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Question: 1

Issues relating to delegating, offering support, and morale building are components of...

- A. human relations
- B. conceptual skills
- C. technical skills
- D. production

Answer: A

Explanation:

Technical skills relate to specific disciplines like computer programming or design.

Conceptual skills apply to planning, organizing, decision making and problem analysis. Production is the process of making an object. The best answer for this question is "a" since part of human relations applies to leading, delegating, supporting, and building morale among people.

Question: 2

Who are a company's "stakeholders," and why is it important to interact with them?

- A. management, production, and company officers that could help develop policy and innovation
- B. customers, employees, suppliers, and anyone in the company's area that might be affected by operations since any of those groups could affect the outcome of a business organization
- C. hourly employees who helped to build and run a business since they hold the "stake" for the future of any business
- D. creditors since they can restrict profits with their policies

Answer: B

Explanation:

Stakeholders are anyone affected by the business. They're important because the future and profit of any business can depend on the interaction that employees have with all of those affected.

This is a major effort in the business world now as more organizations seek a competitive advantage and that often requires help from anyone related to a business.

Question: 3

How is leadership different from the process of management?

- A. Leaders provide a vision for an organization, while managers provide stability in an organization.

- B. Leaders help to motivate others to help achieve their vision, while managers work to maintain order.
- C. Leaders attempt to influence an organization in a way to maximize its effectiveness, while managers promote corporate values.
- D. Leaders help to promote corporate ethics, while managers help organizations maneuver major changes.

Answer: A

Explanation:

Leaders provide vision, motivate others, influence organizations to embrace change, and promote ethics with corporate values. Managers are more interested in maintaining order and stability. The biggest difference is in their approach to change and innovation. Leaders are risk takers who try to inspire the best efforts and fair treatment in their organizations. Managers are more interested in control. This why leaders are hard to find.

Question: 4

The type of leadership that is the most effective in an emergency or crisis would be...

- A. autocratic, where the leader or manager makes decisions on their own
- B. participative with the input from all sectors of stake holders
- C. committee-centered
- D. methodic and long-range

Answer: A

Explanation:

This is a judgment call. But in a crisis there may not be time to get information from stake holders or committees. There also may not be time to consider all the long term implications. It's always best to consider everyone involved in a decision but that may not be practical in a crisis. Thats why "a" would be the best answer.

Question: 5

How has the concept of "empowerment" changed between managers and employees?

- A. More managers are using an "autocratic" style since the economy worsened and the threat of terrorism increased.
- B. More managers are using a process known as "directing," where they involve employees in the decision making process in order to increase participation in the organization and foster personal responsibility.
- C. More managers are giving up total control to advance the objectives of the business and allow worker teams to develop policy relating to objectives, while the managers focus on strategic goals only.
- D. There is less "empowerment" since the risk of job loss has increased.

Answer: B

Explanation:

As workers are given more participation in the organization, the belief is that they will put forth greater effort and willingly accept more responsibility. To "empower" means to share in the decision making.

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