

The Critical Thinking Assessment (Forward-Only Exam)

The Critical Thinking Assessment will provide you with scenarios you will study and analyze to answer a combination of multiple choice and short answer questions. The goal is to measure your competency in the following areas:

- Explain the situation, issue, concepts, or opinions.
- Select and use information to analyze situations, issues, concepts, and opinions.
- Incorporate understanding of context, assumptions, and alternate perspectives.
- Effectively communicate your views, perspective, and hypothesis.
- Draw conclusions from and understand related implications and consequences.
- Communicate effectively.

By completing this exam, you and your school will gain insights into your development of critical thinking.

When you open the exam from your learning management system (the online platform your school uses to deliver your courses), follow the prompts as they are delivered to you, including answering any questions, choosing your cohort, or reading and accepting acknowledgments.

You must read each acknowledgment thoroughly as they each provide essential information about what you can expect within the exam. Below is an example of the guidelines for an exam. This can vary depending on the configurations chosen by your school.

CT Organizational Behavior (Forward-only)

✓ Active ⚙️ ⏰ Due in 23 hours 59 minutes ⚙️

This online exam contains **2 assessment item(s)** with **10 question(s)** each over the topical areas of:

- Organizational Behavior

This exam has a total time limit of **20 minute(s)**. Be sure to allow yourself enough time before proceeding with the exam.

[CONTINUE](#)

Once you have completed all the exam prompts and acknowledgments, you will begin the exam.

Assessment Item 2 of 2 20 Total Questions in 2 Assessment Items

Organizational Behavior

A highly regarded car manufacturer in the English Midlands had been hand-building vehicles of the same style for decades. They were renowned for the quality of the finish and for the simple but robust engineering which ensured reliability. Production was slow, but the consequent customer waiting lists only seemed to enhance their desirability. Three of the works managers, John, Martin, and Valerie, all had considerable experience and were as skilled as each other in design, manufacture, and marketing. When the company decided to open up lucrative markets in the Far East, as a matter of urgency a restructuring program was implemented which would lead to considerable change in the company. This included the radical move of production-line assembly techniques being introduced. John, Martin and Valerie, enthusiastic advocates for progress, were tasked with leading the change, and were empowered by the senior management to make it happen. Through presentations, workforce training schemes and focus meetings, their vision was rapidly communicated throughout the company. Experienced craftsmen, whose skills had been the mainstay of the company, were encouraged to adapt and to advise on the new processes. Innovative steps and suggestions were praised and rewarded as the new factory procedures were implemented. The workforce was consulted throughout: their wealth of experience and technical know-how was essential in leading fine-tuning adjustments. Regular factory visits by prospective customers - many from the Far East - and a rapidly growing wealth of new sales orders, engendered an atmosphere of success and progress throughout the company. Although it was highly traditional, this change process was achieved step-by-step by the company, and the empowered staff refused to look back and, despite some initial reluctance, adopted the new processes in a sustained way.

Question #1 -1/1 point

Question #2 -1/1 point
(Recommended response is 60-80 words.)

Question #3 -1/1 point

Question #4 -1/1 point
(Recommended response is 50-70 words.)

Question #5 -1/1 point
(Recommended response is 60-80 words.)

Question #6 -1/1 point
(Recommended response is 40-60 words.)

Can you elaborate on the impact of the fact that John, Valerie, and Martin were all multi-skilled professionals in what they were doing?

Answer

Enter your answer here

[NEXT QUESTION](#) 5000 chars. left

On the left, you will see a scenario. Your objective is to read and study the scenario, so you have the information needed to answer the multiple choice and short answer questions on the right.

You will also notice there are recommended word counts for each of the short answer responses. This helps ensure you have included enough information within your response so that your answers can be fairly scored.

This is a Forward-only type assessment. You are not allowed to go back to the previous scenario once you continue to the next scenario item.

You may take a break or leave the assessment only in between assessment items provided all the questions in the scenario are answered.

Once you begin, if you leave the assessment for any reason, it will restart at the NEXT scenario and not at the current scenario you are on. These measures are in place to protect the integrity of the assessment. If you accidentally get disconnected from your assessment, you can re-access it by logging back in using your email and password.

Once you have answered all the questions for the Assessment Item, you will click “Save & Continue Exam” at the bottom of the page.

Assessment Item 1 of 2 20 Total Questions in 2 Assessment Items

Organizational Behavior

Everyone deals with stress in a different way – some are able to cope more than others and positively thrive off stress. Others panic and become unwell and irrationally unstable when faced with a workload which would be un-daunting to others. The task of a manager – if he or she wants to retain people, energize them, and achieve company goals – is therefore to make sure that everyone in the team is working to optimal, positive stress levels and thus at peak performance. Dave has several staff working in his busy marketing department. Henrietta, his deputy manager, is on top of things. She's a high achiever, very hard working and able to cope with a huge workload. Dave worries that she might burn out, but she is young and ambitious. If he doesn't keep her interested in her job, she might quit for something more stimulating. Meanwhile, Wendy was inherited from another department and Dave would not mind if she left, but she likes the job security – she knows she can't get fired easily. She is old-fashioned, conservative, and stable. Wendy is a bit bored, definitely underworked but has plateaued and is not that interested and probably has become lazy because she has found that she can get away with doing very little. When Dave tries to get her to do more, she pretends to work harder but is not really doing much. Or she deliberately does such a bad job that no-one will ask her to do it again. Meanwhile Rena is seriously stressed by her job and can't be given too much to do as she has medical conditions. Her severe autism was brought on/worsened by being demoted a few years ago when the company was suffering from a reduced income – from which she never recovered. So, Dave has quite a job here.

Question #1 -1 point
(Recommended response is 50-70 words.)

Question #2 -1 point

Question #3 -1 point

Question #4 -1 point

Question #5 -1 point
(Recommended response is 60-80 words.)

Question #6 -1 point
(Recommended response is 50-80 words.)

Question #7 -1 point

Question #8 -1 point

Question #9 -1 point
(Recommended response is 40-60 words.)

Question #10 -1 point

[SAVE & CONTINUE EXAM](#)

At this point, you will receive a prompt asking if you want to continue, take a break, or exit the exam. If you need to take a break or exit the exam (the number of breaks and re-entries into the exam is set by your institution and the information is available to you at the beginning of the exam), you will click “Take A Break” or “Exit Exam”. If you want to continue to the next item, click “Continue Exam”.

Should you choose to take a break, your screen will include a countdown timer. Click “Resume Exam” once you are ready to return to the exam.

Continue? ✕

Please choose an option below to continue.

You have **1** break(s) and **2** access attempt(s) left.

[TAKE A BREAK](#)
[EXIT EXAM](#)
[CONTINUE EXAM](#)

CT Organizational Behavior (Forward-only) [SAVE & EXIT](#)

✓ In Progress Due in 23 hours 58 minutes

You have 2 access attempt(s) left

On Break

50% completed Exam resumes in 04:45

[RESUME EXAM](#)

Assessment Item 2 of 2 20 Total Questions in 2 Assessment Items

Organizational Behavior

Called listening to the "Voice of the Associates"; many companies conduct employee opinion surveys which can relate to levels of job satisfaction and employee commitment, and which can help the organizations to effectively address their shortcomings - especially those perceived by their employees. These findings are often useful for revealing issues of which senior management can be entirely unaware. One such company - an American multinational healthcare business - conducted a survey to find out which areas in particular the employees considered were areas of weakness in their business. These certainly impacted how people felt about their jobs - if they were satisfied and enjoyed their time at the company, and if they thought they would stay in their jobs long-term. In this particular example of a survey, the company was seen as having three main problems, according to the employees surveyed. Firstly, when asked to consider the statement "decisions are reached without excessive delay" - only 18.4% agreed, 23.7% were neutral and a significant majority - 57.9% - took a negative view of this issue. So, most employees felt that decision-making was too slow. Secondly, when asked if the company was doing what was necessary to compete effectively in the market - only 26.3% thought this was true. 47.4% were of an unfavorable opinion with 26.3% neutral. So, a significant majority of employees were not convinced of their company's competitiveness. Thirdly - in response to the statement "there is effective communication between departments" - nearly a third (31.6%) - believed that this wasn't true. 42.1% were not sure, and only 26.3% thought inter-departmental communication was ok and maintained a positive view. Therefore - according to this survey - this company was slow at decision-making, was uncompetitive and suffered from poor internal co-operation and teamwork. A wake-up call indeed!

Question #1 (Recommended response is 50-70 words.)	-1 point
Question #2 (Recommended response is 60-80 words.)	-1 point
Question #3	-1 point
Question #4 (Recommended response is 40-60 words.)	-1 point
Question #5	-1 point
Question #6	-1 point
Question #7	-1 point
Question #8	-1 point
Question #9 (Recommended response is 60-80 words.)	-1 point
Question #10	-1 point

COMPLETE EXAM

Once you have answered all the questions for all Assessment Items, click "Complete Exam".

A prompt will appear for you to acknowledge you are submitting the exam and cannot return to it.

You will then be directed to a summary page that details your multiple-choice score. You will not receive your short answer score until they are scored by the faculty at your school.

Complete Exam

This will save and submit the entire exam. Once you submit the exam, you can never return to it. Proceed?

NO YES

CT Organizational Behavior (Forward-only)

✓ Completed 20th June 2023

You have completed the exam!

Below are your partial exam scores. It contains the overall partial exam score and score by topic. **Please take note that this result only covers the multiple-choice type questions.** If there are short-answer type questions, it will be scored in due time and you will be notified once the exam is completely scored.

Score Summary							
Exam	Questions Answered	Multiple Choice Score	Multiple Choice Weight	Short Answer Score	Short Answer Weight	Total Score	Total Weight
CT Organizational Behavior (Forward-only)	20 of 20	25%	3/12				

In order to preserve the integrity of our online exams and training courses and because of proprietary rights, we cannot provide questions/answers upon completion of an exam.

When you click "Exit Module" you will find a button to "Download Certificate".

The Certificate of Completion will show the date the exam was completed but does not include a score. When grading is completed, you will receive an email and will be able to retrieve your score.