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

NEW QUESTION # 25

Which team type takes on many responsibilities of their former supervisors?

- A. Virtual team
- B. Cross-functional team
- C. Self-managed work team
- D. Problem-solving team

Answer: C

Explanation:

A self-managed work team is a group of employees (typically 10 to 15) who perform highly related or interdependent jobs and take on many of the responsibilities of their former supervisors. In a traditional work structure, a supervisor would handle tasks such as planning and scheduling work, assigning tasks to members, making operating decisions, and taking action on problems. In a self-managed environment, the team collectively takes over these managerial duties.

These teams may even select their own members and evaluate each other's performance. The goal of organizing into self-managed teams is to increase employee involvement and empowerment, theoretically leading to higher job satisfaction and productivity through synergy and collective control. Unlike "problem-solving teams," which only make recommendations, self-managed teams have the authority to implement solutions and take full responsibility for outcomes. While this can be highly effective, the success of self-managed teams depends heavily on the organizational culture and the level of training provided to employees.

If members are not prepared for the interpersonal demands of self-management—such as resolving internal conflicts or managing the pace of work—the team can struggle. However, when properly implemented, self-managed teams represent the highest level of team autonomy in organizational design.

NEW QUESTION # 26

A company switched from assembly lines to self-managed work teams. What can team members do to improve the synergy and success of their teams?

- A. Share information but not engage in collective performance goals
- B. Exercise collective control over the pace of work
- C. Change work group roles at random
- D. Assign individual roles rather than mutual team roles

Answer: B

Explanation:

A self-managed work team is characterized by its high level of autonomy and collective responsibility. To improve synergy and success, these teams must move beyond simply sharing information (which is characteristic of a work group) and engage in collective actions. One of the primary hallmarks of a successful self-managed team is the ability to exercise collective control over the pace of work.

In a traditional assembly line, the pace is dictated by the machinery or a supervisor. In a self-managed team, members decide how to schedule work, assign tasks, and monitor their own progress. This collective control fosters a sense of ownership and accountability. Options A and C describe traditional "work group" behaviors rather than team behaviors; teams require mutual accountability rather than just individual roles. By controlling their own pace and methods, team members can synchronize their efforts more effectively, leading to the positive synergy where the team's output is greater than the sum of individual inputs.

NEW QUESTION # 27

When is organizational culture a liability?

- A. When the organizational culture reduces ambiguity for employees.
- **B. When a strong organizational culture limits diversity within the organization.**
- C. When the culture includes shared values on organizational goals.
- D. When core values are shared by different departments within the organization.

Answer: B

Explanation:

While a strong culture can be a significant asset by improving employee commitment and reducing ambiguity, it can also become a liability under certain conditions. One of the most critical liabilities occurs when a strong organizational culture limits diversity within the organization. Because a strong culture pressures employees to conform to accepted values and behaviors, it can create a "mismatch" for people who bring different perspectives or backgrounds.

Strong cultures often act as a barrier to change because they lead to institutionalization, where behaviors are followed blindly without question. This can be particularly damaging during mergers or acquisitions, where two conflicting strong cultures may fail to integrate. Furthermore, when the shared values do not align with the organization's effectiveness in a changing environment, the culture becomes a "barrier to diversity" and a "barrier to change". Management must therefore balance the benefits of a cohesive culture with the need for diverse viewpoints that prevent "groupthink" and allow the organization to remain adaptable.

NEW QUESTION # 28

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 # 29

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

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

Answer: A

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 # 30

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