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| *Indicate the answer choice that best completes the statement or answers the question.* |

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| 1. Shelly is a manager in an event management firm. She is admired by all the employees of the firm for her open communication, empathetic behavior, and good leadership skills. In this scenario, Shelly exhibits strong \_\_\_\_\_. |
| 2. Sharon starts her career as a section leader at Timeline Vintage. Over the years, she moves up the management hierarchy and is promoted to a position in the top-level management. In her new position, she interprets marketplace trends, monitors competition, and plans for the future of the organization. Which of the following management skills does Sharon mostly demonstrate in her new position? |
| 3. Identify a true statement about equity theory. |
| 4. Paul is an employee at a marketing firm. He is someone who prefers to be instructed by his seniors and avoids taking major responsibilities. He rarely uses his own judgment or creativity while doing a task in fear of putting things at risk. Paul's conduct in the workplace is consistent with the assumptions of \_\_\_\_\_. |
| 5. In the context of the factors of job enrichment, \_\_\_\_\_ means that workers receive clear, frequent information about their performance. |
| 6. Which of the following statements is true of job enrichment? |
| 7. Barbara, a first-line manager at a manufacturing firm, has negative perceptions about her subordinates. She believes that they dislike work and would do anything to avoid it. As a result, she constantly coerces them into working by threatening them with a decrease in pay. In this scenario, Barbara most likely believes in \_\_\_\_\_. |
| 8. Which of the following is a difference between strategic planning and tactical planning? |
| 9. In the context of strategic planning, which of the following is true of mission statements? |
| 10. Which of the following statements is true of strategic planning? |
| 11. In the context of evaluating an organization's competitive position, SWOT analysis (strengths, weaknesses, opportunities, and threats) is a strategic planning tool that helps companies: |
| 12. In the context of departmentalization, dividing employees into groups based on the commodities that a company offers is known as \_\_\_\_\_. |
| 13. In the context of departmentalization, dividing employees into groups based on the type of work they do is known as \_\_\_\_\_. |
| 14. In the context of organizational models, which of the following statements is true of matrix organizations? |
| 15. \_\_\_\_\_ hoard decision-making power for themselves, and they typically issue orders single-handedly. |