

Multiple Choice

Place the letter of the correct answer to each question on the line provided.

- _____ 1. Something to be achieved in a specified period of time, generally less than a year is a(n) _____.
A. plan
B. short-term goal
C. long-term goal
D. procedure
- _____ 2. An operating guide for using equipment is an example of a(n) _____.
A. procedure
B. objective
C. goal
D. organization chart
- _____ 3. _____ is when all the authority within a business rests with top management.
A. Departmentalization
B. Middle management
C. Decentralized organization
D. Centralized organization
- _____ 4. A foreman or shift manager is considered _____ management.
A. middle
B. first-line
C. top
D. organizational
- _____ 5. Which is *not* a type of management plan?
A. Strategic
B. Tactical
C. Procedural
D. Contingency
- _____ 6. Which of the following is an example of a leadership style?
A. Automatic
B. Academic
C. Democratic
D. Realistic
- _____ 7. _____ skills are the ability to analyze a situation, interpret information, and make reasonable decisions.
A. Critical-thinking
B. Verbal
C. Collaboration
D. Listening
- _____ 8. Expressing individual needs with little interest in or respect to the needs of others is _____ behavior.
A. aggressive
B. assertive
C. passive
D. creative

Name _____

- _____ 9. The process of recognizing and resolving team disputes in a balanced and effective way is _____.
A. teambuilding
B. procedural guidance
C. middle management
D. conflict management
- _____ 10. Interactive forces within a group are known as _____.
A. brainstorming
B. compromising
C. group dynamics
D. mediating

Completion

In the space provided, write the word(s) that best completes each of the following statements.

- _____ 1. Effective businesses establish guidelines for their organization which are sometimes called _____.
- _____ 2. A sentence that describes the purpose of a company and why it exists is a(n) _____.
- _____ 3. The _____ of a business identifies the hierarchy of the employees within the business.
- _____ 4. A diagram that shows the structure of an organization is a(n) _____.
- _____ 5. A(n) _____ organization is when authority within a business is given to various managers that run their own department.
- _____ 6. _____ management consists of a company's board of directors, president, and other high-ranking managers.
- _____ 7. The process of recruiting, hiring, training, evaluating, and compensating employees is _____.
- _____ 8. A hands-off approach to leadership is a(n) _____ style.
- _____ 9. A(n) _____ system is used to acquire, organize, maintain, retrieve, and use information.
- _____ 10. A(n) _____ goal is one that is specific, measurable, attainable, realistic, and timely.