



CMOR-MRA Interviewer Training Modules

Building Interviewer teams

Answer Key

1. Define what a **team** is: (use space provided below)

A: A team is a small number of people with complimentary skills who are committed to a common purpose for which they hold themselves mutually accountable

2. Name some of the differences between work groups and teams:

Work Groups:

Teams:

__ Take direction _____

__ Take initiative _____

__ Compete _____

__ Cooperate _____

__ Demand more resources _____

__ Use what is on hand _____

__ React to crisis _____

__ Anticipate crisis _____

__ Spend money _____

__ Save money _____

3. List the 7 steps to forming a team:

- 1) Establish direction
- 2) Set performance goals
- 3) Create rules of conduct
- 4) Use frequent communication
- 5) Spend time together
- 6) Give feedback and dialogue
- 7) Recognize and reward

4. True or False: One way of setting the rules of conduct is to tell interviewers how to get questions answered and disputes settled.

A: True



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5. True or False: In communicating with interviewers on a team, the supervisor should report only good results.

A: False

6. Part of spending time together with the team includes the supervisor saying *hello* at the beginning of the shift and *goodbye* at the end of the shift.

7. True or False: Supervisors should demand that a task be done, not ask that it be done.

A: False

8. In Communication, conflict is good and communication of *disagreement* should be encouraged and resolved.

9. A positive communication style is both *assertive* and *responsive*, but is not *aggressive* or *non-assertive*.

10. Rewards should be fast, consistent, and *specific* in mentioning what the interviewer did to earn the reward.

11. Name a couple of tactics a team leader can follow to truly lead his/her team:

___ Admit mistakes ___ ___ Ask for help ___

___ Share leadership ___ ___ Tell why, not just what ___

___ Share credit ___ ___ Share the work ___

___ Listen ___ ___ Don't show dislikes or likes ___