

Name: _____

Date: _____

EXAMINATION

1. When using expert power it is important to remember to
 - a. flaunt your expertise.
 - b. claim expertise you don't possess.
 - c. promote/advertise your own expertise in a subtle way.
 - d. hoard information which others need.

 2. Networking is
 - a. a formal support system.
 - b. a chart with names and telephone contacts of your department's personnel.
 - c. a checks and balances system for controlling reward/coercive power.
 - d. an informal, unstructured support system.

 3. The power tied to one's official position within an organization is most correctly referred to as
 - a. coercive power.
 - b. reward power.
 - c. formal power.
 - d. referent power.

 4. The ability to punish for noncompliance is referred to as
 - a. formal power.
 - b. reward power.
 - c. coercive power.
 - d. referent power.

 5. Which of the five powers are **achieved** power(s)?
 - a. Referent, reward, and expert powers.
 - b. Formal, referent, and expert powers.
 - c. Formal and coercive powers.
 - d. Referent and expert power.

 6. In formulating an influence plan consider
 - a. whom you want to influence.
 - b. what you want them to do.
 - c. which types of power you can use.
 - d. all of the above.
-

7. An ethical leader
 - a. operates with integrity, honesty, and courage.
 - b. considers the impact of his/her decisions on all others who will be affected.
 - c. approaches ethics from a positive point of view, guided by the leader's own ethical compass or conscience.
 - d. all of the above.

 8. Ethics have their roots in
 - a. expectations, requirements, desires, and values.
 - b. ancient history, religion, systems of law, social customs, and our own personal code of conduct.
 - c. motherhood, flag, country.
 - d. rules and regulations, codes, and case law.

 9. An ethical decision will
 - a. honor formal decisions and documents and not violate the law.
 - b. reflect reasonable and positive cultural characteristics.
 - c. reflect the interests of all parties as much as is possible and "feel right."
 - d. all of the above.

 10. Which of the following is **not** a valid test of an ethical decision?
 - a. Do I object to my decision being published openly?
 - b. Am I able to rationalize the action I am about to take?
 - c. Am I able to risk criticism for my decision?
 - d. Do I feel unembarrassed, unashamed, not guilty, not defensive?

 11. When attempting to sell your ideas to top management it is important to develop and use persuasive arguments. Which of the following would not be considered an element of a persuasive argument?
 - a. Relate idea to recognized need.
 - b. Get others involved.
 - c. Exaggerate whenever possible.
 - d. Anticipate objections.

 12. There are many myths relating to creativity and innovation. Which of the following is not a myth?
 - a. Creativity is not a function of intelligence.
 - b. People are born creative; creativity cannot be learned.
 - c. Creativity is disruptive to the day-to-day life of the organization.
 - d. The more intelligent you are, the more creative you are.
-

13. "It's great, but..." and "the chief will laugh" are
- phrases you don't often hear in an organization.
 - not likely to deter true creativity.
 - "killer phrases."
 - phrases generally ignored by subordinates with new ideas.
14. One of the major elements of creativity is fluency. What is fluency?
- The ability to change directions.
 - The quantity of ideas you can generate.
 - Your willingness to listen and speak creatively.
 - Having an organized way of thinking.
15. The elements of creativity are
- flexibility, originality, awareness, persistence, and drive.
 - awareness, persistence, fluency, flexibility, and awareness.
 - fluency, flexibility, accuracy, awareness, and drive.
 - fluency, flexibility, originality, awareness, and drive.
16. The basic components of the ABCDE model of professionalism include
- attitude, behavior, demeanor, and enthusiasm.
 - attitude, behavior, communication, demeanor, and ethics.
 - attitude, behavior, communication, discipline, and ethics.
 - attitude, behavior, consistency, discipline, and enthusiasm.
17. You and your spouse are in disagreement over your 15-year-old daughter's desire to go on an unchaperoned date. Which of the three role conflicts are involved?
- Interpersonal role conflict.
 - Intrarole conflict.
 - Interrole conflict.
18. A Company Officer (CO) is overheard commenting that "I'm never sure of what my boss considers good work." This is an example of
- standards clarification.
 - role-set analysis.
 - role ambiguity.
 - informal role perception.
-

19. The roles that the CO must assume fall into one of four areas of accountability. Which of the following is not one of these four areas?
- a. Accountability to self.
 - b. Accountability to the public.
 - c. Accountability to the organization.
 - d. Accountability to vendors.
20. A CO has to formally reprimand a subordinate who is a personal friend. Which type of role conflict might this situation produce?
- a. Interrole.
 - b. Intrarole.
 - c. Interpersonal.
 - d. Personnel.
-

Name: _____

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EXAMINATION ANSWER SHEET

- 1. _____
- 2. _____
- 3. _____
- 4. _____
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- 10. _____

- 11. _____
- 12. _____
- 13. _____
- 14. _____
- 15. _____
- 16. _____
- 17. _____
- 18. _____
- 19. _____
- 20. _____

EXAMINATION ANSWER KEY

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EXAMINATION ANSWER SHEET KEY

1. c

2. d

3. c

4. c

5. d

6. d

7. d

8. b

9. d

10. b

11. c

12. a

13. c

14. b

15. d

16. b

17. a

18. c

19. d

20. a
