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PRACTICE QUESTIONS

SeeWhy Learning

SUPE

SWL Supervisor Certification Exam Simulation

EDITION

Demo

QUESTIONS

9

FORMAT

Limited Edition PDF

Before you begin

What this is

9 practice questions for SeeWhy Learning **SUPE**, each with its answer key and an explanation. Answer a question before you read its key — the explanation is worth more once you have committed.

If something looks wrong

Send us three things and we will check it:

- the exam code, **SUPE**
- the question number
- the email address on your order

Write to **support@mometrix.net**. We reply within one business day.

QUESTION 1

SINGLE CHOICE

A supervisor notices a team member consistently meets production targets but communicates poorly during shift handovers. According to situational leadership principles, what is the most appropriate initial supervisory action?

- ☐ A Immediately reassign the team member to a role that requires less communication
- ☐ B Issue a formal written warning for the communication deficiency
- ☒ C Diagnose the team member's competence and commitment level on the communication task, then adapt leadership style accordingly
- ☐ D Refer the issue to Human Resources for performance management

ANSWER C

WHY Situational leadership requires the supervisor to first assess the individual's task-specific competence and commitment (the 'diagnosis' step) before selecting a matching style (directing, coaching, supporting, or delegating). Option C reflects this diagnostic-then-adapt process. Options A, B, and D either bypass the diagnosis, impose a pre-determined consequence, or delegate the supervisor's core leadership responsibility.

QUESTION 2

SINGLE CHOICE

When delivering corrective feedback to an experienced employee who has made a recurring procedural error, which approach best aligns with effective coaching practice?

- ☐ A Deliver the feedback publicly so other team members can learn from the example
- ☐ B Wait until the annual performance review so all concerns can be addressed together
- ☒ C Describe the specific behaviour and its impact, then collaboratively explore the cause and next steps
- ☐ D Focus the conversation on the employee's personality traits to ensure the error does not recur

ANSWER C

WHY Effective coaching feedback is specific to behaviour (not personality), focuses on impact, and engages the employee in joint problem-solving to build ownership of the corrective action. Option C captures these elements. Public correction (A) risks embarrassment and defensiveness; withholding feedback to the annual review (B) starves the employee of timely course correction; and attacking personality (D) damages trust and shifts focus away from the controllable behaviour.

QUESTION 3

SINGLE CHOICE

Two team members in conflict approach the supervisor separately to complain about each other. What is the most effective first step for the supervisor?

- ☒ A Meet each person individually to gather facts, then bring both together for a facilitated discussion
- ☐ B Decide which team member is at fault and inform them privately
- ☐ C Escalate the matter directly to senior management to avoid personal involvement
- ☐ D Ignore the complaints in the hope that the conflict resolves on its own

ANSWER A

WHY Conflict management best practice is to gather facts from each party separately (listening without judging), then convene a structured joint conversation focused on behaviour, impact and shared expectations. Option A reflects this sequenced approach. Assigning blame prematurely (B), escalating prematurely (C), or avoidance (D) all undermine the supervisor's role in resolving team conflict.

QUESTION 4

SINGLE CHOICE

A supervisor is responsible for the shift roster for a 12-person team with variable demand, including mandatory rest periods and skills coverage. What is the most appropriate starting point for building the roster?

- ☐ A Assign shifts based on which team members request the most overtime
- ☒ B Start from the operational demand profile (volume and skill mix per hour) and work backwards against available resources and constraints
- ☐ C Replicate last week's roster and change it only when someone requests time off
- ☐ D Ask each team member to choose their own shifts and resolve conflicts among themselves

ANSWER B

WHY Effective workforce planning begins with the demand pattern (volume and required competencies per time period) and is then reconciled against supply constraints such as headcount, skills, contractual hours and rest rules. Option B describes this demand-led method. The other options either ignore demand, restrict flexibility, or abdicate supervisory accountability for coverage.

QUESTION 5

SINGLE CHOICE

A team has experienced a recurring customer complaint issue for several weeks. Which sequence best reflects a PDCA (Plan–Do–Check–Act) approach?

- ☐ A Act on a hunch, check the result, plan the next trial, then do it
- ☒ B Plan a hypothesis and method, do a small-scale trial, check results against the expected outcome, act to standardise or revise
- ☐ C Check existing data, do the largest possible change, plan a communication, then act on findings
- ☐ D Do a full rollout immediately, plan the review meeting afterwards, check the complaints, then act

ANSWER B

WHY PDCA is Plan (define hypothesis and method), Do (run a controlled trial), Check (compare actual to expected outcomes) and Act (adopt, adapt or abandon the change). Option B correctly sequences the cycle on a small scale before standardising. The other options either reorder the cycle, skip the check phase, or bypass the controlled trial by going straight to full rollout.

QUESTION 6

MULTIPLE CHOICE

Which of the following are recognised characteristics of an effective supervisor? (Choose two.)

- ☒ **A Models the behaviours and standards expected of others**
- ☒ **B Maintains open two-way communication with the team**
- ☐ **C Centralises decision-making to retain control over all tasks**
- ☐ **D Avoids giving feedback to keep relationships comfortable**

ANSWER A - B

WHY Effective supervisors lead by example (A) and maintain open two-way communication that enables feedback, escalation and engagement (B). Centralising all decisions (C) demotivates the team and bottlenecks the supervisor; avoiding feedback (D) prevents development and allows performance issues to grow.

QUESTION 7

SINGLE CHOICE

A supervisor suspects a team member of gross misconduct. What is the correct procedural first step?

- ☐ **A Dismiss the employee immediately to protect the business**
- ☐ **B Suspend the employee without pay pending investigation**
- ☒ **C Follow the organisation's formal procedure: promptly and fairly investigate, gathering evidence before deciding on disciplinary action**
- ☐ **D Confront the employee publicly and demand a written confession**

ANSWER C

WHY Even where gross misconduct is suspected, procedural fairness requires a prompt, impartial investigation with evidence gathered before any formal disciplinary outcome. Option C reflects this. Summary dismissal (A) or unpaid suspension (B) bypass procedural fairness and expose the organisation to risk; public confrontation and coerced confession (D) is neither investigatory nor fair.

QUESTION 8

SINGLE CHOICE

A supervisor identifies a recurring near-miss in a process area. What is the most appropriate action?

- ☒ **A** Record the near-miss, investigate root causes and implement corrective controls to prevent recurrence
- ☐ **B** Discuss it informally only if someone is injured
- ☐ **C** Tell the team to be more careful and take no further formal action
- ☐ **D** Wait until the next safety meeting at month-end to raise it

ANSWER A

WHY Near-miss reporting and investigation is a core supervisory safety duty: it must be recorded, root-caused and addressed with corrective controls before the situation results in harm. Option A reflects this. The other options either suppress the report, rely on behaviour change without system change, or delay action while exposure continues.

QUESTION 9

MULTIPLE CHOICE

Which of the following are hallmarks of effective upward communication from a supervisor to senior management? (Choose two.)

- ☒ **A** Presenting issues with proposed options and recommended action
- ☐ **B** Filtering information to present only positive results
- ☒ **C** Using data and evidence to support conclusions
- ☐ **D** Delaying escalation until a problem has fully resolved itself

ANSWER A - C

WHY Effective upward communication is decision-oriented and evidence-based: it frames issues with options and a recommendation (A) and backs conclusions with data (C) so leaders can act quickly. Filtering only positive news (B) hides risk and erodes trust; delaying escalation (D) removes the leader's ability to intervene and support the team in time.