

Multiple Choice

1. A common way to increase bench strength is to focus on the workers identified as having low potential.

A. True
B. False

Ans. B
Page: 22

2. Which term describes how leaders are selected and groomed within a healthcare organization?

A. Leadership pathway
B. Leadership roadway
C. Leadership chain
D. Leadership pipeline

Ans. D
Page: 23

3. Skill mastery, wherein the skill has become a natural, effective, and consistent behavior in a variety of situations, is considered a:

A. Unconscious development learning need
B. Conscious development learning need
C. Conscious proficiency learning need
D. Unconscious proficiency learning need

Ans. D
Page: 25

4. Transparent talent management systems produce the best results.

A. True
B. False

Ans. A
Page: 26

5. From the items below, which could be considered the most valuable metric to assess the quality and effectiveness of a talent management system?

- A. Employee turnover
- B. Organizational profit
- C. Patient satisfaction
- D. Environmental safety

Ans. A
Page: 27

6. Leaders must actively do *what* to fill in gaps in their training and expertise?

- A. Manage by walking around
- B. Rounding
- C. Learn on the job
- D. Get a higher degree

Ans. C
Page: 29

7. Which department typically handles the data management, performance evaluations, and succession planning of a talent management system?

- A. Information Technology
- B. Administration
- C. Quality Management
- D. Human Resources

Ans. D
Page: 31

8. The collection of feedback from multiple sources regarding an employee's performance is called a:

- A. 90 degree evaluation
- B. 180 degree evaluation
- C. 360 degree evaluation
- D. Full circle evaluation

Ans. C
Page: 31-32

9. Which is not considered one of the domains of the NCHL Health Leadership Competency Model?

- A. People

- B. Place
- C. Transformation
- D. Execution

Ans. B
Page: 33

10. Shadowing can be considered an acceptable way to nurture and hone leadership skills.

- A. True
- B. False

Ans. A
Page: 34

11. Which organization accredits master level educational programs for healthcare leaders?

- A. The Joint Commission
- B. The Commission on Accreditation of Health Management Education
- C. Association of University Programs in Health Administration
- D. American College of Healthcare Executives

Ans. B
Page: 38

12. Mentoring relationships must be formalized to be effective.

- A. True
- B. False

Ans. B
Page: 39

13. Coaching is used only for those leaders who were struggling and possibly on their way out the organization's door.

- A. True
- B. False

Ans. B
Page: 39

14. Coaching is considered one of the most effective methods of developing leaders because it:

- A. Has ethical considerations to doing the right thing
- B. Includes multiple mentors for one mentee
- C. Provides and integrates accessible and ongoing feedback
- D. Uses collaboration exclusively

Ans. C
Page: 39

15. Which is considered a deep-seated development error in succession plans?

- A. Using the skills required to select high potential employees.
- B. The use of a consistent, integrated system for talent management.
- C. Human Resources focusing too much attention on input and not enough on output.
- D. Leaders updating their skills rapidly to keep up with industry changes.

Ans. C
Page: 40