

CONTENTS

1 - 1	Experimental Designs	1
1 - 2	Designing a Study	4
1 - 3	Understanding Employment Law	6
	Chapter 1 Practice Exam	10
2 - 1	Writing a Job Description	14
2 - 2	Using the Critical Incident Technique	17
2 - 3	Functional Job Analysis	40
2 - 4	Designing a Job Evaluation System	41
2 - 5	Determining Pay Equity	42
	Chapter 2 Practice Exam	43
3 - 1	Locating Test Information	47
3 - 2	Using the Utility Formula and Tables	49
3 - 3	Determining the Proportion of Correct Decisions	50
3 - 4	Determining Multiple Hurdles in Selection	52
	Chapter 3 Practice Exam	54
4 - 1	Employee Recruitment	61
4 - 2	Situation-Wanted Advertisements	62
4 - 3	Resume Writing	63
4 - 4	Surviving the Employment Interview	66
4 - 5	Situational Interviews	71
	Chapter 4 Practice Exam	77
5 - 1	Letters of Recommendation	83
5 - 2	Peres and Garcia Technique	85
5 - 3	Leaderless Group Discussion	87
5 - 4	Personality Tests	90
5 - 5	Weighted Application Blanks	96
5 - 6	Developing a Selection Battery	116
	Chapter 5 Practice Exam	120
6 - 1	Evaluating Employee Performance	125
6 - 2	Rating Errors	127
6 - 3	Paired Comparison Technique	129
6 - 4	Behaviorally Anchored Rating Scales	131
6 - 5	Performance Appraisal Interviews	134
	Chapter 6 Practice Exam	135

7 - 1	Needs Assessment: Person Analysis	143
7 - 2	Needs Assessment: Task Analysis	146
7 - 3	Designing a Training Program	149
7 - 4	Evaluating Training Programs	150
	Chapter 7 Practice Exam	152
8 - 1	Leadership Traits	160
8 - 2	Leader Adaptability	161
8 - 3	LPC Scale	163
8 - 4	Vroom-Yetton Model	165
8 - 5	Your Own Leadership Theory	167
	Chapter 8 Practice Exam	168
9 - 1	Group Membership	172
9 - 2	Group Performance	173
9 - 3	Competition and Conflict	174
9 - 4	Reactions to Conflict	176
9 - 5	Reacting to Conflict	178
	Chapter 9 Practice Exam	183
10 - 1	Needs Theories	190
10 - 2	Need for Achievement	193
10 - 3	Cognitive Theories	194
10 - 4	Reinforcement Hierarchy	195
10 - 5	Goal Setting	196
10 - 6	Your Own Theory	198
	Chapter 10 Practice Exam	200
11 - 1	Horizontal Communication	207
11 - 2	Communication Overload	209
11 - 3	Listening Styles	210
11 - 4	Listening Quiz	213
11 - 5	Nonverbal Communication	217
11 - 6	Readability	219
	Chapter 11 Practice Exam	220
12 - 1	Work Schedules	225
12 - 2	The Work Environment	228
12 - 3	Office Environments	230
12 - 4	Absenteeism	237
	Chapter 12 Practice Exam	240