

# Week 1 Quiz

LATEST SUBMISSION GRADE

100%

1. What are the major drivers of change facing business leaders today? (Tick all that apply)

1 / 1 point

☐ Management Education☐ Innovation☒ Sustainability Concerns **Correct**

If you have selected this option, you are correct. Sustainability concerns are an increasingly important area of focus for organizations and requires them to conduct their business very differently from the way they have been doing. This is thus one of the main drivers of change in the business world today.

☒ Social and demographic change **Correct**

If you have selected this option, you are correct. Leaders in organizations today are increasingly from 'Generation Y' and have very different social habits and expectations such as being more tech savvy and more professionally mobile. Thus, they are necessitating a change in the way business is done today.

☒ New technologies **Correct**

If you have selected this option, you are correct. Technology has been changing at an exponential pace and is one of the main drivers of change in the business world today.

☒ The rise of emerging economies **Correct**

If you have selected this option, you are correct. The rise of some of the economies in the developing world are opening up new markets for organizations and require different skills to compete effectively. They are thus an important driver of change in the business world today.

What has been the primary model of organizing in the business world so far? (Please select

1 / 1 point

2. the correct answer)

- ☐ Democracy
- ☐ Leadership
- ☒ Bureaucracy
- ☐ Dictatorship

 **Correct**

3. What is the relationship between leadership and management? (Please select the correct answer)

1 / 1 point

- ☐ Leadership and management are synonyms
- ☐ Leadership and management are substitutes
- ☐ There is no relationship between leadership and management
- ☒ Leadership and management are complementary

 **Correct**

4. Which of the following point to the fact that the traditional model of management is failing? (Tick all that apply)

1 / 1 point

- ☒ People do not like spending time in their workplace or with their supervisors

 **Correct**

If you have selected this option, you are correct. People's unwillingness to spend time at their workplace or with their supervisors is an indication of the fact that the traditional model of management is not working.

- ☐ There is a high level of engagement in companies
- ☐ Performance in organizations is increasing
- ☒ People are feeling disempowered in organizations

 **Correct**

If you have selected this option, you are correct. The failure of the traditional model of management is reflected in the fact that employees are increasingly feeling disempowered at their workplace.

5. Which role of the manager can give organizations an advantage in the 'post-knowledge' era? (Please select the correct answer) **1 / 1 point**

- ☐ Worker and expert
- ☐ Monitor and controller
- ☐ Information conduit and expert
- ☒ Empathizer and Implementer

 **Correct**

6. Based on Vineet Nayar's talk, what is an important role that catalysts played within HCL? (Please select the correct answer) **1 / 1 point**

- ☒ Create reverse accountability
- ☐ Increase sales
- ☐ Insulate power centers from accountability
- ☐ Created a robust structure

 **Correct**

7. Based on Vineet Nayar's talk, what were the consequences of making the results of the 360-degree survey available to all employees? (Tick all that apply) **1 / 1 point**

- ☐ Led to changes in the compensation system for managers
- ☒ Helped create better leadership

 **Correct**

If you have selected this option, you are correct. By sharing the results of the 360 degree survey, it provided leaders an opportunity to reflect on themselves and get better feedback and therefore, improved the overall leadership in the organization.

- ☒ Promoted collaboration between employees and managers

✓ **Correct**

If you have selected this option, you are correct. Making the results of the 360 degree survey available to all employees broke artificial barriers between employees and managers and increased collaboration between them.

- ☐ Created competition between managers

- ☒ Increased trust among managers and employees

✓ **Correct**

If you have selected this option, you are correct. Making the results of the 360 degree survey public increased transparency and hence promoted trust among managers and employees.

8. Based on Terri Kelly's talk, what are some of the management innovations that WL Gore created? (Tick all that apply)

1 / 1 point

- ☐ Creating a spaghetti structure

- ☒ Removing titles in the organization

✓ **Correct**

If you have selected this option, you are correct. W.L. Gore did indeed remove titles in the organization in an attempt to create a flatter organization.

- ☒ Determining who will be a leader based on who wants to follow them

✓ **Correct**

If you have selected this option, you are correct. Leaders were determined based on who wants to follow them so as to motivate and transfer control to employees.

- ☐ Innovation time-off

- ☒ Self-deciding what an employee wants to do

✓ **Correct**

If you have selected this option, you are correct. W.L. Gore encouraged employees to decide what they want to do to empower them.

9. Consider the following scenario and make a decision.

1 / 1 point

You are a manager in a large IT firm in UK. In the last survey done within the organization, you find that employees reported very low engagement levels and you suspect that this is affecting their work. You are considering which action to take to increase engagement levels, from among the following options: (Please tick all that apply)

- ☐ Use greater hierarchical authority to make sure that the team focuses on their work
- ☒ Work with the managers of these employees to improve their skills in coaching and supporting their employees

 **Correct**

If you have selected this option, you are correct. High quality line managers can make a real difference to employee engagement.

- ☐ Use extrinsic rewards to motivate them
- ☒ Provide greater responsibility to the employees for making their own decisions

 **Correct**

If you have selected this option, you are correct. Giving employees greater responsibility can empower them to take more ownership and increase engagement levels.

10. Which management innovation was created by General Motors? (Please select the correct answer)

1 / 1 point

- ☐ Removing job titles
- ☐ TQM
- ☐ Assembly Line
- ☒ Multidivisional structure

 **Correct**