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## Question 1

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Question Type: MultipleChoice

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Which method should be used to maximize team member participation in global meetings?

Choose one.

Options:

- A- Change of global meeting membership frequently to maintain interest in meetings
- B- A Delphi-like sequence of notes via carrier mail to share ideas and encourage dialog between members
- C- Electronic technology to tie team members together during meetings
- D- Parallel voice messaging contacts to tie members together

Answer:

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C

Explanation:

Using electronic technology, such as video conferencing, collaborative software, and other digital communication tools, can maximize team member participation in global meetings. These technologies enable real-time interaction, sharing of information, and collaboration among team members regardless of geographical locations, thus enhancing participation and engagement.

## Question 2

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Question Type: MultipleChoice

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What is a characteristic employed by transformational leaders?

Choose 1 answer

Options:

- A- Contracts exchange of rewards for effort
- B- Provides vision and sense of mission and gains trust
- C- Practices management by exception

D- Intervenes only if performance standards are not met

Answer:

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B

Explanation:

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Transformational leaders are characterized by their ability to provide a clear vision and sense of mission, which inspires and motivates followers. They gain trust through their integrity and consistency, and they encourage followers to exceed their own self-interests for the sake of the organization. This leadership style is marked by charisma, inspiration, intellectual stimulation, and individualized consideration.

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## Question 3

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Question Type: MultipleChoice

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Which team consists of employees from about the same hierarchical level but from different work areas who come together to accomplish a common task?

Select one.

Options:

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- A- Self-managed work team
- B- Cross-functional team
- C- Semi-virtual team
- D- Problem-solving team

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Answer:

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B

Explanation:

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A cross-functional team is composed of employees from different work areas or functions within the organization who are at roughly the same hierarchical level. These teams are formed to accomplish specific tasks that require diverse expertise and collaborative effort. Reference: Robbins, S.P. & Judge, T.A. (2019). Organizational Behavior, 18th Edition. Pearson.

## Question 4

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Question Type: MultipleChoice

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A person wants a comfortable life, a sense of accomplishment, and happiness.

Which type of values are these?

Select one.

Options:

- A- Terminal values
- B- Intermediate values
- C- Determinate values
- D- Instrumental values

Answer:

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A

Explanation:

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Terminal values are the end goals that people strive to achieve in their lives. These include a comfortable life, a sense of accomplishment, and happiness. Terminal values represent the desired states or life goals that individuals aim to fulfill.

In contrast, instrumental values are the means or behaviors used to achieve these end goals, such as honesty, hard work, and responsibility.

## Question 5

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Question Type: MultipleChoice

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Which option defines organizational culture?

Choose 1 answer

Options:

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- A- A diverse cultural subset working together to strengthen impact
- B- A shared system of meanings that is unique to the organization
- C- An organizational segmentation according to cultural background
- D- A human resources department program for recognizing diversity

Answer:

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B

Explanation:

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Organizational culture is defined as a shared system of meanings that is unique to the organization. It encompasses the values, beliefs, norms, and practices that shape the behavior and interactions of members within the organization. This culture influences how employees perceive and respond to various situations, and it is a critical factor in organizational identity and effectiveness.

## Question 6

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Question Type: MultipleChoice

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Which conflict-resolution techniques might a manager use to control the level of conflict that has become dysfunctional?

Choose 1 answer

Options:

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- A- Roughing and compromise
- B- Authoritative command and roughing
- C- Expansion of resources and confrontation
- D- Superordinate goals and altering the structural variables

Answer:

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D

### Explanation:

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To manage dysfunctional conflict, managers can use techniques such as establishing superordinate goals and altering structural variables. Superordinate goals are shared goals that necessitate cooperation between conflicting parties, thereby reducing tensions and fostering collaboration. Altering structural variables involves changing the organizational structure or processes to reduce sources of conflict, such as clarifying roles, improving communication channels, or modifying reward systems.

## Question 7

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Question Type: MultipleChoice

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Identify the three forces that play a particularly important role in sustaining an organization's culture?

Select one.

### Options:

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- A- Socialization methods, age of key employees, and actions of top management
- B- Socialization methods, selection process, and actions of top management
- C- Age of key employees, socialization methods, and selection process
- D- Age of key employees, selection process, and actions of top management

### Answer:

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B

### Explanation:

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The three forces that play a crucial role in sustaining an organization's culture are socialization methods, the selection process, and the actions of top management. Socialization methods help new employees learn and adapt to the organizational culture. The selection process ensures that individuals who fit the organizational culture are hired. The actions of top management set the tone for the culture by demonstrating appropriate behaviors and reinforcing cultural values. Reference: Robbins, S.P. & Judge, T.A. (2019). Organizational Behavior, 18th Edition. Pearson.

## Question 8

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Question Type: MultipleChoice

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Management has noticed that the quality improvement work group is struggling because members seem to be working in different directions.

Which suggested action can the company take to increase group cohesiveness?

Select one.

Options:

- A- Physically isolate the group
- B- Make the group larger
- C- Decrease the difficulty of becoming a group member
- D- Establish more rigid roles for group members

Answer:

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A

Explanation:

Increasing group cohesiveness can be achieved by physically isolating the group, which encourages members to interact more frequently and develop stronger bonds. This isolation can help the group focus on their common goals and work together more effectively. Other options, such as making the group larger or decreasing the difficulty of becoming a group member, would likely decrease cohesiveness. Establishing more rigid roles might also hinder the flexibility needed for effective teamwork. Reference: Robbins, S.P. & Judge, T.A. (2019). Organizational Behavior, 18th Edition. Pearson.

## Question 9

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Question Type: MultipleChoice

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Which type of group is defined by the organization's structure?

Choose 1 answer

Options:

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- A- Unified group
- B- Formal group
- C- Informal group
- D- Designated group

Answer:

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B

Explanation:

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A formal group is defined by the organization's structure, with designated work assignments establishing tasks. This definition aligns with the roles and relationships explicitly outlined by the organization. These groups are created to achieve specific organizational objectives and include departments, project teams, and committees.

Robbins, S. P., & Judge, T. A. (2018). Organizational Behavior. Pearson.

Greenberg, J. (2011). Behavior in Organizations. Pearson.

## Question 10

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Question Type: MultipleChoice

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What is true about social loafing in the work place?

Select one.

Options:

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- A- It seeks to reconcile divergent attitudes and to align attitudes and behaviors so they appear rational and consistent.
- B- It challenges the logic that the productivity of a group should be at least equal to the sum of productivity of each individual in the group.
- C- It increases employee expectations that effort will lead to a lower level of performance when tasks are ambiguously structured.
- D- It supports low employee performance and satisfaction when employees are performing structured tasks in groups.

Answer:

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B

Explanation:

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Social loafing refers to the phenomenon where individuals exert less effort when working in a group than when working alone. This challenges the assumption that group productivity should equal the sum of individual productivity, as some members may rely on others to carry the workload, leading to reduced overall group efficiency.



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