



CMOR-MRA Interviewer Training Modules
Building Interviewer Teams
Answer Key

1. Define what a team is: (use space provided below)

2. Name some of the differences between work groups and teams:

3. List the 7 steps to forming a team:

1) _____

2) _____

3) _____

4) _____

5) _____

6) _____

7) _____



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4. **True or False: One way of setting the rules of conduct is to tell interviewers how to get questions answered and disputes settled. True / False (circle one)**

5. **True or False: In communicating with interviewers on a team, the supervisor should report only good results. True / False (circle one)**

6. **Part of spending time together with the team includes the supervisor saying _____ at the beginning of the shift and _____ at the end of the shift.**

7. **True or False: Supervisors should demand that a task be done, not ask that it be done. True / False (circle one)**

8. **In Communication, conflict is good and communication of _____ should be encouraged and resolved.**

9. **A positive communication style is both _____ and _____, but is not _____ or _____.**



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10. Rewards should be fast, consistent, and _____ in mentioning what the interviewer did to earn the reward.

11. Name a couple of tactics a team leader can follow to truly lead his/her team: