**Rowan Clinic Consulting I F2018**

**Quiz October 22, 2018**

**Grade\_\_\_\_\_\_\_\_\_\_**

**(for Professor use only)**

**Name: Joshua Gould**

**1. Why is it important to understand the roles and responsibilities of a project/program manager in today’s business world?**

A project manager organizes and maintains a work cycle and keeps it on track. It is important to understand a manager’s roles as to not get knowingly angry at a work manager and to understand the stress led behind a manager. At the manager’s front, they must be open and responsive to the groups input however, if they are not, projects tend to fall apart as conflict arises between a manager and their group.

**2. Name at least 10 critical skills of an engineering consultant.**

1. Problem Solving Skills
2. Communication
3. Technical Skills
4. Industry Knowledge
5. Attention to Detail
6. Teamwork Abilities
7. Leadership Abilities
8. Interpersonal skills
9. Analytical Skills
10. Motivation

**3. What are the key elements of being a good negotiator?**

* Subject knowledge
* Clear and quick thinking
* Ability to express freely
* Listening skills
* Skills in preparation and planning ahead
* General intelligence
* Integrity
* Patience
* Effective decision making
* Open mindedness
* Ability to study human behavior and characteristics
* Persuasiveness
* Flexibility
* Ability to find common ground in agreement

**4. What does business ethics mean to you?**

Ethics that apply to a business environment are very important to the general public as well as the business itself. Good business ethics create positive public relations and positive work environments which allow for a greater longevity of the business in question.

**5. At XTC Company, the employees work in open cubicles. Sally works in customer service that involves telephone contact with customers as her primary duties. Joe notices that Sally tends to spend a significant amount of time online, not related to work.**

**a. Is Sally violating any ethics rules? Yes\_\_X\_\_\_\_ No\_\_\_\_\_\_\_\_\_\_**

**Explain your answer.**

Management demands that time rules are be followed by all employees. If Sally is putting her entire focus on the customer during a telephone call, Sally should be free to use the internet. However, since the internet search is unrelated to work, the free time used outside of company interests violate ethic rules. Additionally, without the permission of the employer, work cannot be done in conjunction with personal interests.

**b. Joe ignores Sally’s excessive online activities. Is Joe violating any ethics rules?**

**Yes\_\_X\_\_ No\_\_\_\_\_\_**

**Explain your answer.**

Joe has a duty to the company to carry out ethic rules to those around him, not just the rules that he himself holds.