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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 (GTO1, C715) Sample Questions (Q10-Q15):

NEW QUESTION # 10

Management has noticed that the accounting work group is having difficulty because group members seem to be working in different directions. Which suggested action can the company take to increase group cohesiveness?

- A. Give group rewards rather than individual rewards
- B. Have the group avoid competition with other groups
- C. Establish more rigid role definition for group members
- D. Give individual rewards rather than group rewards

Answer: A

Explanation:

Group cohesiveness refers to the degree to which members are attracted to one another and are motivated to remain part of the group. When members are "working in different directions," it indicates a lack of alignment and shared purpose. One of the most effective structural methods to foster unity is to give group rewards rather than individual rewards. When rewards are tied to the collective output of the team, members are incentivized to collaborate, share information, and support one another to ensure the entire group succeeds.

Individual rewards often foster internal competition, which can further fragment a group that is already struggling with alignment. In addition to group-based rewards, other strategies to increase cohesiveness include making the group smaller, increasing the time members spend together, and stimulating competition with other groups (rather than avoiding it). By shifting the focus from individual achievement to collective success, the organization encourages members to coordinate their efforts, thereby increasing the "we-feeling" necessary for high-performing teams.

NEW QUESTION # 11

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

Answer: C

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 # 12

Which conflict-resolution techniques might a manager use to control the level of conflict that has become dysfunctional?

- A. Satisfying goals and smoothing
- B. Compromise and superordinate goals
- C. Smoothing and confrontation

- D. Confrontation and smoothing

Answer: B

Explanation:

Conflict within an organization can be functional (supporting goals) or dysfunctional (hindering performance). When conflict becomes dysfunctional, managers must use conflict-resolution techniques to bring it back to a manageable or productive level. Two such techniques are Compromise and Superordinate goals.

Compromise involves each party giving up something of value to reach a solution where no one is a clear winner or loser. It is often used when goals are important but not worth the potential disruption of more assertive methods. Superordinate goals involve creating a shared goal that cannot be attained without the cooperation of each of the conflicting parties. By focusing on a higher-level objective, the competing groups or individuals are forced to set aside their differences to achieve a common success. Other techniques include problem-solving (face-to-face meetings), smoothing (playing down differences), and avoidance. Choosing the right technique depends on the nature of the conflict and the desired long-term relationship between the parties. In many organizational settings, shifting the focus to superordinate goals is particularly effective because it aligns individual interests with organizational outcomes.

NEW QUESTION # 13

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

Answer: A

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 # 14

What is a purpose of employee evaluations?

- A. To educate employees on the personalities of supervisors and help them adjust to management styles
- B. To assist management in making human resource decisions
- C. To serve as a screening device for hiring new employees
- D. To measure the psychological symptoms of organizational dysfunctionality

Answer: B

Explanation:

Performance evaluations serve several vital functions within an organization's management system. The primary purpose is to assist management in making human resource decisions. These decisions include identifying who should receive promotions, who is eligible for salary increases, and who might need to be transferred or even terminated.

Beyond administrative decisions, evaluations provide essential feedback to employees about how the organization views their performance. This feedback acts as a basis for personal development and career planning. Furthermore, evaluations help identify training and development needs by pinpointing specific skill deficiencies that an employee may have. They also provide a criterion against which the organization can validate its selection and development programs; for instance, if employees who scored high on a

hiring test perform poorly on their evaluations, the hiring process may need to be adjusted. Therefore, rather than being a psychological diagnostic tool (Option B) or a pre-hiring screen (Option C), the performance evaluation is a retrospective and developmental tool used to manage the existing workforce effectively.

NEW QUESTION # 15

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