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| **LEADERSHIP** | |
| |  |  | | --- | --- | | 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 |