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__________

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