

1. The four classical functions of management are (1) making things happen, (2) meeting the competition, (3) organizing people, projects, and processes, and (4) leading.
- a. True
 - b. False

ANSWER: False

RATIONALE: The four classical functions of management are planning, organizing, leading, and controlling.

POINTS: 1

LEARNING OBJECTIVES: WILL.MGMT.15.1.02 - 1.2

TOPICS: AACSB Analytic

2. First-line managers are the only managers who do not supervise other managers.
- a. True
 - b. False

ANSWER: True

POINTS: 1

LEARNING OBJECTIVES: WILL.MGMT.15.1.03c - 1.3c

TOPICS: AACSB Analytic

3. Companies look for a total of four sets of skills in individuals to identify potential managers. These desired skills are technical skills, human skills, conceptual skills, and motivation to manage.
- a. True
 - b. False

ANSWER: True

POINTS: 1

LEARNING OBJECTIVES: WILL.MGMT.15.1.05 - 1.5

TOPICS: AACSB Analytic

4. A manager who gets work done with a minimum of effort is increasing the _____ of the organization
- a. efficiency
 - b. effectiveness
 - c. functionality
 - d. synergy
 - e. productivity

ANSWER: a

POINTS: 1

LEARNING OBJECTIVES: WILL.MGMT.15.1.01 - 1.1

TOPICS: AACSB Analytic

5. A manager engaged in the management function of _____ is monitoring progress toward goal achievement and taking corrective action when needed.
- a. planning
 - b. organizing
 - c. leading
 - d. controlling
 - e. motivating

ANSWER: d

POINTS: 1

LEARNING OBJECTIVES: WILL.MGMT.15.1.02d - 1.2d

TOPICS: AACSB Analytic

6. Managers who train and supervise the performance of nonmanagerial employees, and who are directly responsible for producing the company's products or services, are categorized as:
- a. general managers
 - b. middle managers
 - c. first-line managers
 - d. team leaders
 - e. top managers

ANSWER: c

POINTS: 1

LEARNING OBJECTIVES: WILL.MGMT.15.1.03c - 1.3c

TOPICS: AACSB Analytic

7. According to Mintzberg, which of the following lists the three major roles managers fulfill while performing their jobs?
- a. interpersonal roles, informational roles, and decisional roles
 - b. informational roles, ethical roles, and action roles
 - c. corporate roles, coordination roles, and informational roles
 - d. decisional roles, informational roles, and organizational roles
 - e. interpersonal roles, intrapersonal roles, and departmental roles

ANSWER: a

RATIONALE: See Exhibit 1.3

POINTS: 1

LEARNING OBJECTIVES: WILL.MGMT.15.1.04 - 1.4

TOPICS: AACSB Analytic

8. Which skills increase in their importance to success as managers rise through the managerial ranks?

- a. human skills and decisional skills
- b. informational skills and the motivation to manage
- c. conceptual skills and the motivation to manage
- d. conceptual skills, technical skills, and human skills
- e. human skills and informational skills

ANSWER: c

POINTS: 1

LEARNING OBJECTIVES: WILL.MGMT.15.1.05 - 1.5

TOPICS: AACSB Reflective Thinking

9. An accountant with _____ has the ability to create a budget, compare the budget to the actual income statement, and determine unnecessary expenses.

- a. technical skill
- b. human skill
- c. conceptual skill d.
- motivational skill e.
- interpersonal skill

ANSWER: a

RATIONALE: Technical skills are the ability to apply the specialized procedures, techniques, and knowledge required to get the job done.

POINTS: 1

LEARNING OBJECTIVES: WILL.MGMT.15.1.05 - 1.5

TOPICS: AACSB Reflective Thinking

10. A(n) _____ is a manager who was successful early in their careers, but were knocked off the fast track by the time they reached the middle to upper levels of management.

- a. overachiever
- b. derailer
- c. first-line manager
- d. arriver
- e. motivator

ANSWER: b

POINTS: 1

LEARNING OBJECTIVES: WILL.MGMT.15.1.06 - 1.6

TOPICS: AACSB Analytic

11. After six months as a manager, new managers typically believe their job is:
- a. to provide negative reinforcement
 - b. to exercise formal authority
 - c. to maintain control and avoid delegation
 - d. people development
 - e. to solve problems for subordinates

ANSWER: e

RATIONALE: See also Exhibit 1.5.

POINTS: 1

LEARNING OBJECTIVES: WILL.MGMT.15.1.07 - 1.7

TOPICS: AACSB Analytic