

# Managing People Quiz

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## How should you handle the following??

1. A colleague or subordinate says they will do something for you, but you walk away with a feeling that they are not going to do it.
2. You need something done for a customer, and have promised it to them. Colleague says "Not my job", but you think it is.
3. You have too much to do. Jobs are coming in from your boss, subordinates, customers, and colleagues.
4. You have a staff member who does the minimum; they are quite good at their job, just not motivated. What can you do?
5. A project has been successfully completed. You were the project manager. Is there anything you need to do at this point?
6. You have someone who is an average performer. He does OK. No big errors. Is there anything you should do?
7. The "skunk": as long as you leave them alone they run their section quite efficiently. But as soon as you ask questions about why they do it the way they do, or ask for improvements or changes, they make life difficult for you, bringing every little decision to you. Some of these decisions are quite technical and there is a risk you will get them wrong.
8. You are accused of being autocratic and interfering by one of your staff who has been there for quite a while, is quite knowledgeable, but you don't entirely trust them.
9. You pick up the phone; it's a customer who has a problem. The problem is in an area that you don't normally deal with. You know that the proper person can be hard to get hold of. What do you do?
10. You have a very keen new starter, who is making a few mistakes.
11. An important project, which is being run by one of your people, is going a little late to plan.
12. Two of your team have been criticising each other behind their backs, both to you and to others.
13. One of your team tends to avoid taking responsibility, and keeps checking with you before making decisions.
14. A job you delegated has gone wrong. You have just had a reprimand (polite word) from your boss, who had one from the customer involved. The person to whom you gave the job had previously done a similar one successfully.