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| **LEADERSHIP** |
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| 1)  | Leaders can successfully convey information and meaning of the message through \_\_\_\_\_. |
|  | A) connection |
|  | B) contingency leadership |
|  | C) communication |
|  | D) coercive power |

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| 2)  | \_\_\_\_ are generalized beliefs or behaviors that are considered by an individual or a group to be important. |
|  | A) Stereotypes |
|  | B) Ethics |
|  | C) Ethnocentrism |
|  | D) Values |

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| 3)  | Contingency theory assumes that the ideal leader\_\_\_\_\_. |
|  | A) shapes their leadership style depending on the situation |
|  | B) spends time with their followers and therefore listens and responds to their needs |
|  | C) know what their strengths are and makes the most out of them |
|  | D) provides clear instructions to the followers so that they know what they are doing |

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| 4)  | Competencies indicate leadership \_\_\_\_\_. |
|  | A) potential |
|  | B) effectiveness |
|  | C) performance |
|  | D) success |

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| 5)  | Facilities management begins with \_\_\_\_\_. |
|  | A) keeping utilities costs under control |
|  | B) building maintenance and repair |
|  | C) making economic decisions about the buildings needed |
|  | D) monitoring the building temperature |

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| 6)  | SWOT analysis does**not** look at a leader**’**s \_\_\_\_\_. |
|  | A) strengths |
|  | B) timeline |
|  | C) weaknesses |
|  | D) opportunities |

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| 7)  | Oral presentations are**not** enhanced \_\_\_\_\_. |
|  | A) by reading the script on PPT slides |
|  | B) with examples |
|  | C) with multimedia |
|  | D) with sound |

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| 8)  | Words used in spoken or written messages are \_\_\_\_\_. |
|  | A) genders |
|  | B) verbal symbols |
|  | C) nonverbal symbols |
|  | D) gestures |

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| 9)  | The ability to work well with others is \_\_\_\_\_. |
|  | A) reciprocity |
|  | B) reward power |
|  | C) reinforcement theory |
|  | D) relationship management |

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| 10)  | Creating obligations and developing alliances and using them to accomplish objectives is \_\_\_\_\_. |
|  | A) reciprocity |
|  | B) reward power |
|  | C) reinforcement theory |
|  | D) relationship management |

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| 11)  | One of the roles of leadership is to be a facilitator.  The best description of a facilitator would be the individual who \_\_\_\_\_. |
|  | A) develops strategy for others |
|  | B) teaches and shows the path others |
|  | C) makes things easier for others |
|  | D) creates disturbance among others |

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| 12)  | The type of follower is someone who is high on involvement but low on critical thinking is the \_\_\_\_\_. |
|  | A) conformist |
|  | B) pragmatic |
|  | C) passive |
|  | D) alienated |

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| 13)  | Charismatic leaders are aware of the need to align organization strategies and \_\_\_\_\_. |
|  | A) the environment |
|  | B) individual values |
|  | C) capabilities |
|  | D) personality |

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| 14)  | Insular thinking is an attribute of a(n) \_\_\_\_\_. |
|  | A) low-performance culture |
|  | B) adaptive culture |
|  | C) high-performance culture |
|  | D) bureaucratic culture |

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| 15)  | Which culture represents a leadership belief in strong, mutually reinforcing exchanges and linkages between employees and departments? |
|  | A) Competitive |
|  | B) Bureaucratic |
|  | C) Cooperative |
|  | D) Adaptive |

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| 1) | C |
| 2) | D |
| 3) | A |
| 4) | A |
| 5) | C |
| 6) | B |
| 7) | A |
| 8) | B |
| 9) | D |
| 10) | A |
| 11) | C |
| 12) | A |
| 13) | C |
| 14) | A |
| 15) | C |