

## Think Critically

1. What is the purpose of management? List the four general management functions.
2. Describe the three types of plans used in business management.
3. List and briefly describe the three basic leadership styles.
4. List some of the items and actions through which a business builds its company image.

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## True or False

- \_\_\_\_\_ 1. Management is the process of achieving goals by doing all the work yourself.
- \_\_\_\_\_ 2. Strategic planning is most important in the short-term.
- \_\_\_\_\_ 3. Organizational structure is a plan that shows how the various jobs in a company relate to one another.
- \_\_\_\_\_ 4. The authoritative management style is often used in a crisis situation when there is not enough time to let the group participate in the decision-making process.
- \_\_\_\_\_ 5. Good managers understand that all employees prefer to be involved in day-to-day decision making.
- \_\_\_\_\_ 6. As part of the control function, you will routinely review your plans and make adjustments.
- \_\_\_\_\_ 7. Democratic management style includes procedures in which employees are invited to vote on company rules and regulations.

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## Multiple Choice

- \_\_\_\_\_ 1. Rules, policies, and procedures, are important components of (a) long-term planning, (b) intermediate-term planning, (c) short-term planning, (d) none of these.

- \_\_\_\_\_ 2. All of the following are included in the organizing function except (a) assigning tasks, (b) hiring employees, (c) grouping tasks into departments, (d) allocating resources.
- \_\_\_\_\_ 3. Training and compensating the employees of a business is part of which management function? (a) Staffing, (b) Planning, (c) Implementing, (d) Controlling.
- \_\_\_\_\_ 4. The management style most appropriate to use with a new group of employees who do not have previous experience in the type of work being performed is (a) mixed management, (b) participatory management, (c) democratic management, (d) authoritative management.
- \_\_\_\_\_ 5. If standards are not being met, a manager may need to (a) hire new employees, (b) upgrade to higher-quality production materials, (c) change operating procedures, (d) all of these.
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### Problem Solving

1. The table below lists five tasks often performed by managers. Name which one of the functions of management is represented by each task.

Task	Management Function
Deciding which job you will assign to which employee	
Hiring a new employee	
Completing the monthly budget	
Conducting a yearly performance appraisal for an employee	
Writing a memo to an employee instructing her how to accomplish a task	

2. Explain the difference between a strategic plan, tactical plan, and operational plan.