

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.

NEW QUESTION # 30

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