Teamwork Skills

Use this key to check answers and read the explanations.

1. Design and support are preparing a public guide. Which goal gives both groups the same result to work toward?
   - A. Publish one guide that a first-time customer can use to complete setup unaided
   - B. Finish the layout as fast as possible
   - C. Answer every support ticket before the guide goes live
   - D. Hold one meeting per week until launch

   Correct answer: A. Publish one guide that a first-time customer can use to complete setup unaided
   A customer completing setup is a shared outcome. Layout and support knowledge both contribute to it.

2. Two teammates start an inventory count together. One assumes opened boxes count and one assumes they do not. What should they agree on first?
   - A. A deadline for buying replacement boxes
   - B. Which teammate can count the fastest
   - C. A shared counting rule that both will use
   - D. A separate report from each teammate with no reconciliation

   Correct answer: C. A shared counting rule that both will use
   Both people need the same definition for the numbers to be combined meaningfully.

3. A group is about to set up six event stations. Which use of a two-minute brief will help the whole group start together?
   - A. List what went wrong during last year’s cleanup
   - B. Confirm who owns each station and when they must be ready
   - C. Wait to see which station has the largest problem
   - D. Rate how quickly each volunteer finished

   Correct answer: B. Confirm who owns each station and when they must be ready
   A brief takes place before the work and can establish responsibilities and expectations for the start.

4. Three teammates work from one list of cases. Which update helps everyone see which case still needs an owner?
   - A. Send a full list of old assignments at the end of the month
   - B. Put a completion total in each teammate’s private notes
   - C. Repeat the case number in a separate message thread
   - D. Record each case’s status and assigned owner in the shared list

   Correct answer: D. Record each case’s status and assigned owner in the shared list
   Keeping status and ownership together in one shared view lets the team spot an unassigned case.

5. A teammate says their inbox has become too busy to triage before lunch. What is a workable offer of help?

A. Start moving messages at random so the inbox gets smaller
B. Offer to take a clearly defined part of the triage and confirm how to mark each item
C. Wait until lunch and ask whether they finished
D. Take over all of their scheduled tasks without checking

Correct answer: B. Offer to take a clearly defined part of the triage and confirm how to mark each item
Agreeing on a bounded piece of work and how to record it gives the teammate help while avoiding duplicate effort.

6. Halfway through an event, a room becomes unavailable and two teams depend on it. What is a good use of a huddle?

A. Meet briefly to choose the new rooms and restate who will notify each group
B. Wait until the event is over to discuss the effect on the schedule
C. Have each team move independently and check later for conflicts
D. Use the time to review last month’s performance ratings

Correct answer: A. Meet briefly to choose the new rooms and restate who will notify each group
A huddle during the work lets affected people adjust the shared plan before making conflicting changes.

7. A teammate says a file has been approved. Another sees a pending status in the shared record. What should the second teammate say?

A. We should close the file because there is a disagreement.
B. Either the record is meaningless or somebody skipped a step.
C. I’ll assume the approval was for a different file.
D. I see the file marked pending. Can we check which approval this record refers to?

Correct answer: D. I see the file marked pending. Can we check which approval this record refers to?
The response names the observable discrepancy and invites both people to verify it together.

8. Two groups need one scanner. One group has a courier departing at noon and needs 20 minutes. The other has an hour of work due at 4 p.m. Which arrangement meets both deadlines?

A. Use the full hour for the second group until 12:10
B. Give each group a 20-minute session before noon
C. Reserve 11:30–11:50 for the courier group and 1:00–2:00 p.m. for the other group
D. Let both groups take turns without reserving any time

Correct answer: C. Reserve 11:30–11:50 for the courier group and 1:00–2:00 p.m. for the other group
The first group’s session ends before the courier departs. The later hour covers the second group’s longer task before its deadline.

9. Editing can start once the first transcript is ready. The transcription team planned to send all four transcripts together tomorrow. What agreement lets editing begin earlier?

A. Send the first checked transcript when it is ready, then agree how the rest will arrive
B. Ask editing to reserve tomorrow without giving a delivery time
C. Send all four unchecked files now and let editing find mistakes
D. Tell each editor to start from a different unconfirmed version

Correct answer: A. Send the first checked transcript when it is ready, then agree how the rest will arrive

The first checked transcript meets the editor’s starting condition and lets both teams agree how later handoffs will work.

10. One teammate proposes grouping requests by date. Another proposes grouping them by customer. The team’s aim is to recover all open requests for a customer quickly. How should they compare the proposals?

A. Choose whichever grouping has the most familiar column names
B. Give the proposal to the teammate who suggested it first
C. Compare only the number of pages in each grouping
D. Time users finding the same customer’s open requests with each grouping

Correct answer: D. Time users finding the same customer’s open requests with each grouping

Testing the same task with both groupings compares them directly against the stated team aim.

11. Two people must edit a policy today, but the system cannot merge changes. One edits the examples and the other the headings. What arrangement preserves both changes?

A. Start both edits on the same copy and let the last upload win
B. Make two copies and publish whichever file has the newest edit time
C. Use one shared copy and schedule the edits in sequence, confirming when each is finished
D. Have the two people edit two downloaded copies with the same filename

Correct answer: C. Use one shared copy and schedule the edits in sequence, confirming when each is finished

Sequencing changes in one agreed copy avoids competing uploads and leaves each person a version that contains the earlier edits.

12. Queue A has 12 items and queue B has 20. Two teammates can each process eight items in one hour, and both can work either queue. Queue A must finish this hour. Which split meets that requirement and starts queue B?

A. Each teammate completes eight B items
B. One teammate completes eight A items while the other completes four A and four B items
C. One teammate completes eight A items and the other completes eight B items
D. Each teammate completes four A and four B items

Correct answer: B. One teammate completes eight A items while the other completes four A and four B items

Twelve items need to be completed in A. Eight plus four reaches that total and leaves four of the combined 16 slots for B.

13. Two groups report different counts of overdue requests. One stops counting at midnight, the other at noon the next day. What makes their comparison useful?

A. Publish both counts as if they covered the same period
B. Average the two counts and publish the result
C. Use the count submitted by the larger group
D. Recount for a common cutoff and only then investigate any remaining difference

Correct answer: D. Recount for a common cutoff and only then investigate any remaining difference

Using a common cutoff removes one known source of disagreement, so any remaining difference can be examined.

14. A debrief finds that new volunteers missed a one-time room change. Which close makes the team’s next trial testable?

A. Assign one person to send updates through a shared channel and check at the next event that new volunteers saw them
B. Agree to communicate more without naming who will check it
C. Collect another month of anonymous replies before deciding who sends updates
D. Ask every volunteer to find their own way to check for changes

Correct answer: A. Assign one person to send updates through a shared channel and check at the next event that new volunteers saw them

An owner, a specific action, and a follow-up observation allow the team to see whether its next approach works.

15. Teams A and B agree they must keep at least one person on each live queue. A has two operators and B has one. B needs help for 30 minutes on an offline task. Only A’s spare operator knows it. Which response meets the shared coverage rule?

A. Send both A operators to help and leave B on its live queue
B. Send B’s sole operator to the offline task and keep both A operators where they are
C. Loan A’s spare operator for 30 minutes and keep the other two on their live queues
D. Have A’s qualified operator cover B’s live queue while B’s operator works the unfamiliar task

Correct answer: C. Loan A’s spare operator for 30 minutes and keep the other two on their live queues

Using A’s spare trained operator covers the offline work while retaining one operator on each live queue.