

chapter 1

Indicate whether the statement is true or false.

1. The larger the organization, the more likely it is to hire employees who have general knowledge and skills for a particular department or area.

- a. True
- b. False

2. Membership in a professional organization may be a resource for management development or leadership programs, best practices and other industry information, and networking opportunities.

- a. True
- b. False

3. The Partnership for 21st Century Skills identified five workplace competencies, including productive use of resources, interpersonal skills, information, systems, and technology.

- a. True
- b. False

4. The conceptual knowledge and skills executive and administrative assistants gain are rarely transferable to other departments and organizations.

- a. True
- b. False

5. Findings of the three significant reports identifying skills needed for success in the workplace—SCANS, Partnership for 21st Century Skills, and the AMA Critical Skills Survey—were very consistent.

- a. True
- b. False

6. Most people who aspire to careers in management start working in nonmanagerial positions.

- a. True
- b. False

Indicate the answer choice that best completes the statement or answers the question.

7. In the general organizational structure, this level is "flattened," meaning it has fewer people than the two levels below it.

- a. executive level
- b. middle management level
- c. first-line management level
- d. nonmanagerial level

8. Which of these is *not* mentioned in the text as a reason to study management?

- a. It will help you to be more effective when working with managers and meeting their expectations.
- b. It will prepare you for a management career.
- c. It will help you to package your strengths and demonstrate that you can meet job expectations.
- d. It will lead to higher-paying jobs and a successful career.

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9. Which of these typically is *not* a way to develop technical skills?

- a. classroom setting at a community college
- b. internship or apprenticeship at a local company
- c. on-the-job training
- d. executive mentoring program

10. Which of these refers to the ability to view isolated or abstract ideas as they relate to the whole organization?

- a. conceptual skill
- b. soft skill
- c. technical skill
- d. workplace skill

11. According to the American Management Association (AMA) Critical Skills Survey, which of these best describes the employees who require the four Cs?

- a. employees who want to be promoted to management positions
- b. employees at every level in the organization
- c. employees who are middle managers and executives
- d. employees at the executive level only

12. Which of the following can provide an alternative to an employer-sponsored management-development program?

- a. an executive mentoring program
- b. management training in various departments on a rotating basis
- c. participation in a cross-functional team
- d. membership in a professional organization

Enter the appropriate word(s) to complete the statement.

13. Think of professional development as an investment in _____.

14. Three significant reports identifying skills needed for success in the workplace—SCANS, Partnership for 21st Century Skills, and the AMA Critical Skills Survey—provided instructive insights about the importance of _____ skills.

15. The U.S. Department of Labor's SCANS report places workplace skills in two categories: competencies and the _____ skills that underlie them.

16. The SCANS competency skills that relate to working on teams, teaching others, serving customers, leading, negotiating, and working well with people from culturally diverse backgrounds are called _____ skills.

17. In _____ businesses, executive and administrative assistants frequently assume responsibilities often considered senior management responsibilities.

18. The AMA Critical Skills Survey identified "four Cs" that employees at every level of an organization should have. These skills include critical thinking and problem solving, communication, _____, and creativity/innovation.

Match each term with its definition.

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- | | |
|---------------------|----------------|
| a. executives | b. management |
| c. organization | d. soft skills |
| e. technical skills | f. work ethic |

19. Any type of business (small, large, entrepreneurial, or professional), nonprofit entity, or governmental office
20. Skills that relate to how you interact and work with others
21. Knowledge, expertise, and ability required to do the job
22. Senior leadership team that takes the lead in casting the organization's vision and strategic mission
23. Willingness and ability to get things done effectively and efficiently
24. Process of leading and working with people to accomplish organizational goals and objectives using available resources efficiently and effectively
25. What are the two groups into which employees who want to become managers fit?
26. If a company does not offer formal professional development opportunities, what are three alternatives employees can use?
27. Which type of employee has a unique opportunity to develop excellent conceptual skills by observing how executives handle a variety of situations in many areas of the organization?
28. Which group—consisting of members from education groups, professional organizations, publishers, Fortune 500 corporations, and other public and private organizations—published in 2009 a framework defining skills needed for success in the workforce?
29. At which level or levels in an organization are employees required to have soft skills?
30. What are the three broad categories of skills that represent the common core of knowledge and skills that managers should have?

Name _____ Class _____ Date _____
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Answer Key

1. False
2. True
3. False
4. False
5. True
6. True
7. b
8. d
9. d
10. a
11. b
12. d
13. yourself
14. soft
15. foundation
16. interpersonal
17.
small
18. collaboration
19. c
20. d
21. e
22. a
23. f
24. b

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25. Those who aspire to managerial careers directly from an educational institution and those who are employed in nonmanagerial positions and seek to move into management.

26. external professional development programs (such as through business schools or commercial groups), professional organizations, and professional literature

27. executive and administrative assistants
executive assistants and administrative assistants

28. Partnership for 21st Century Skills

29. every level of an organization
every level
all levels

30. technical skills, soft skills, and conceptual skills