



**CMOR-MRA Interviewer Training Modules**  
Interviewer Incentives Exam

Name: \_\_\_\_\_

1. What is the definition of an incentive?
  
  
  
  
  
  
  
  
  
  
2. What are the two kinds of incentives?
  
  
  
  
  
  
  
  
  
  
3. The type of incentive chosen should depend on the \_\_\_\_\_ of  
the interviewer and of the \_\_\_\_\_.
  
  
  
  
  
  
  
  
  
  
4. True or False: The first step in developing an incentive program is to develop a cost-benefit analysis for the existence of the program.



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**5. Fill in these rules about creating incentives:**

- a. Always start out incentive amounts \_\_\_\_\_; they can always be increased.
- b. Start incentives as a \_\_\_\_\_, so you can modify it if needed.
- c. Determine a benchmark, or expected \_\_\_\_\_ for what is invested in the incentive; that is, what you will get for what you paid.
- d. One way to determine the best incentives to use is to ask \_\_\_\_\_ what they like to receive.
- e. Always match the incentive to the \_\_\_\_\_ being rewarded, so that the incentive matches the degree of difficulty in what is being obtained.
- f. Make the rewarding of the incentive \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ so that this step is not too much work on the interviewing floor but is worth it to interviewers.
- g. Interviewers get tired of incentives eventually, so they must be \_\_\_\_\_, and as interviewers gain experience, the levels must be \_\_\_\_\_.
- h. Interviewers work harder for incentives if they \_\_\_\_\_ how they work, so keep them simple!



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- i. Incentive criteria must be \_\_\_\_\_ and \_\_\_\_\_, and interviewers must perceive no \_\_\_\_\_. They must be able to track the \_\_\_\_\_ in how the incentives were determined.
- j. \_\_\_\_\_ to \_\_\_\_\_% of interviewers should be winning the incentives in any program.
- k. \_\_\_\_\_ incentives work best and can be small amounts.
6. True or False: Incentives based on productivity cannot have safeguards built in to monitor the quality of the data and to prevent shortcuts.



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7. Name some personal services that could be given out as incentives:
8. The \_\_\_\_\_ is a great place to search for ideas for themes, supplies, and sources of ideas on other incentives.