



**Exam Name – Certified Professional Supervisor (CPS)<sup>™</sup>**

**Exam Code – CPS-001**

**Sample Exam**

(Question): If you notice one of your employees is getting lazy, what should you do?

- (A): Add more work to their schedule to keep them focused
- (B): Set specific goals and standards
- (C): Encourage other employees to leave the lazy employee alone so they can focus
- (D): Ask your employee to take a break

(Correct): B

(Question): If you become the manager of your former co-workers, what should you do if you start receiving criticism?

- (A): Keep your composure
- (B): Start to use your managerial weight on them
- (C): Call them out in public and ask what the problem is
- (D): Add more work to their schedule to divert their attention

(Correct): A



(Question): If you are faced with conflict in the workplace, what should you try to do?

- (A): Develop several possible solutions based on your observation, if there is time to do so
- (B): Give up a must win attitude
- (C): Communicate in a manner that will be received
- (D): All of the above

(Correct): D

(Question): Which of the following is a reason why we don't ask for what we want?

- (A): We have a fear of our own confidence
- (B): We fear rejection
- (C): We believe it's not right to ask
- (D): All of the above

(Correct): D

(Question): What percentage of time do supervisors spend communicating?

- (A): 55%
- (B): 65%
- (C): 75%
- (D): 85%

(Correct): C



(Question): You notice conflict has been stirring in the workplace. When should you, as a manager, become involved?

- (A): When the employees in conflict come to you for help
- (B): When other employees ask you to step in
- (C): When productivity and/or morale are dropping because of the conflict
- (D): All of the above

(Correct): D

(Question): What should you tell employees if you are coming in as a new manager?

- (A): Everyone should continue their job as they have always done
- (B): If there are any problems, they should be brought to your attention
- (C): Let them know that you have no preconceived notions about anyone or anything
- (D): All of the above

(Correct): D

(Question): Paying attention when someone is speaking, taking notes, and maintaining eye contact are all factors in:

- (A): Passive listening
- (B): Active listening
- (C): Open listening
- (D): Closed listening

(Correct): B



(Question): What percentage of grievances filed in unionized firms stem from discipline problems?

- (A): 20%
- (B): 50%
- (C): 60%
- (D): 70%

(Correct): C