Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Chapter 7 Study Guide

**Part 1 – Yes or No**

Directions: *Indicate your answer to each of the following questions by placing a check mark on the line under yes or no at the right.*

Yes No

1. Are planning, staffing, and controlling all functions of management?
2. Is communication with suppliers an internal communication?
3. Is strategic management a style in which the management is more controlling?
4. Are mid-managers responsible for specific areas of operation in a business?
5. Is communication from one manager to another horizontal communication?

**Part 2 – Unscramble**

Directions: *Unscramble the following vocabulary words that were discussed in Chapter 7.*

1. funceelni
2. dearpilshe
3. gametannem
4. thanimoreulans
5. ginlapnn

**Part 3 – Matching**

Directions: *In the space provided, indicate which kind of influence is best described by each statement*.

1. Position Influence
2. Reward Influence
3. Expert Influence
4. Identity Influence
5. \_\_\_\_\_\_ Other employees acknowledge that the person has a specialized knowledge.
6. \_\_\_\_\_\_ Examples include money, job benefits, or recognition.
7. \_\_\_\_\_\_ Having authority over others results in positive responses to requests.
8. \_\_\_\_\_\_ Criticizing rather than praising employees is another way to exercise influence.
9. \_\_\_\_\_\_ Employees are more willing to support someone whom they trust and respect.

**Part 4 – Activities**

Directions: *Answer each question below.*

1. Most leaders possess characteristics that make them effective managers. Each of those leadership characteristics offers a benefit to employees. Below is a list of the characteristics of effective leaders that were discussed in this chapter. For five of the characteristics below, *write a statement describing how employees will benefit from their manager having that specific characteristic*.
   1. Understanding
   2. Initiative
   3. Dependability
   4. Judgment
   5. Objectivity
   6. Stability
   7. Cooperation
   8. Honesty
   9. Courage
   10. Communications
   11. Intelligence
2. The number of mid-managers has been declining in many businesses as companies cut personnel and give employees more responsibilities.
   1. In your opinion, what are the advantages and disadvantages of that change for businesses?
   2. How will the skills needed by employees change when there are fewer mid-managers?
3. Which type of management style (tactical or strategic) would you personally prefer a manager you work for to have? Why?