

**1. Which is true, related to Managers versus Leaders:**

- a. Leaders can/must be managers.**
- b. Managers can/must be Leaders.**
- c. A+B, but they are not the same.**
- d. A+B, but they are the same and there is no difference.**

**Answer: C**

**2. We need to recognize leadership and the management in Health Care organization because:**

- a. To make the organization complex.**
- b. To make a good staff team.**
- c. The need for both.**
- d. The need for making more money.**

**Answer: C**

**3. \_\_\_\_\_ are needed to keep the organization moving in a forward direction:**

- a. Leaders as well as Quality.**
- b. Patients as well as Leaders.**
- c. Leaders as well as managers.**
- d. Directors as well as managers.**

**Answer: C**

**4. Which of the following take a focus more to be outside the boundary of the Healthcare organization:**

- a. Managers.**
- b. Leaders.**
- c. Directors.**
- d. Coordinators.**

**Answer: B**

**5. Which of these (Outside) groups that can benefits the Healthcare organization:**

- a. Media.**
- b. Public agencies.**
- c. Community.**
- d. Government.**

**Answer: C**

**6. Which of these (Outside) groups that can influence the Healthcare organization:**

- a. Vendors.**
- b. Media.**
- c. Community.**
- d. Partners.**

**Answer: B**

7. Regarding this table, leaders and the managers focuses on the Healthcare organization, fill it with the most accurate answer:

INTERNAL	EXTERNAL
A	D
Professionals	E
B	Vendors
C	Media

- a. ( A= Government B= Managers focuses C= Operations D= Community E=Administrations )
- b. ( A= Managers focuses B= Administrations C= Operations D= Community E= Government )
- c. ( A= Managers focuses B= Community C= Government D= Operations E= Administrations )
- d. ( A= Administrations B= Managers focuses C= Community D= Operations E= Government )
- e. ( A= Operations B= Government C= Managers focuses D= Administrations E= Community )

**Answer: B**

8. Which of the following can define the purposes, vision, process and the values of the Healthcare organization:

- a. Strategic leaders.
- b. Top leaders (Known as CEO's).
- c. Network leaders.
- d. Operational leaders.

**Answer: A**

**9. Which of the following can connect employee and people across the whole organization from different areas, units and departments:**

- a. Strategic leaders.**
- b. Top leaders (Known as CEO's).**
- c. Network leaders.**
- d. Operational leaders.**

**Answer: C**

**10. A type of leaders that may be dictated by current conditions faced by the organization:**

- a. Strategic leaders.**
- b. Top leaders (Known as CEO's).**
- c. Network leaders.**
- d. Operational leaders.**

**Answer: B**

**11. Which of these leaders his focus is more internal than it be external:**

- a. Strategic leaders.**
- b. Top leaders (Known as CEO's).**
- c. Network leaders.**
- d. Operational leaders.**

**Answer: D**

**12. Which of these leaders can create an “Interdepend leadership” system:**

- a. Strategic leaders.**
- b. Top leaders (Known as CEO’s).**
- c. Network leaders.**
- d. Operational leaders.**

**Answer: D**

**13. One of the following is only related to the Leadership competencies:**

- a. Controlling resources.**
- b. Staffing.**
- c. Setting directions.**
- d. Managing operations.**

**Answer: C**

**14. One of the following is only related to the management competencies:**

- a. Determine missions.**
- b. Motivating.**
- c. Effective spokesperson**
- d. Supervising.**

**Answer: D**

15. Which of the following is true about the manger:

- a. They interact with all department in the organization.
- b. They ensure the staff teams are achieving the goals and their adherence to the regulations.
- c. They determine the missions, the values and the visions.
- d. A+C
- e. A+B

Answer: B

(REMEMBER "C" AND "A" IS FOR LEADERS [STARTGIC AND NETWROKING])

+. When did the Scientific management was introduced: (JUST IN CASE حكت للفهم مش للحفظ)

- a. 1920's.
- b. 1970's.
- c. 1950's.
- d. 1930's.

Answer: A

+. The most effective leaders based on their units having high productivity model/Theory was in: (JUST IN CASE حكت للفهم مش للحفظ)

- a. 1920's.
- b. 1970's.
- c. 1950's.
- d. 1930's.

Answer: A

**16. The theory that related to create good relationship and to complete tasks:**

- a. Great man theory.**
- b. Style Approach to Leadership.**
- c. Situational Approach to Leadership.**
- d. Path—Goal Theory of Leadership.**

**Answer: B**

**17. The theory that related to the needs of subordinates:**

- a. Great man theory.**
- b. Style Approach to Leadership.**
- c. Situational Approach to Leadership.**
- d. Path—Goal Theory of Leadership.**

**Answer: C**

**18. The theory that related to the interactions between leaders and subordinates:**

- a. Great man theory.**
- b. Style Approach to Leadership.**
- c. The Leader—Member Exchange Theory.**
- d. Path—Goal Theory of Leadership.**

**Answer: C**

**19. The theory that concern with the rising consciousness, and empowering people of the Healthcare organization:**

- a. Performance Improvement theory.**
- b. Transformational leader theory.**
- c. The Leader—Member Exchange Theory.**
- d. Path—Goal Theory of Leadership.**

**Answer: B**

**20. The theory that concern with the building capacity to fight and to face a new reality with its challenges and barriers:**

- a. Performance Improvement theory.**
- b. Situational Approach to Leadership.**
- c. Adaptive Leadership.**
- d. Contingency Theory of Leadership.**

**Answer: C**

**21. Regarding the Contemporary models and the Traditional models, which is true:**

- a. Today's health care industry prescribe a specific type of leadership model**
- b. They prescribe the traditional models.**
- c. They prescribe the contemporary models.**
- d. None of them is true.**

**Answer: D**

**(REMEMBER (Today's health care industry does not prescribe any one type of leadership model. Many leaders are successful drawing from a variety of traditional and contemporary models) )**



**22. Which of the following suggests that there are certain skills that a person needs to be well adjusted in today's world:**

- a. EI**
- b. IA**
- c. AI**
- d. IE**

**Answer: A**

(EI: Emotional Intelligence)

**23. Which of the following DOES NOT apply to leadership when considering the Emotional Intelligence:**

- a. Confident leadership.**
- b. Controlling leadership.**
- c. Caring leadership.**
- d. Enthusiastic leadership.**

**Answer: B**

(REMEMBER EI when applied to leadership, suggests a more caring, confident, enthusiastic boss who can establish good relations with workers)

**24. "Deep understanding of emotions" is which of the following EI (Emotional intelligence) dimension:**

- a. Self-Awareness.**
- b. Self-Regulation.**
- c. Empathy.**
- d. Motivation.**

**Answer: A**

**25. “The ability to enjoy challenges and being passionate” is which of the following EI (Emotional intelligence) dimension:**

- a. Self-Awareness.**
- b. Self-Regulation.**
- c. Empathy.**
- d. Motivation.**

**Answer: D**

**26. Which one of the following is NOT attribute of the Authentic Leadership:**

- a. Impatience.**
- b. Optimism.**
- c. Confidence.**
- d. Hope.**

**Answer: A**

**(REMEMBER Authentic leaders have attributes such as confidence, hope, optimism, resilience, high levels of integrity, and positive values)**

**27. Which of the following is true about the Authentic Leadership:**

- a. Negotiated between the leader and followers is a MUST be in this type of leadership.**
- b. It's a type of leadership that it's desire to serve others.**
- c. Leaders in this type of leadership must know what motivates their employees.**
- d. A+C**
- e. B+C**

**Answer: C**

(REMEMBER it is important to the leader in this type to communicate with his/her employee so the leader knows what motivate the employees and their internal compass of true purpose) (BUT "A" is special only for Discursive Leadership NOT Authentic Leadership)

**28. Which of the following is true about the Discursive leadership:**

- a. It is applied to be well-adjusted leader.**
- b. It is applied to serve others.**
- c. It is applied to continual learners and developers.**
- d. It is applied to practice negotiated communication.**

**Answer: D**

**29. Which type of leadership that deal with the pressures, and the importance to bounce back and to move forward through hard times:**

- a. Servant Leadership.**
- b. Resilient Leadership**
- c. Discursive Leadership.**
- d. Authentic Leadership.**

**Answer: B**

**30. The best leaders are ones who are...:**

- a. Nice and positive.**
- b. Doesn't develop.**
- c. Follow the laws and regulations.**
- d. Continually learning.**

**Answer: D**

**(REMEMBER in slide no. 22)**

**31. \_\_\_\_\_ give us a broad understanding of someone's leadership philosophy:**

- a. Theories.**
- b. Models.**
- c. Styles.**
- d. Environment.**

**Answer: B**

**32. \_\_\_\_\_ demonstrate a particular type of leadership behavior that is consistently used:**

- a. Theories.**
- b. Models.**
- c. Styles.**
- d. Environment.**

**Answer: C**

**33. We can determine the most appropriate leadership style to certain workers depending on:**

- a. Education, Personal needs, Hard-working.**
- b. Education, Motivation, Training.**
- c. Education, Experience, Planning.**
- d. All of them.**

**Answer: D**

(REMEMBER Some styles are more appropriate to use with certain healthcare workers, depending on their education, training, competence, motivation, experience, and personal needs)

**34. Which of the following must also be considered when deciding which style is the best fit:**

- a. Education.**
- b. Motivation.**
- c. Type of staff.**
- d. Environment.**

**Answer: D**

**35. Which of the following Leadership style is used inappropriately:**

- a. Coercive style.**
- b. Participative style.**
- c. Pacesetting style.**
- d. Coaching style.**

**Answer: A**

**36. Which of the following Leadership style should NOT be used (only in some situations):**

- a. Coercive style.**
- b. Participative style.**
- c. Pacesetting style.**
- d. Coaching style.**

**Answer: A**

**37. Which of the following Leadership style is USED when you have problematic employees:**

- a. Coercive style.**
- b. Participative style.**
- c. Pacesetting style.**
- d. Coaching style.**

**Answer: A**

**38. Which of the following Leadership style is applied to many health care highly trained workers, specialized individuals who know much more about their area of expertise than their supervisor:**

- a. Coercive style.**
- b. Participative style.**
- c. Pacesetting style.**
- d. Coaching style.**

**Answer: B**

**39. Which of the following Leadership style is very effective for the self-motivated and highly competent employees:**

- a. Coercive style.**
- b. Participative style.**
- c. Pacesetting style.**
- d. Coaching style.**

**Answer: C**

**40. Which of the following Leadership style is used for setting high performance standards:**

- a. Coercive style.**
- b. Participative style.**
- c. Pacesetting style.**
- d. Coaching style.**

**Answer: C**

**41. Which of the following Leadership style is used for personal development:**

- a. Coercive style.**
- b. Participative style.**
- c. Pacesetting style.**
- d. Coaching style.**

**Answer: D**

**42. Which of the following Leadership style is recommended for the top Employees only:**

- a. Coercive style.**
- b. Participative style.**
- c. Pacesetting style.**
- d. Coaching style.**

**Answer: D**

**43. Which of the following Leadership should be reserved for followers the leaders can trust and those who have proven their competence:**

- a. Coercive style.**
- b. Participative style.**
- c. Pacesetting style.**
- d. Coaching style.**

**Answer: D**

**44. Certain skills, knowledge, and abilities to be successful is called:**

- a. Education.**
- b. Management.**
- c. Leadership.**
- d. Competency.**

**Answer: D**



**45. Which of the following is Technical competency:**

- a. Entrepreneurial.**
- b. Decisiveness.**
- c. Understanding the laws.**
- d. Good work/life balance.**

**Answer: C**

**46. Which of the following is Behavioral competency:**

- a. Marketing.**
- b. Entrepreneurial.**
- c. Analytical skills.**
- d. Writing.**

**Answer: B**

**47. To act a certain way is:**

- a. Models.**
- b. Style.**
- c. Rules.**
- d. Protocols.**

**Answer: D**

**CHECK SLIDE 29!!**

تذكر ال

اهم Behavioral competencies

For leaders than the Technical Competencies

48. \_\_\_\_\_ are قدوة role models for their organizations' employees:

- a. Leaders.
- b. Managers.
- c. Top managers.
- d. Junior managers.

Answer: A

49. One of the following protocols must be two-ways exchange if leader want to get followers respond:

- a. Professionalism.
- b. Trust and respect.
- c. Confident.
- d. Visibility.

Answer: B

50. 'Making rounding around the employees' was in which leadership protocol:

- a. Professionalism.
- b. Trust and respect.
- c. Confident.
- d. Visibility.
- e. Open communicating.

Answer: D

**51. The leadership protocol in which the leader should be cautious but not overly so:**

- a. Open communicate.**
- b. Admitting faults.**
- c. Balancing.**
- d. Risk entrepreneur.**

**Answer: D**

**52. The master leadership framework was which in the following leadership protocol:**

- a. Open communicate.**
- b. Admitting faults.**
- c. Balancing.**
- d. Risk entrepreneur.**

**Answer: C**

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CHECK SLIDE 32/33

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**53. If the barriers not managed properly, what do you think will happen:**

- a. Quality of work will increase.**
- b. Respect of leaders will decrease.**
- c. Leader competency will increase.**
- d. It will stymie the capacity of leading.**

**Answer: D**

**+ Which of the following isn't a leadership barrier:**

- a. Laws and regulations.**
- b. New technology.**
- c. Physicians.**
- d. Women in top leadership positions.**

**Answer: C**

**+ Which of the following isn't a leadership challenge:**

- a. Physicians.**
- b. New technology.**
- c. Value-based purchasing.**
- d. Culture of safety.**

**Answer: B**

**54. Many regulations and laws are sometimes can inhibit innovative and creative business practices, due to:**

- a. The healthcare system is complex.**
- b. The healthcare system is simple.**
- c. The healthcare system is fixed.**
- d. The healthcare system is dynamic.**

**e. A+D**

**f. B+C**

**g. A+C**

**h. B+D**

**Answer: E**

**55. Privacy laws, is an example of which of the following barriers of leadership:**

- a. Physicians.**
- b. New technology.**
- c. Laws and regulations.**
- d. Culture of safety.**

**Answer: C**

**56. Reckless behavior and blatant disregard are not tolerated, for which of the following, regarding the barriers and challenges of the leadership:**

- a. Physicians.**
- b. New technology.**
- c. Laws and regulations.**
- d. Culture of safety.**

**Answer: D**

**57. Depending on the barriers and challenges of the leadership, linking payment systems to providing incentives for quality improvements and good outcomes is which of the following:**

- a. Physicians.**
- b. New technology.**
- c. Value-based purchasing.**
- d. Culture of safety.**

**Answer: C**

58. \_\_\_\_\_ make up most of the health care workforce:

- a. Men.
- b. Women.
- c. A+B.
- d. A but sometime B.

**Answer: B**

59. One recent study showed that only 24% of the senior health care executives were:

- a. Men.
- b. Women.
- c. A+B.
- d. A but sometime B.

**Answer: B**

60. Only \_\_\_\_\_ were members of boards of directors were women:

- a. 24%.
- b. 14%.
- c. 4%.
- d. 20%.

**Answer: B**

**GOODLUCK**

**Done by Momen Allala**

**Hakam Shbailat**