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Actual WGU Organizational Behavior (GTO1, C715) Exam Questions are

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WGU Organizational Behavior (GTO1, C715) Sample Questions (Q26-Q31):

NEW QUESTION # 26
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. Smoothing
- C. Compromising
- 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 # 27
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. A climate of trust, members who score low on the personality characteristic of extroversion, and effective leadership
- C. Effective leadership, members who score low on the personality characteristic of extroversion, and members who fill role demands
- D. A climate of trust, members who fill role demands, and an absence of conflict

Answer: A

Explanation:
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.

NEW QUESTION # 28

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

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

Answer: A

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 byarticulating 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 # 29
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. Two factor theory
- C. Bigelow's three factor theory
- D. Maslow's hierarchy of needs

Answer: D

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), andSelf-actualization(achieving one's potential).
Image of Maslow's hierarchy of needs
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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 isSafety 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 # 30
Which statement is true about groupshift?

- A. It can be toward caution or toward risk.
- B. It cannot be toward greater risk.
- C. It is not a real-world phenomenon.
- D. It is a side-stepping technique.

Answer: A

Explanation:

Groupshift is a phenomenon related to groupthink, specifically describing the way group members tend to exaggerate their initial positions when discussing a given set of alternatives. In a group setting, the collective decision often shows a shift toward a more extreme version of the position held by members before the discussion began. While many people assume groups always lead to more conservative decisions, groupshift demonstrates that the shift can move in either direction: toward greater caution or toward greater risk.

The shift toward risk is more common in many organizational settings. This occurs for several reasons: first, the shared responsibility of a group diffuses the accountability for any single individual, making them feel bolder. Second, members who are more willing to take risks may be perceived as more confident and thus exert more influence over the group's final decision. Conversely, if the initial atmosphere of the group is conservative, the discussion tends to reinforce that caution, leading to a "shift" toward even more extreme avoidance of risk. Understanding groupshift is vital for managers because it highlights that group decisions are not necessarily "average" or "moderate" versions of individual opinions; rather, the social dynamics within a group can drive the collective toward extremes that no single member might have chosen independently.

Recognizing this allows leaders to implement checks and balances, such as appointing a devil's advocate, to ensure that the group does not drift into a dangerous or overly timid position due to the social reinforcement of the shift phenomenon.

NEW QUESTION # 31

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