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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 (Q41-Q46):

NEW QUESTION # 41

Which characteristic describes an advantage of a virtual team as compared with other types of teams?

- A. Virtual team members generally report greater satisfaction with the group interaction process.
- B. The greater opportunity for interaction helps increase rapport.
- **C. People can work together who might otherwise not be able to collaborate on a work task.**
- D. Verbal and nonverbal communication cues are easier to understand within a virtual team.

Answer: C

Explanation:

Virtual teams use computer technology to unite physically dispersed members in order to achieve a common goal. The defining advantage of virtual teams is their ability to overcome the constraints of time and space, allowing people to work together who might otherwise not be able to collaborate on a work task. This is particularly beneficial for global organizations that need to pull together the best experts regardless of where they are located in the world.

Image of virtual team collaboration

□ However, virtual teams face unique challenges compared to face-to-face teams. Because they rely on electronic communication, they often suffer from a lack of nonverbal cues (like body language and tone of voice), which makes communication less rich and more prone to misunderstanding. Consequently, virtual teams often report lower levels of satisfaction with the interaction process and may take longer to build trust and rapport (refuting options B and D). To be effective, managers of virtual teams must ensure that the team has the right technology, that progress is closely monitored, and that efforts are made to create "social presence" through occasional video calls or face-to-face meetings to build the trust that forms more naturally in traditional office settings. Despite these hurdles, the strategic benefit of accessing diverse talent from across the globe makes the virtual team an essential tool in the modern organizational landscape.

NEW QUESTION # 42

Which method should be used to maximize team member participation in a global meeting?

- **A. Online using computer technologies and/or phone communication**
- B. Unilateral electronic messaging to facilitate communication
- C. A Delphi-like sequence of notes via carrier mail to encourage dialog between members
- D. Alpha-direct technologies to maintain communication links

Answer: A

Explanation:

In the context of global operations, teams are often physically dispersed across different time zones and geographic locations. To maximize participation, organizations rely on virtual team technologies. Using online computer technologies and/or phone communication (such as video conferencing, instant messaging, and collaborative platforms) allows for real-time or near-real-time interaction that bridges the physical distance.

These technologies enable members to share ideas, provide immediate feedback, and engage in the "give-and-take" necessary for effective decision-making.

While unilateral messaging (Option C) or physical mail (Option D) might transmit information, they lack the interactive richness required to sustain high levels of participation and engagement. Effective global leadership involves selecting the communication channel that best balances the need for speed with the need for social presence. By utilizing synchronous online tools, global teams can simulate the "face-to-face" experience, which helps in building the rapport and trust that are often difficult to establish in a virtual environment. This approach ensures that all members, regardless of their location, have an equal platform to contribute to the team's objectives.

NEW QUESTION # 43

After physiological desires such as hunger, thirst, and shelter are met, the next level of desires becomes the basis for motivation. This is an example of which theory?

- A. X and Y hierarchy

- B. Bigelow's three factor theory
- **C. Maslow's hierarchy of needs**
- D. Two factor theory

Answer: C

Explanation:

Abraham Maslow's Hierarchy of Needs is perhaps the best-known theory of motivation. Maslow hypothesized that within every human being, there exists a hierarchy of five needs: Physiological (hunger, thirst, shelter), Safety (security and protection), Social (affection, belongingness), Esteem (self-respect, autonomy), and Self-actualization (achieving one's potential).

Image of Maslow's hierarchy of needs

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Explore

The core premise of this theory is the "progression principle," which states that as each of these needs becomes substantially satisfied, the next need in the hierarchy becomes dominant as a motivator. The question highlights that once physiological desires (the lowest level) are met, the individual moves to the next level. In Maslow's original model, the level immediately following physiological needs is Safety and Security. This level involves seeking a predictable environment free from physical and emotional harm. In an organizational context, this translates to job security, health benefits, and a safe working environment. According to Maslow, once an employee feels physically safe and secure, they will no longer be motivated by these factors and will instead seek to satisfy "social" or "belonging" needs. While contemporary research suggests that people don't always follow this rigid linear progression, Maslow's model remains a foundational tool for managers to understand that an employee's needs change as their circumstances improve.

NEW QUESTION # 44

Employee A noticed that Employee B was late for work, and A's perception of why B was late will determine what action A takes in this situation. Considering attribution theory, which factors will determine A's perception regarding whether B's behavior was internally or externally caused?

- **A. Distinctiveness, consensus, and consistency**
- B. Creativity, relationships, and expertise
- C. Situation, attributes, and alternatives
- D. Problem, criteria, and alternatives

Answer: A

Explanation:

Attribution theory is a cornerstone of social perception in the workplace, explaining how we judge people differently depending on what meaning we attribute to a given behavior. When we observe an individual's behavior, we attempt to determine whether it was internally caused (under the person's control) or externally caused (forced by the situation). According to Harold Kelley's model, this determination depends on three specific factors: distinctiveness, consensus, and consistency.

Distinctiveness refers to whether an individual displays different behaviors in different situations. If Employee B is late for work but is generally reliable in all other tasks, the behavior has high distinctiveness, suggesting an external cause (like a traffic jam). Consensus occurs if everyone who faces a similar situation responds in the same way. If every employee who took the same route as Employee B was also late, consensus is high, pointing to an external cause. Consistency looks at whether the person responds the same way over time. If Employee B is late every single day, consistency is high, which usually leads the observer to attribute the behavior to internal causes (like a lack of discipline). By analyzing these three dimensions, Employee A forms a perception that dictates their reaction—whether that be empathy for a one-time external delay or disciplinary action for a recurring internal habit.

NEW QUESTION # 45

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. Compromising
- C. Smoothing
- D. Devil's advocate

Answer: A

Explanation:

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.

NEW QUESTION # 46

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