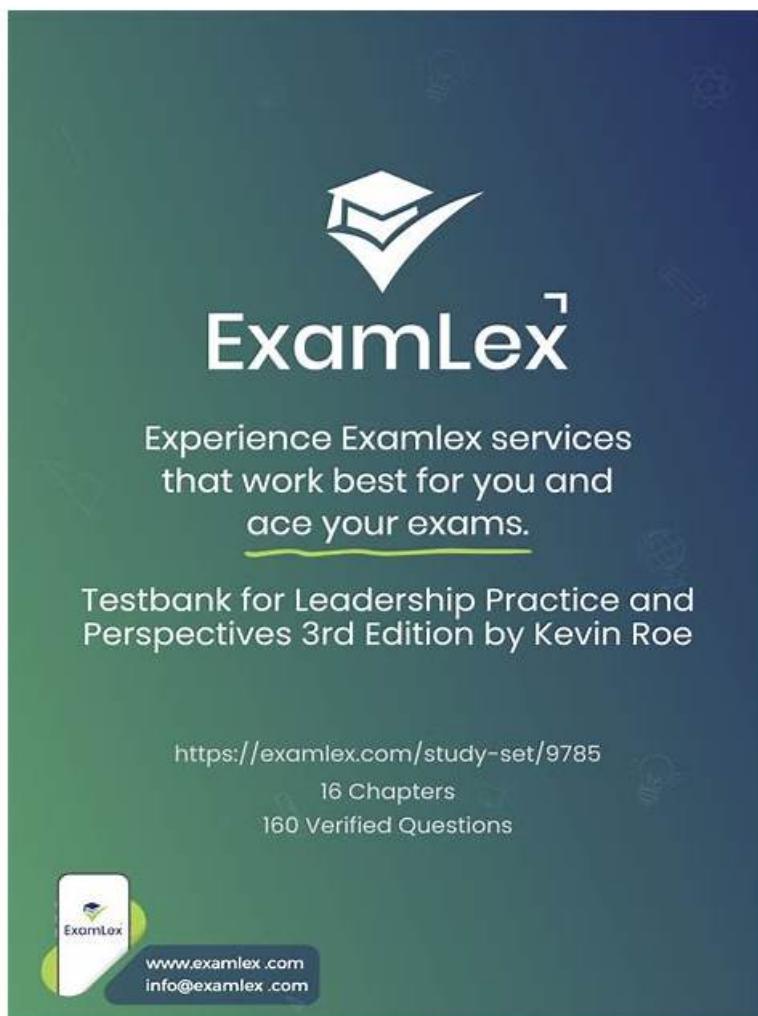


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## **NCCER Module 46101 Fundamentals of Crew Leadership Sample Questions (Q17-Q22):**

### **NEW QUESTION # 17**

A crew of electricians is needed to run 1,000 feet of conduit, and the estimator determined that two electricians could complete the job in an eight-hour day. What is the required productivity rate per person for the conduit install?

- A. 130 feet per hour
- B. 150 feet per hour
- **C. 62.5 feet per hour**
- D. 31.25 feet per hour

### **Answer: C**

Explanation:

Productivity rate is calculated by dividing the total output by the total input (in this case, labor hours).

Total labor hours = 2 electricians \* 8 hours/day = 16 labor hours

Productivity rate = Total conduit / Total labor hours = 1000 feet / 16 hours = 62.5 feet per hour per person.

(Fundamentals of Crew Leadership, Fourth Edition, NCCER, Section 4.4.1 Understanding Productivity Rates)

### **NEW QUESTION # 18**

Which style of leadership is more likely to be effective in dealing with a craft professional's negative attitude?

- A. dictator
- **B. directing**
- C. buddy
- D. controlling

### **Answer: B**

Explanation:

When dealing with a negative attitude, a directing (C) leadership style, which involves clear expectations, specific instructions, and close supervision, can be effective in redirecting the individual's focus and behavior towards productive tasks. A "buddy" approach (A) might not address the negativity effectively. A "dictator" style (B) can create resentment. While "controlling" (D) might seem similar to directing, it often implies a lack of trust and can be demotivating in the long run. The directing style aims to guide and set clear boundaries. (Fundamentals of Crew Leadership, Fourth Edition, NCCER, Section 1.3.3 Understanding Leadership Styles)

### **NEW QUESTION # 19**

What is a potentially important use of the daily diary that is NOT related to the crew leader's efficient management of work?

- A. documenting work completed
- B. recording an OSHA inspection visit
- C. scheduling a new-worker orientation session
- **D. a source of information during litigation with the client**

### **Answer: D**

Explanation:

While the daily diary is crucial for documenting work progress (A), recording important events like OSHA inspections (B), and potentially noting training activities, a potentially important use not directly related to efficient daily management is that it can serve as a source of information during litigation with the client (D) by providing a detailed record of site conditions, work performed, and any relevant incidents. Scheduling a new-worker orientation (C) is more of a planning task than a daily record. (Fundamentals of Crew Leadership, Fourth Edition, NCCER, Section 2.2.3 Maintaining a Daily Log)

## NEW QUESTION # 20

The MOST effective approach to the inability of two employees to work together would be to do what?

- A. Write a memo to all crew members, without mentioning names, encouraging cooperation.
- B. Write a memo to each of them ordering them to cooperate.
- C. Speak directly to the individuals and to others to learn what the problems are.
- D. Pick the worker you think is causing the most trouble and threaten dismissal.

**Answer: C**

Explanation:

The most effective approach to resolving interpersonal conflicts between employees is to speak directly to the individuals and to others to learn what the problems are (C). This allows for open communication, identification of the root causes of the conflict, and the opportunity to find a mutually agreeable solution.

Simply ordering cooperation (A), threatening dismissal (B), or sending a general memo (D) are less likely to address the underlying issues effectively. (Fundamentals of Crew Leadership, Fourth Edition, NCCER, Section 2.4.2 Resolving Conflicts)

## NEW QUESTION # 21

When writing or creating a visual message in a professional setting, you should

- A. always give your opinion.
- B. state the purpose of the message last to make it more impactful.
- C. proofread your work and make sure the document is legible
- D. use technical language so that only your peers will be able to understand.

**Answer: C**

Explanation:

Effective communication in a professional setting requires clarity and accuracy. Therefore, you should proofread your work and make sure the document is legible (B) to ensure the message is understood as intended. Giving your opinion (A) is not always necessary or appropriate, stating the purpose last (C) can lead to confusion, and using overly technical language (D) can hinder understanding for those outside your immediate peer group. (Fundamentals of Crew Leadership, Fourth Edition, NCCER, Section 6.1.2 Principles of Effective Communication)

## NEW QUESTION # 22

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