

Dealing with the Difficult Student

Post Test

1. Which of the following are reasons that students may not meet performance standards.
 - a. Don't know what their job responsibilities are
 - b. Have wrong priorities
 - c. Don't want to do their work the way the supervisor wants them to
 - d. Has personal limitations
 - e. All the above

2. Which of the following are signs that performance problems are brewing?
 - a. Turns in work late
 - b. Is frequently late
 - c. Takes long breaks
 - d. Shows little or no initiative
 - e. All the above

3. Fill in the blanks for what you can do in response to a difficult student.
 - a. First _____ that there is a performance problem
 - b. Determine if it is a _____ issue
 - c. Consider the _____ of behavior

4. Which of the following are reasons why supervisors fail to recognize performance problems.
 - a. Want to avoid conflict
 - b. Personal friendships exists
 - c. Lack of confidence in your performance
 - d. Fear that the situation will get out of hand
 - e. All the above

Sign _____

Date _____

Please email or fax to Jessica Pipkin at jessica.pipkin@mga.edu / fax 478-934-3418