Sample Questions

AM DIRECT: Managerial Situational Judgment Test

1. What best describes the leader-follower relationship?
   a. The relationship is a one-way street
   b. Leadership and followership are the same thing
   c. Leadership and followership merge and are linked concepts
   d. It is based on the idea of ‘one-man leadership’

2. To many, the word management suggests
   a. Dynamism
   b. Risk-taking
   c. Efficiency
   d. Creativity

3. You have reason to believe that a co-worker is preparing to divulge company secrets to a rival corporation. These secrets have the potential to really damage the company. How would you deal with this situation?
   a. I got to get concrete proof
   b. This is an amazing opportunity to monetize my position and I’m taking full advantage of it! If my co-worker is selling secrets I want in on that action...but only if the amount they’re getting paid is more than the amount I can collect as a bounty from the company for turning them in
   c. I need to do is stop and really look at the situation. Are my suspicions based on actual proof or are these unsubstantiated allegations
   d. If I have hard proof of my co-worker’s intent to divulge information, then it’s absolutely imperative that I make sure my supervisor is aware of what is going on.
   e. C & D both

4. Women leaders’ interactive leadership style developed
   a. Due to their socialization experiences and career paths
   b. Because of exchanges with subordinates for services rendered
   c. By influencing others primarily through their organizational position and authority
   d. Because of their organizational position

5. You are currently on an internship, holding the position of Market Research Assistant, at Mitre & Leigh Relations, a large PR agency based in Bristol. You are walking through reception to go for lunch and end up talking to one of the clients while he waits to be seen. The client tells you he is very unhappy with the latest press release on the opening of his restaurant and is considering taking his business elsewhere. You know that the publicist working on his promotion has been tied up with family issues at the moment, but are unsure if it would be right to tell the
client this. Review the following responses A to D and indicate which one you believe to be the response to the situation.

a. Apologies and tell the client about the publicist having current family issues, hoping he will be grateful for the honesty and reconsider leaving.

b. Let the client know you are only an intern and that this isn’t your area, so you will not be able to discuss anything with him and have to get to lunch.

c. Apologies to the client; let him know it is unusual for the company to make a client unhappy with a press-release and that the company will most likely be very flexible with anything else he has coming up.

d. Ask the client if he would like to accompany you to lunch; there you can discuss how he would have preferred the press-release to look, and you can offer to put these forward to the publicist.

6. While conducting your research on one of the potential clients, you have come across some background information on them that compromises the values held by the company. You know that this client alone would bring in some of the largest revenue that the company has seen, however you are also aware that some of the company’s great reputation is attributed to its high values. Your manager is expecting you to come to them with any issues that may have arisen in the background check once you are done. You could ignore the information and not say anything; the company would be grateful to you for giving the go-ahead on this profitable client, and the information is unlikely to become an issue in the future. On the other hand, you have a good relationship with your team and don’t want to be seen as dishonest, even though the issue is likely to never be found out. Review the following responses A to D and indicate which one you believe to be the response to the situation

a. You decide to leave out the compromising information that you have found; it is unlikely this would happen again, and you would like to help bring in this business, which would ultimately secure you a position in the company.

b. You go to your manager after completing your research and let them know what you have found out; this information would reflect badly on the company were it ever to become public knowledge.

c. You delegate this task to another intern, letting them know you are currently working on many other projects; this way the other intern will find the information and have the decision of telling the manager or not.

d. You discuss what you have found with the senior market researcher; they have been doing this longer than you and will know better the types of things that are OK to go ahead with or not.

7. Ideal leaders according to a survey were commonly characterized as all of the following except

a. Honest

b. Competent

c. Forward-looking

d. Cooperative
8. You’ve been assigned a major project and are halfway through when you realize that you’ve made a mistake that requires you to go back to the beginning to fix it. How do you handle that while still trying to make your deadline?
   a. I don’t make mistakes, so I have no idea why you’re even asking me this question.
   b. If it’s a mistake that requires a full reworking of the problem and the solution is going to force me to come close or even miss my deadline, I would make sure to immediately inform my supervisors and let them know what is going on.
   c. I would do is stop whatever I am doing on the project.
   d. If there’s a mistake...it must have come from whoever gave me the task in the first place...so I’d start there

9. What are the three interpersonal roles of managers?
   a. False Spokesperson, leader, coordinator
   b. Director, coordinator, disseminator
   c. Communicator, organizer, spokesperson
   d. Figurehead, leader and liaison

10. What is a social enterprise concerned with?
    a. Profit maximization
    b. Maximizing market share
    c. Providing public service
    d. Running a business to create social benefits