

## MGMT623 Quiz 1 File by Tanveer Online Academy



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Which of the following is the characteristic of a manager as compared to the leader?

**Career Oriented**

According to Kellerman's typology, who are intemperate leaders? **Those who: lack self-control**

Steve Jobs is a corporate sector leader and CEO of \_\_\_\_\_.

**Apple Inc.**

"Bad leadership falls into two categories: **bad as ineffective and bad as unethical.**

Ineffective leadership fails to produce the desired change while unethical leadership fails to distinguish between right and wrong." **This is said by**

**Barbara Kellerman**

The three Interpersonal roles include being a \_\_\_\_\_. **Figurehead, leader and liaison**

Ted Turner is a corporate sector leader and founder of \_\_\_\_\_.

**CNN**

Which of the following are the leader's traits that influence the leadership process?

**Personality, position and experience**

Which statement about managers versus leaders is LEAST accurate? **Managers are process oriented while leaders are vision oriented**

Which of the following is called the foundation of leadership? **Trust**

Which of the following can be included in the task traits of a leader? **Persistence**

Which of the following followers Lacks creativity and avoid making bold decisions? **The Conventional Follower**

Which type of the followers are more likely to burn out due to stress? **Exemplary followers**

According to Barbara Kellerman, bad leadership falls into which two categories?

**Ineffective and Unethical Leadership**

Jack Welch is a corporate sector leader and former CEO of \_\_\_\_\_.

**General Electric**

Which of the following strategies cultivate exemplary followers? **Empower them**

Which of the following is included in the background traits of a leader? **Education**

According to Barbara Kellerman, bad leadership falls into which two categories?

**Ineffective and Unethical Leadership**

Which type of followers are whistle blowers? **Alienated followers**

The job of a manager can be broken into TEN roles each within one of three clusters.

These clusters are: **Interpersonal roles, informational roles, decisional roles**

According to Jack Welch, a person who controls rather than facilitates, complicates rather than simplify, and acts more like a governor than an accelerator is called a:

**Manager**

In your opinion, why do leaders fail? All of the given options are correct except: **Able to select good subordinates**

You could possibly create and encourage exemplary followers in the organization by doing the following EXCPET: **NEVER Mentor followers who hope to assume larger leadership roles**

Which of the following followers fully relies on the leader's decision and requires excessive supervision? **The Passive Follower**

Which of the following strategies cultivate exemplary followers? **All of the given options**

Sameer keeps things in perspective, and plays by the rules and regulations. However, he plays political games. Sameer is \_\_\_\_\_. **Pragmatic Follower or survivor**

Which of the following statement is true? **Leaders are managers but all managers are not leaders**

A person who is able to influence others and who possesses managerial authority is called: **Leader**

Which of the following describes the personality? **A combination of psychological traits that describes a person**

Who fixes the blame for breakdown? **Manager**

It is said that management focuses on coping with complexity, whereas leadership focuses on coping with: **Change**

A person who is able to influence others and who possesses managerial authority is called: **Leader**

Which one of these is TRUE about the outcomes of leadership actions? **Leadership focus is on short term expectations**

The three Decisional roles include being a \_\_\_\_\_. **Disturbance handler, entrepreneur, and resource allocator**

What followers want from their leaders? **All of the given options are correct except: Overly ambitious**

Asa G. Candler is a corporate sector leader and founder of \_\_\_\_\_. **Coca-Cola**

Which of the following is the right distinction between leaders and managers? **Leaders develop while managers maintain**

“Telling how and when” type of decision is made by a \_\_\_\_\_. **Manager**

Lou Gerstner is a corporate sector leader and former CEO of \_\_\_\_\_. **IBM**

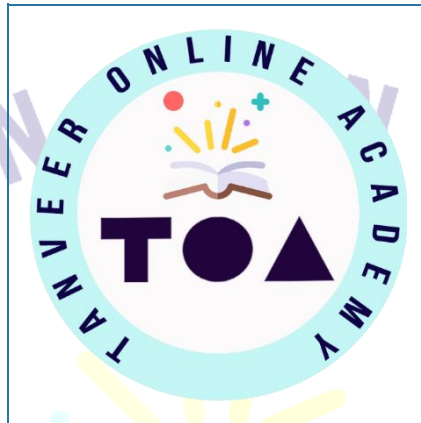
As opposed to management, leadership is a/an \_\_\_\_\_. **Multidirectional influence**

What is the most common element in definitions of leadership? **Leadership is an influence process**

Leadership is best defined as \_\_\_\_\_. **The ability to influence a group towards goal achievement**

The three components of the leadership process are **1) Leaders, 2) Followers and 3) \_\_\_\_\_ Situation**

## MGMT623 Quiz 2 File by Tanveer Online Academy



A condition in which availability of each alternative with its potential payoffs and costs are associated with risks is called:	<b>Decision making under risk</b>
Which of the following are characteristics of traditional organizations?	<b>All of the given options</b>
A team leader's job is to focus on two priorities: managing the team's external boundary and;	<b>Facilitating the team process.</b>
Introduction of new software in the organization due to sudden changes in technology is an example of:	<b>Non-programmed decision</b>
After which stage of development, is there a relatively clear hierarchy of leadership within a group?	<b>Storming stage</b>
Which of the following are the decision making approaches?	<b>All of the given options</b>
Which of the following encourages flexibility and decentralizes decision making?	<b>Organic structure</b>
Which of the following problem solving technique is used in situations where group members are unable to meet face to face?	<b>Delphi technique</b>
The use of written rules and procedures to standardize operations is known as:	<b>Formalization</b>
Which of the following factors affect teams?	<b>All of the given options</b>
What is presenting opinions and gaining agreement to support a decision called?	<b>Consensus</b>
The anxiety or tension a person experiences in oral, written, or in both types of communication is called:	<b>Apprehension</b>
When the group energy is focused on the task at hand, the group has moved to which of the following stages?	<b>Performing</b>
You could possibly create and encourage exemplary followers in the organization by doing the following EXCPET:	<b>NEVER Mentor followers who hope to assume</b>

	<b>larger leadership roles</b>
You could possibly create and encourage exemplary followers in the organization by doing the following EXCEPT:	<b>Never trust your followers</b>
The leadership traits that influence leadership process are the following except:	<b>Low emotional intelligence</b>
Leaders must be:	<b>Proactive rather than reactive</b>
What type of leaders make their group members understand the need for change both emotionally and intellectually?	<b>Transformational leaders</b>

Which of the following factor(s) is/are most likely to reduce organizational motivation?  
**All of the given options**

Which of the following is not a barrier to effective communication? **Silence**

After which stage of development does a group form a common set of expectations of members' behavior? **Storming**

Which of the following approaches treats motivation as a function of use of goals and rewards by managers? **Managerial approach**

Which of the following is called an informal communication network? **Grapevine**

The anxiety or tension a person experience in oral, written, or in both types of communication is called: **Apprehension**

Which of the following approaches treats motivation as a function of work environment?  
**Individual differences approach**

Maslow's hierarchy of needs arranges those needs in which of the following orders?  
**Physiological, safety, social, esteem, and self-actualization**

Which of the following stage is completed when members begin thinking of themselves as part of a group? **Forming**

Which type of communication takes place among members of work groups at the same level? **Lateral**

The means by which communication passes is called: **A medium**

The phenomenon of manipulating information so that it will be seen more favorably by the receiver is called: **Filtering information**

In Maslow's hierarchy of needs, what is the term used for the drive to become what one is capable of becoming? **Self-actualization**

The well-known theory of motivation is Abraham Maslow's \_\_\_\_\_. **Hierarchy of Needs**

\_\_\_\_\_ treats motivation as a characteristic of the individual. **Individual differences approach**

In the communication process, which one of the following steps occurs first? **Encoding**

Which of the following are basic approaches to motivation? **All of the given options**

Maslow's hierarchy has five levels of needs. Which of the following is Not one of those levels? **Animal needs**

Performance is a function of which of the following elements? **Ability, Skills and Knowledge**

Variables that influence the language a person uses include all of the following Except: **Cultural background**

In which of the following stage, high levels of task performance are not the group's top priority? **Adjourning**

Receivers in communication see and hear based on their needs, motivations, experience, background, and other personal characteristics. This phenomenon is called: **Selective perception**

What are the five stages of group development? **Forming, storming, norming, performing, adjourning**

## MGMT623 Quiz # 3 File by Tanveer Online Academy



Which of the following are sources of conflict? **All of the given options**

Which of the following factors affect teams? **All of the given options**

Which of the following is NOT an attribute of high-performance teams? **Focused on others**

The anxiety or tension a person experience in oral, written, or in both types of communication is

Who has given the "five principles of the learning organization"? **Daniel Tobin**

The use of written rules and procedures to standardize operations is known as: **Formalization**

A method in which a trainer in a central location teaches groups of employees at remote locations via television is called: **Tele-training**

Which of the following factors are critical in managing complex change? **All of the given options**

Conflict within a group is called: **Intra-group conflict**

Which of the following stage of group development is characterized by the development of close relationships and cohesiveness? **Norming**

Who among the following identifies action items and issues? **Minute taker**

Which of the following is a structured process by which people become skilled workers through a combination of classroom instruction and on the job training? **Apprenticeship training**

A basic planning model consists of following steps: **All of the given options**

Who among the following has described "The Fifth Discipline?" **Peter Senge**

Which one is not relevant to the concept of ethics? **Violations of rights.**

Which of the following is the study of morality? **Ethics**

Which of the following is not a barrier to effective communication? **Silence**

The ability to anticipate and envision the future, maintain flexibility, think strategically and initiate changes that will create a competitive advantage for the organization in the future is called which of the following? **Strategic leadership**

Which of the following actions enhance your creativity? **All of the given options**

A team leader's job is to focus on two priorities: managing the team's external boundary and; **Facilitating the team process.**

Which of the following encourages flexibility and decentralizes decision making? **Organic structure**

The process of translating an idea into a form (written or spoken language) recognizable by the receiver is called: **Encoding**

What is presenting opinions and gaining agreement to support a decision called? **Consensus**

Which of the following are characteristics of traditional organizations? **All**

Which of the following are the advantages of consensus? **All**

When the group energy is focused on the task at hand, the group has moved to which of the following stages? **Performing**



Which of the following are sources of conflict? **All**

Introduction of new software in the organization due to sudden changes in technology is an example of: **Non-programmed decision**

Which of the following are the characteristics of team-based organizations? **All**

Conflict between groups is called: **Inter-group conflict**

Decision taken for reordering of standard inventory items is an example of: **Programmed decision**

Which of the following is considered as a quantitative factor in decision making? **Break-even analysis**

Which of the following is bedrock of horizontal differentiation? **Departmentalization**

Which of the following are the decision making approaches? **All**

Which of the following is conflict based on interpersonal relationships? **Relationship conflict**

Which of the following are communication tools? **All**

Which of the following are the characteristics of high performing teams? **All of the given options**

A condition in which availability of each alternative with its potential payoffs and costs are associated with risks is called: **Decision making under risk**

Which of the following is a temporary cross-functional team? **Task force**

What type of conflict arises due to disagreement over content and goals of work? **Task conflict**

Which of the following is NOT a strategy for team building? **Discourage team members**

Which of the following conflict describes how work gets done? **Process conflict**

Which of the following provides information about the impact of messages on receivers? **Feedback**

Which of the following is the process by which a person, group or organization transmits some type of information to another person, group or organization using some medium? **Communication**

Conflict between two or more people is called: **Inter-group**

Which of the following are the strategies for team building? **All of the given options**

Which of the following are functional outcomes of conflict? **All of the given options**

Which of the following problem solving technique is used in situations where group members are unable to meet face to face? **Delphi technique**

