



CMOR-MRA Interviewer Training Modules
Identifying & Managing Performance Challenges
Exam

Name: _____

1. This module included three key reasons to identify and address performance challenges early. List and describe each below.



CMOR-MRA Interviewer Training Modules
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Exam

2. Why is it important to evaluate performance at the introduction / initial interviewer training phase?

3. List five of the seven different ways to identify trainee performance concerns.

(Most of these will work in conjunction with each other in making a graduation decision; however one was identified as a single reason to dismiss a trainee. Explain it below.)



CMOR-MRA Interviewer Training Modules
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Exam

4. When a new interviewer reaches the production floor, there are two main areas in which their performance will be evaluated. List those below and give at least three examples of each.

5. Should new interviewers start out with the same performance expectations of more experienced or veteran interviewers? (Check Answer)

A: Yes No

Please Explain:



CMOR-MRA Interviewer Training Modules
Identifying & Managing Performance Challenges
Exam

6. Define “Performance Management” below:

7. The performance management cycle consists of six stages; identify each by filling in the blanks of each step below.

1. Clear _____ of objectives and _____.

2. _____ performance _____.

3. Consistent and _____.

4. _____ development and _____.

5. _____ keeping.

6. _____.



CMOR-MRA Interviewer Training Modules
Identifying & Managing Performance Challenges
Exam

8. Why is step six important to the performance management cycle?



CMOR-MRA Interviewer Training Modules
Identifying & Managing Performance Challenges
Exam

9. Define each of the following 4 factors that define poor performance.

1. Lack of knowledge or skills

2. Unclear expectations



CMOR-MRA Interviewer Training Modules
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Exam

3. Lack of support

4. Inconsistency from supervisor or manager



CMOR-MRA Interviewer Training Modules
Identifying & Managing Performance Challenges
Exam

10. This module discusses six steps to handling poor performance. Fill in the missing blanks and explain each step.

1. _____ to the _____.

2. _____ the issue.

3. Involve the _____.



CMOR-MRA Interviewer Training Modules
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Exam

4. Stress the _____.

5. Set _____ and _____.

6. Reassess _____.