UNIT 2 TEST BUSINESS LEADERSHIP

Name of Course: Business Leadership Teacher:

Course Code: BOH4M Length of Exam: 1 hour 30 mins

Date: Pages: 8

Name of Student: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Instructions- Read the entire exam thoroughly before you begin and follow the instructions given for each section.- This exam has four sections and is worth 8% of the overall course mark.- Remember that the number of marks per question should guide the amount of time spent answering it.- Plan your time carefully and make sure to review all of your answers before handing in the exam. - Cheating and talking will result in a mark of zero (0). |

**Mark Breakdown**

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| --- | --- | --- |
| Knowledge / Understanding |  | /30 |
| Thinking / Inquiry |  | /28 |
| Application  |  | /8 |
| Communication |  | /12 |
| **Total Marks** |  | **/81** |

SECTION 1: MULTIPLE CHOICE

1. Kirkpatrick and Locke formulated which theory? (K 1)

A. Leadership qualities

B. Power sources

C. Personality traits

D. Perceptual distortions

2. One of the personal traits now considered important for managerial success is… (K 1)

 A. Gender

 B. Age

 C. Personality

 D. Power

3. A manager who says “because I am the boss, you must do what I ask” is relying on which type of power?

(K 1)

 A. Reward

 B. Legitimate

 C. Expert

 D. Referent

4. A leader whose actions indicate an attitude of “do as you want and don’t bother me” would be described as having what sort of leadership style? (K 1)

A. Autocratic

 B. Laissez-faire

 C. Democratic

 D. Country Club

5. When a leader assumes that others will do as she asks because they want to positively identify with her, she is relying on what type of power to influence their behavior? (K 1)

 A. Expert

 B. Referent

 C. Legitimate

 D. Reward

6. Which of the following best defines the concept *groupthink*? (K 1)

A. Where a team brain storms ideas together.

 B. Where a member of the team does not give their full effort.

 C. Where a team finds it hard to critically evaluate one another’s performance.

D. Where a team evaluates their performance on a particular task.

7. With regards to perception in the workplace, what is the ‘Halo Effect?’ (K 1)

A. Assuming your desires are also the same desires of someone else.

B. When one attribute is used to develop an overall impression of a person or situation

C. Places attributes commonly associated to a specific group to a specific individual

D. To define problems from only your point of view

8. What are the SIX types of power source? (K 6)

A.

B.

C.

D.

E.

F.

9. Autocratic is a type of leadership. What are the other THREE types? (K 3)

A.

B.

C.

 10. What are FOUR of the leadership qualities proposed by Kirkpatrick and Locke? (K 4)

A.

B.

C.

D.

SECTION 2: SHORT ANSWER

11. Define perception. (T 2)

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12. What are the FIVE stages of Tuckman’s Group Development Theory. Give an example of what might occur at each stage. (K 5)

 (A 5)

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13. Name THREE of the nine roles in Belbin’s Team Role Theory and explain what their purpose in a group is. (K 3)

 (A 3)

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14. Explain the THREE factors which influence perception. (T 6)

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15. In terms of shaping a person’s personality what is the different between ‘nature’ and ‘nurture?’ Give an example of a personality trait influenced by each. (T 2)

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16. Explain what is meant by the Ringleman Effect and suggest two ways that it can be reduced. (K 1)

 (T 2)

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SECTION 3: BUSINESS APPLICATION

17. What leadership style would you use and why?

* Autocratic (Telling)
* Democratic (Sharing)
* Laissez-faire (Hands-off)
* Paternalistic (being a fatherly figure)

For each situation choose a course of actions, explain what leadership style (see above) it best matches to and explain why you are making that decision.

**Situation 1** (K 1) (C 2)

The employees in your program appear to be having serious problems getting the job done. Their performance has been going downhill rapidly. They have not responded to your efforts to be friendly or to your expressions of concern for their welfare.

*Which style would you pick? What would you do? Why?*

1. Re-establish the need for following program procedures and meeting the expectations for task accomplishment.
2. Be sure that staff members know you are available for discussion, but don’t pressure them.
3. Talk with your employees and then set performance goals.
4. Wait and see what happens.

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**Situation 2**  (K 1) (C 2)

During the past few months, the quality of work done by staff members has been increasing. Record keeping is accurate and up to date. You have been careful to make sure that the staff members are aware of your performance expectations.

*Which style would you pick? What would you do? Why?*

1. Stay uninvolved.
2. Continue to emphasize the importance of completing tasks and meeting deadlines.
3. Be supportive and provide clear feedback. Continue to make sure that staff members are aware of performance expectations.
4. Make every effort to let staff members feel important and involved in the decision-making process.

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18. The definition of the BIG five and small five personality traits are listed below. Write the correct personality trait next to the definition. (T 10)

* The extent to which one is outgoing, sociable and assertive
* The extent to which one is good natured, co-operative and trusting
* The extent to which someone is emotionally detached or manipulative
* The extent to which one is responsible, dependable and careful
* The degree to which someone is able to adjust behaviour according to the situation.
* The extent to which one is curious, receptive to new ideas and imaginative
* The extent to which one is worried, stressed and anxious
* The extent to which one believes that what happens is within ones control
* The degree to which a person tends to defer to authority
* A type of person orientated towards extreme achievement, impatience and perfectionism

SECTION 4: ARTICLE ANALYSIS

Read the article included; entitled:

“**Advice for Hiring Successful Employees: The Case of Guy Kawasaki.”**

Answer the following questions.

1. Describe how self-perception can positively or negatively affect a work environment? (A 4)
2. What advice would you give a college graduate after reading about Guy Kawasaki’s advice? (A 3)
3. What do you think about Kawasaki’s hiring strategy? (T 3)
4. How would Kawasaki describe a “perfect” boss? (T 3)
5. Explain what is meant by selective perception. (C 4)

**Advice for Hiring Successful Employees: The Case of Guy Kawasaki**

When people think about entrepreneurship, they often think of Guy Kawasaki ([http://www.guykawasaki.com](http://www.guykawasaki.com/)), who is a Silicon Valley venture capitalist and the author of nine books as of 2010, including ***The Art of the Start*** and ***The Macintosh Way***. Beyond being a best-selling author, he has been successful in a variety of areas, including earning degrees from Stanford University and UCLA; being an integral part of Apple’s first computer; writing columns for ***Forbes***and ***Entrepreneur Magazine***; and taking on entrepreneurial ventures such as cofounding Alltop, an aggregate news site, and becoming managing director of Garage Technology Ventures. Kawasaki is a believer in the power of individual differences. He believes that successful companies include people from many walks of life, with different backgrounds and with different strengths and different weaknesses. Establishing an effective team requires a certain amount of self-monitoring on the part of the manager. Kawasaki maintains that most individuals have personalities that can easily get in the way of this objective. He explains, “The most important thing is to hire people who complement you and are better than you in specific areas. Good people hire people that are better than themselves.” He also believes that mediocre employees hire less-talented employees in order to feel better about themselves. Finally, he believes that the role of a leader is to produce more leaders, not to produce followers, and to be able to achieve this, a leader should compensate for their weaknesses by hiring individuals who compensate for their shortcomings.

In today’s competitive business environment, individuals want to think of themselves as indispensable to the success of an organization. Because an individual’s perception that he or she is the most important person on a team can get in the way, Kawasaki maintains that many people would rather see a company fail than thrive without them. He advises that we must begin to move past this and to see the value that different perceptions and values can bring to a company, and the goal of any individual should be to make the organization that one works for stronger and more dynamic. Under this type of thinking, leaving a company in better shape than one found it becomes a source of pride. Kawasaki has had many different roles in his professional career and as a result realized that while different perceptions and attitudes might make the implementation of new protocol difficult, this same diversity is what makes an organization more valuable. Some managers fear diversity and the possible complexities that it brings, and they make the mistake of hiring similar individuals without any sort of differences. When it comes to hiring, Kawasaki believes that the initial round of interviews for new hires should be held over the phone. Because first impressions are so important, this ensures that external influences, negative or positive, are not part of the decision-making process.

Many people come out of business school believing that if they have a solid financial understanding, then they will be a successful and appropriate leader and manager. Kawasaki has learned that mathematics and finance are the “easy” part of any job. He observes that the true challenge comes in trying to effectively manage people. With the benefit of hindsight, Kawasaki regrets the choices he made in college, saying, “I should have taken organizational behavior and social psychology” to be better prepared for the individual nuances of people. He also believes that working hard is a key to success and that individuals who learn how to learn are the most effective over time.

If nothing else, Guy Kawasaki provides simple words of wisdom to remember when starting off on a new career path: do not become blindsided by your mistakes, but rather take them as a lesson of what not to do. And most important, pursue joy and challenge your personal assumptions.