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 are characteristics of traditional organizations?	**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.**
Introduction of new software in the organization due to sudden changes in technology is an example of:	**Non-programmed decision**
After which stage of development, is there a relatively clear hierarchy of leadership within a group?	**Storming stage**
Which of the following are the decision making approaches?	**All of the given options**
Which of the following encourages flexibility and decentralizes decision making?	**Organic structure**
Which of the following problem solving technique is used in situations where group members are unable to meet face to face?	**Delphi technique**
The use of written rules and procedures to standardize operations is known as:	**Formalization**
Which of the following factors affect teams?	**All of the given options**
What is presenting opinions and gaining agreement to support a decision called?	**Consensus**
The anxiety or tension a person experiences in oral, written, or in both types of communication is called:	**Apprehension**
When the group energy is focused on the task at hand, the group has moved to which of the following stages?	**Performing**
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**

You could possibly create and encourage exemplary followers in the organization by doing the following EXCEPT:	**Never trust your followers**
The leadership traits that influence leadership process are the following except:	**Low emotional intelligence**
Leaders must be:	**Proactive rather than reactive**
What type of leaders make their group members understand the need for change both emotionally and intellectually?	**Transformational leaders**
Which of the following is Not likely to be an adverse consequence of psychological empowerment?	**Higher costs for selection and training of competent employees**
Effective Leaders build and maintain position power and _____ to exercise downward, upward, and lateral influence.	**Personal Power**
Which of the following activities is NOT required as part of the employee empowerment process?	**Assignment of responsibility**
The decision procedure that empowers a subordinate the most is:	**Joint decision-making**
The means by which communication passes is called:	**A medium**
Which one of the following is not one of the influence tactics?	**Control**
Which of the following is an approach to leadership development that begins with caring for and helping others?	**Servant leadership**
A manager should Not delegate tasks that are:	**Central to the manager's role**

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**