

# Performance Management Quiz

Answer key and explanations are at [www.larry-johnson.com/perfmgtquiz](http://www.larry-johnson.com/perfmgtquiz)

Rate each of the following feedback statements with one of the following ratings"

**EX** = Excellent; **OK** = Acceptable; **NI** = needs improvement; **DU** = don't use; **TABOO** = don't even think about it. Be ready to defend your ratings and describe how you would improve the statements that are anything but excellent.

- \_\_\_\_\_ 1. Jenny, you are really a nice person. We love having you here.
- \_\_\_\_\_ 2. Bill, you routinely encourage your technicians to excel.
- \_\_\_\_\_ 3. Bob, you don't seem to care much about your job.
- \_\_\_\_\_ 4. Debbie, you often come up with really creative ideas that turn out to have considerable benefit for the department. For example, the new product displays you set up have drawn more people to clothing and accessories than ever before.
- \_\_\_\_\_ 5. Sam, you seem to be so angry all the time. Don't you like working here?
- \_\_\_\_\_ 6. Jan, you called the temporary agency for help without checking to see if anyone would work overtime. It costs us extra when we have to call them and it should only be done as a last resort.
- \_\_\_\_\_ 7. Bill, you completed that report in record time - and it's excellent. It's comprehensive while being succinct and accurate. Great job.
- \_\_\_\_\_ 8. Barbara, you have great potential to be a manager.
- \_\_\_\_\_ 9. Billy Bob, I love your moxie. You're a really cool dude.
- \_\_\_\_\_ 10. Tim, I've received another complaint from the parts manager that you were hanging out there during working hours chatting with the new parts person. Accounting is not happy about it, nor am I.
- \_\_\_\_\_ 11. David, your performance has been excellent this month. Unfortunately, you missed two weeks of work when you were on that industrial leave, so your overall productivity rating will have to be "needs improvement."
- \_\_\_\_\_ 12. Bob, if brains were taxed, you'd get a rebate. Why are you sooo stupid?
- \_\_\_\_\_ 13. Judy, you seem to understand how to do engine overhauls pretty well. That's really unusual for a woman.
- \_\_\_\_\_ 14. Lana, there were a couple of major mistakes in your balance sheet. I'm concerned because this is the third time this has happened. These mistakes cost us money and can get us in trouble with the IRS.
- \_\_\_\_\_ 15. Dana, you could really get ahead here if you would stop getting pregnant so often.

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