

Test-taking Strategies for In-basket Tests

General Guidelines:

1. Accept your role.
2. Answer to the Commissioner.
3. Admit an error.

The Value Hierarchy:

1. Safety
2. Property
3. Procedure
4. Role limitations

Priorities:

1. People before paper
2. Emergencies before routine matters
3. Outsiders before insiders

People:

1. Superiors
2. Upset people
3. Outsiders
4. People in doubtful situations
5. People in routine situations

Strategies:

1. Defer
2. Delegate
3. Do
4. Delay

Procedures:

1. Cool off
2. Investigate
3. Interview/get a report
4. Get a commitment
5. Write for the record
6. Follow up on the decision

Interviews:

1. Privacy
2. Let the person sound off
3. Ask questions
4. Don't interrupt the person
5. Probe/get an answer
6. Ask for a solution
7. Get a commitment
8. Plan a follow up