

Name _____

Part 2: Concept Review

Open Response

Write your response to each of the following statements or questions in the space provided. Use complete sentences.

1. What are the five functions of management? Briefly describe each function.

2. Compare the typical responsibilities of middle management positions and first-line managers.

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- 3. What are interpersonal skills? Give three examples of important interpersonal skills and explain how each helps a leader to be effective.

- 4. What are the common steps in a conflict-resolution model?

- 5. Think of a business you would like to start. Write a simple, one sentence mission statement for this company. Then, expand the mission statement to be more detailed.
