Quiz for

Improving Time Management Module

Case Counselor Training



# Quiz for Time Management Module

1. When is the best time to read incoming email?
2. In between customer meetings or in the afternoon.
3. As they come in – they may be important.
4. At the same time, every day to establish a routine.
5. Only during lunch hour or after work.
6. How soon after the call should your voicemails be answered?
7. Immediately after you notice there is a message waiting.
8. On the same business day as you received the call.
9. Use your best judgement but don’t allow for a long delay.
10. Always within 24 hours after the call is received.
11. Which of the following is a recommended strategy to organize your work load?
12. Arriving to work early or staying later.
13. Limiting your customer meetings to 15 minutes each.
14. Avoiding phone calls or colleagues who have questions.
15. None of the above.
16. When you try to share the responsibility of time management with your customer, which of the following is ***not*** recommended?
17. Asking them for their preferred method of communication: phone, text, email.
18. Telling them you can see them only in the afternoon.
19. Asking them to conduct career exploration tasks on their own.
20. All the above.
21. What agenda item would probably not appear on a follow-up meeting with a customer?
22. What goals did we set at our last meeting?
23. What goals should we set for after this meeting?
24. Housekeeping information such as an office closing or a job fair scheduling.
25. All of these might appear on a meeting agenda.
26. To whom should we recommend using a Resume Template instead of attending a workshop?
27. A job seeker targeting manufacturing occupations.
28. Someone whose time is better spent on other activities.
29. A job seeker with vast employment experience.
30. All entry-level job seekers.
31. What is a good question to ask your customer before the end of every conversation?
32. Do you think you’re trying hard enough to find a job?
33. Is your family supporting you in your training and employment endeavors?
34. Can I still contact you at the same coordinates? Has any contact info changed?
35. Are you satisfied with the services you are receiving from this center?
36. Which of the following statements is false?
37. All customers should share responsibility for time management in your case counselor-customer relationship and your work together.
38. Customers should need less and less time with you as their job search or training progresses.
39. If you have not answered their voicemail message on the same business day, your customer is justified in complaining to you and your supervisor.
40. All of these statements are false.
41. Customers can tell when you are stressed. Which of the following signs give(s) it away?
42. You don’t seem relaxed.
43. You are not maintaining eye contact.
44. You don’t seem to be listening.
45. You are not continuing to take notes.
46. You’ve asked the same question more than once.
47. Time management is a challenge for everyone. Ask colleagues how they cope.
48. True.
49. False.
50. The only times to focus on your own professional development is before normal office hours or after the office officially closes.
51. True.
52. False.
53. You can save time by composing and reviewing lists of customer needs and customer service tasks.
54. True.
55. False.

## Answers and “trick” questions that may need interpretation by your program supervisor:

1. “a” Unless it is from your boss or marked URGENT.
2. “c” Many centers require 24 hours but you should use your best judgement.
3. “a” It is not realistic to limit the length of your customer meetings.
4. “b” Meeting times need to be mutually agreed-upon, not just assigned.
5. “d”
6. “b” Most job seekers could benefit from a resume writing workshop but sometimes learning that skill might take attention away from learning a more important skill.
7. “c” Make sure you always have the most up-to-date contact information for your customer.
8. “d” Use your best judgement when determining which customers should share in that responsibility. There is no trend in how much time a customer may need as their job search and training progresses. You should try to answer your voicemail as soon as possible but it is expected that you will reply within 24 hours. Check your organization’s protocol.
9. “a thru e” Those are all signs that you are stressed.
10. True. One of your colleagues may have found a key to better time management. Discuss this challenge regularly at staff meetings.
11. False. Your professional development is always important. You can make time to learn new skills inside and outside of the office. To do certain tasks that require a quieter environment, consider arriving earlier or staying later at the office.
12. True. The Teaching Aid associated with this training module offers what might be called “Cheat Sheets” for remembering certain tasks and your customers’ needs.