

Test Bank

Chapter 1: Leadership in Human Services and Workplace Vocabulary of Leaders and Managers

Multiple Choice

1. To raise funds for the Humane Society, a thrift shop will be considered. The board will conduct a _____ to determine how much _____ could be raised.

- a. assets cash
- b. profit margin market survey
- *c. market survey cash
- d. anticipate demand measure

Learning Objective: 1-3

Cognitive Domain: Application

Answer Location: Prescription: Business Vocabulary Translated into Human Services Speak

Question Type: MC

2. To raise funds for the Humane Society, a thrift shop will be considered. One of the _____ of the organization is an empty building in a good location.

- a. accounts payable
- b. merchandising
- c. accounts receivable
- * d. assets

Learning Objective: 1-3

Cognitive Domain: Application

Answer Location: Prescription: Business Vocabulary Translated into Human Services Speak

Question Type: MC

3. To raise funds for the Humane Society, a thrift shop will be considered. Even without rent, the board must consider if there would be enough _____ to cover the various _____ such as a store racks and shelves, manger's salary, and utilities..

- *a. profit margin accounts payable
- b. profit margin accounts receivable
- c. cash merchandising
- d. assets profit margin

Learning Objective: 1-3

Cognitive Domain: Application

Answer Location: Prescription: Business Vocabulary Translated into Human Services Speak

Question Type: MC

4. Why should human services leaders improve their leadership skills?

- a. Leadership skills are all the rage.
- b. Leaders earn more money and have better jobs.

- *c. Leaders must be able to evolve with the changing needs of clients and employees.
- d. Leaders must be able to diagnose and write prescriptions.

Learning Objective: 1-2

Cognitive Domain: Comprehension

Answer Location: Diagnosis: Leadership Skill Sets Needed in the Human Services Profession

Question Type: MC

5. _____ is the compass by which the leadership steers the agency.

a. Core competency

b. Competition

*c. Mission

d. Goal

Learning Objective: 1-4

Cognitive Domain: Knowledge

Answer Location: Prescription: Business Vocabulary Translated into Human Services Speak

Question Type: MC

6. The area of your organization's greatest strength and expertise is _____

*a. core competency

b. competition

c. mission

d. goal

Learning Objective: 1-4

Cognitive Domain: Knowledge

Answer Location: Prescription: Business Vocabulary Translated into Human Services Speak

Question Type: MC

7. Human service agencies compete in the marketplace for _____

a. lowest priced services

b. the most programs and services to offer

c. top billing in the United Way Fundraising Campaign

*d. grant funds, clients, and board members

Learning Objective: 1-1

Cognitive Domain: Comprehension

Answer Location: Prescription: Business Vocabulary Translated into Human Services Speak

Question Type: MC

True/False

1. The field of human services can be defined as one that helps organizations cope with problems of a social welfare, educational, psychological, behavioral health, or legal nature.

a. True

*b. False

Learning Objective: 1-1

Cognitive Domain: Knowledge

Answer Location: What Is the Human Services Sector?

Question Type: TF

2. Human services leaders must consider the roles and responsibilities of all the comprehensive network of community issues and problems.

*a. True

b. False

Learning Objective: 1-2

Cognitive Domain: Knowledge

Answer Location: The Human Services Leader: A Snapshot

Question Type: TF

3. Human services leaders rarely seek to consider the values of different community populations.

a. True

*b. False

Learning Objective: 1-2

Cognitive Domain: Knowledge

Answer Location: The Human Services Leader: A Snapshot

Question Type: TF

4. Reflection is a method that well-known authors of leadership development programs use to help leaders assess their values and credibility.

*a. True

b. False

Learning Objective: 1-4

Cognitive Domain: Knowledge

Answer Location: Leadership in the human services and speaking business terminology

Question Type: TF

5. In an everyday context, prescription is what medicines one takes when one is ill. In this text, prescription is what a leader does to improve his/her skill sets.

*a. True

b. False

Learning Objective: 1-4

Cognitive Domain: Knowledge

Answer Location: Prescription: Guiding Your Leadership Journey

Question Type: TF

6. To have a client-centered focus as a leader means the leader designs services based on the impact on the agency's brand and market potential.

a. True

*b. False

Learning Objective: 1-1

Cognitive Domain: Comprehension

Answer Location: Prescription: Business Vocabulary Translated into Human Services Speak

Question Type: TF

7. A shareholder is a person who holds a monetary investment in an organization and expects a return on the investment.

*a. True

b. False

Learning Objective: 1-4

Cognitive Domain: Knowledge

Answer Location: Prescription: Business Vocabulary Translated into Human Services Speak

Question Type: TF

8. Stakeholder is a person who has an interest and investment in an organization and expects a return on the investment in the form of “perks,” free tickets, meals, etc.

a. True

*b. False

Learning Objective: 1-4

Cognitive Domain: Knowledge

Answer Location: Prescription: Business Vocabulary Translated into Human Services Speak

Question Type: TF

Short Answer

Type: S

1. Describe two distinct roles of human services leaders that impact the internal work of the organization.

Can include: service provider, planning, budgeting, supervision, measure goal accomplishment, education, team leader, recruit and retain employees.

Learning Objective: 1-1

Cognitive Domain: Comprehension

Answer Location: Diagnosis: Leadership Skill Sets Needed in the Human Services Profession

Question Type: SA

Type: S

2. Describe two distinct roles of human services leaders that impact the external work of the organization.

Can include: brand development, community collaborator, fund development, convener, network, assess community needs, advocate, recruit board members.

Learning Objective: 1-1

Cognitive Domain: Comprehension

Answer Location: Diagnosis: Leadership Skill Sets Needed in the Human Services Profession

Question Type: SA

Type: S

3. Describe how a leader is different than a manager

Managers are engaged in the day-to-day operations, maintains quality and keeps a steady course.

Leaders are engaged in charting a course for a new direction; engage others in the decision-making, seeks information to make decisions about new projects, programs, services.

Learning Objective: 1-3

Cognitive Domain: Comprehension

Answer Location: Reflection: Speaking a New Language

Question Type: SA

Type: S

4. When human services leaders work at the micro level, what types of clients do they serve?

a. Individuals and families

Learning Objective: 1-1

Cognitive Domain: Comprehension

Answer Location: Diagnosis: Leadership Skill Sets Needed in the Human Services Profession

Question Type: SA

Type: S

5. When human services leaders work at the macro level, what types of clients do they serve?

a. communities and organizations.

Learning Objective: 1-1

Cognitive Domain: Comprehension

Answer Location: Diagnosis: Leadership Skill Sets Needed in the Human Services Profession

Question Type: SA

Essay

Type: E

1. Using the list of qualities for each candidate described below, select and defend your choice of the ideal leader you would hire to be the CEO of a human services organization.

A. Former teacher with skills in presentation, curriculum development, pre-assessment and outcome measures, teamwork, and supportive of a student/client-centered environment.

B. Former restaurant owner with skills in meeting budgets, training, standards, leadership development, and meeting customer needs.

C. Former business CEO with skills in strategic planning, succession planning, financial planning, supervision, and visionary leadership.

D. Former community health clinic CEO with skills in collaboration, budgeting, community networking, individual well-being, and grant writing.

a. Student is expected to select a candidate and translate the identified skill sets to the work of a human services organization leader. Students should draw on the various professional organizations' recommendations for improvements in professional preparation. Any of the professional choices could be defended as an excellent CEO candidate if the skills are translated by the student.

Learning Objective: 1-1

Cognitive Domain: Application and Analysis

Answer Location: Diagnosis: Leadership Skill Sets Needed in the Human Services profession

Question Type: ESS

Type: E

2. Write a short (4 to 6 sentences) case study about a human services organization using the following “business” terms: mission, competitor, brand, product, goals, client/customer.

a. Student will compose a short descriptive human services case study correctly using all the terms noted.

Learning Objective: 1-3

Cognitive Domain: application

Answer Location: Prescription: Business Vocabulary Translated into Human Services Speak

Question Type: ESS

Type: E

3. Compare the recommendations of the studies conducted by the Scottish social work professionals and the Center for Creative Leadership Studies on the needs of leaders and human service organizations in the coming century. Are there common themes? Explain.

a. Students should include the recommendations for succession planning, flexibility in meeting community/client needs in a changing economy, leadership training for all levels of employees, accountability, and strategic planning.

Learning Objective: 1-1

Cognitive Domain: Analysis

Answer Location: Diagnosis: Leadership Skill Sets Needed in the Human Services Profession

Question Type: ESS