

Question 1

0 out of 5 points

Which of the following would not be considered an organization?

- A library
- A baseball hall of fame
- All parents in a social network
- A naval academy
- An elementary school.

Answer



Selected Answer: baseball hall of fame All parents in a social network A naval academy An elementary school. baseball hall of fame All parents in a social network A naval academy An elementary school. Baseball hall of fame Naval Academy, Elementary school, All parents in a social network

Correct



Answer: All parents in a social network.
Explanation: An organization is a consciously coordinated social unit, composed of two or more people, that functions on a relatively continuous basis to achieve a common goal or set of goals. The parents in a social network are not representative of an organization.
[Page 5]

Response [None Given]
Feedback:

Question 2

5 out of 5 points

Kwao has just been offered a managerial position in a technological organization. The job responsibilities being discussed for Kwao's role are planning, organizing, staffing, controlling, and leading. Which of those responsibilities least matches the primary functions of management?

Answer



Selected Answer: Staffing

Correct Answer: Staffing.
Explanation: Although staffing can be a management duty, it would fall under the function of organizing.
[Page 5].

Response [None Given]
Feedback:

Question 3

5 out of 5 points

Which of a manager's primary functions requires the manager to compare sales to projected profit?

Answer

Selected Answer: Controlling

Correct Answer:



Controlling.

[Page 6].

Explanation: Monitoring, comparing, and potential correcting is the controlling function.

Response [None Given]

Feedback:

↕ Question 4

5 out of 5 points

Skip Smith has been a project manager at Coastal Engineering for five years. Hired for his expertise in computer-aided design, he rose quickly through the ranks and is now the head of the graphics design department. Skip is viewed as the rising star in the organization by his superiors. The skills that Skip was hired for were what type of managerial skill?

Answer

Selected Technical skill

Answer:



Correct Answer:

Technical

Explanation: Technical skills are defined as the ability to offer and apply specialized knowledge or expertise.

[Pages 7 – 8]

Response [None Given]

Feedback:

↕ Question 5

5 out of 5 points

Which one of the following would best be considered a human skill of a manager?

Decision-making,

Planning meeting agenda,

Resolving conflicts,

Inspecting work orders,

Organizing training workshops.



Answer

Selected Answer: Resolving Conflicts

Correct Answer:

Resolving conflicts.
[Pages 7 - 8]

Response Feedback: [None Given]

↕ Question 6

5 out of 5 points

Fred Luthans defined successful managers in terms of the speed of their promotions. He also defined effective managers in terms of the quantity and quality of their performance and the satisfaction and commitment of their employees. How did Luthans differentiate between successful and effective managers, based on specific skills?

Answer



Selected Answer: Successful Managers spend 28% of their time communication and 48% of their time networking. Effective managers spend 44% of their time communicating and 11% of their time Networking. Effective managers also spend 26% of their time working with human resource management while successful managers spend only 11% of the time on that topic.

Correct



Answer: Successful managers used more networking skills, whereas effective managers used more communication skills.
[Pages 8 – 9]

Response Feedback: [None Given]

↕ Question 7

5 out of 5 points

Globalization provides many benefits to an organization. It also poses challenges to managers who have to work with employees who were born and raised in different cultures. What are the three main ways by which effective managers can deal with these challenges?

Answer



Selected Answer: Effective communication of ideas, respect for others culture and region, and flexibility to adapt to the different needs of the people.

Correct



Answer: In order to deal with these challenges and effective manager should be a proficient listener, seek to understand the needs of others, and learn to manage conflicts. [Pages 16 – 17]

Response Feedback: [None Given]

↕ Question 8

5 out of 5 points

Briefly explain why human skills are most essential for a manager when dealing with workforce diversity.

Answer

Selected Answer: Human skills are the ability to understand, communicate with, motivate, and support other people, both individually and in groups. The key to being a good manager is to have tremendous listening skills and you must have good listening skills to completely understand where conflicts may arise within a diverse workforce to head them off.



Correct

Answer:



Human skills are defined by the ability to work with, understand, and motivate other people and would be important to manage a diverse workforce because of the different individual variables that the manager would be working with. [Pages 17 – 18].

Response [None Given]

Feedback:

↑ Question 9

5 out of 5 points

You work in the air filter manufacturing business. Your division is made up of three other people with very different biographical characteristics. Pam is 27 years old, single and female. She has been with the company only six months. Victor is 63 years old and a widower who has been with the company for thirty years. Elsie is a single mother with four children who has been with the company for five years.

Based on the information given, which of the employees would be least likely to quit his or her job?

Answer



Selected

Answer:

Victor because he has the most time in and this job has become the only thing that is normal to him. He has no family at home, because he is a widower and there is no mention of kids, so the only thing he has that has been constant is his job. He needs the normalcy that his work brings him.

Correct

Answer:



Victor

Explanation: Because older workers tend to have fewer job opportunities, earn higher wages, and have good benefits, they are less likely to change jobs.

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Response [None Given]

Feedback:

↑ Question 10

5 out of 5 points



Justin, Sam, and Carla worked for the same company since graduating college. Over careers of 25 years they achieved many successes, each becoming the executive director of his or her

respective department, making them three of the highest paid employees in the company. Last month they were all laid off. No one else in the company was let go. Specifically, what kind of discrimination is represented in this example?

Answer

Selected Answer: Discriminatory practices or policies

Answer:

Correct



Answer: Discriminatory practices

Explanation: Older workers who are targeted for layoffs because of high salaries is an example of discriminatory practices. In the example there is no mention of mockery, insults, or incivility. Exclusion refers to not being offered certain opportunities on the job, rather than being let go.

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Response [None Given]

Feedback:

↕ Question 11

5 out of 5 points

You work in the wiper blade manufacturing business. Your division is made up of three other people with very different biographical characteristics. Harriet is 27 years old, single and female. She has been with the company only six months. Herbert is 63 years old and a widower who has been with the company for thirty years. Holly is a single mother with four children who has been with the company for five. Based on the information given, which employee would you expect to most desire the option to telecommute or arrange a more flexible work schedule?

Answer

Selected Answer: Holly. She is a single mother who has children that may get sick or have ar. or dentist appointments and she is the only one that can provide the means necessary to fill the gaps.



Correct



Answer: Holly.

Explanation: Working mothers like Holly are more likely to prefer part-time work, flexible work schedules, and telecommuting in order to accommodate their family responsibilities. Older employees like Herbert tend to work traditional schedules. Harriet is not a mother, and therefore would not necessarily desire a flexible schedule.

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Response [None Given]

Feedback:

↕ Question 12

5 out of 5 points

What are the two main types of abilities?

Answer

Selected Answer: Intellectual and physical



Correct Answer: Intellectual abilities and physical abilities.

[Pages 52 - 53]

Response Feedback: [None Given]

↑ Question 13

2 out of 5 points

Leeann works for a video game developer. She writes and edits the dialogues that are embedded in the games. Which intellectual ability is she likely to use the most?

Answer

Selected Answer: Number aptitude



Correct Answer: Verbal comprehension.
[Pages 52 - 53]

Response Feedback: [None Given]

↑ Question 14

5 out of 5 points

Robin was recently promoted to lead sales, a position in which she assumes responsibility for more than 100 new clients. Which specific type of intellectual ability is she likely to use the most to know the details of each of his new clients?

Answer

Selected Answer: Memory



Correct Answer: Memory
Explanation: Robin will rely heavily on her memory as she gets to know the details of each of his new clients and their names. Most likely she will not need to make complex calculations. Robin will not use spatial visualization. She will only use limited inductive reasoning and perceptual speed.
[Page 52, Exhibit 2 – 2]

Response Feedback: [None Given]

↑ Question 15

5 out of 5 points

Review the following policies being considered by the management of a integrated circuit research organization:

Valuing fairness and objectivity in the selection of employees.

Focusing on the demographic characteristics of applicants.

Focusing on the productive potential of recruits.

Establishing a well-defined protocol for assessing applicants.

Prioritizing non-discrimination policies in the organization.

Which of the policies is not a method to ensure a successful, diverse workforce?

Answer



Selected Answer: Focusing on the demographic characteristics of the applicants

Correct



Answer:

Focusing on the demographic characteristics of applicants.

Explanation: Focusing on the demographic characteristics of applicants has not shown the positive results that focusing of productive potential has shown.

Creating a fair and objective hiring policy from the management level ensures hiring the best, most-qualified recruits.

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Response [None Given]

Feedback:

↑ Question 16

2 out of 5 points

In times of economic downturn, which of the following attributes of Positive Organizational Behavior will be most desired of management?

Resiliency

Self-efficacy

Emotional Intelligence

Intelligence quotient (IQ)

Subjective well-being



Answer

Selected Answer: Subjective well-being

Correct



Answer:

Resiliency.

Explanation: As a component of positive organizational behavior, resiliency is viewed as the capacity to rebound or bounce back from adversity, conflict, failure or even positive events, progress and increased responsibility.

Response [None Given]
Feedback:

↑ Question 17
5 out of 5 points

Consider that you are the Human Resource manager in a technological company. You are putting together a team of workers to accomplish a given task. Your main concern is effective team dynamics. Which of the following attributes of Positive Organizational Behavior will be the most important?

- Resiliency
- Self-efficacy
- Emotional Intelligence
- Intelligence quotient (IQ)
- Subjective well-being



Answer

Selected Answer: Emotional intelligence

Correct

Answer: Emotional Intelligence (EI)

Explanation: While IQ is important, EI is more important for a manager to work effectively. Today's organizations are mostly team-based and employees are dependent on one another to reach their goals

Response [None Given]
Feedback:

↑ Question 18
5 out of 5 points

Use the four (4) key POB constructs to describe Psychological capital or PsyCap?

Answer

Selected Answer: (1) having confidence (self-efficacy) to take on and put in the necessary effort to succeed at challenging tasks; (2) making a positive attribution (optimism) about succeeding now and in the future; (3) persevering toward goals and, when necessary, redirecting paths to goals (hope) in order to succeed; and (4) when beset by problems and adversity, sustaining and bouncing back and even beyond (resiliency) to attain success.



Correct

Answer: PsyCap is defined as "An individual's positive psychological state of development that is characterized by: (1) having confidence (self-efficacy) to take on and put in the necessary effort to succeed at challenging tasks; (2) making a positive attribution (optimism) about succeeding now and in the future; (3) persevering toward goals and, when necessary, redirecting paths to goals (hope) in order to succeed; and (4) when beset by problems and adversity, sustaining and bouncing

back and even beyond (resiliency) to attain success.”

Response [None Given]
Feedback:

↑ Question 19
2 out of 5 points

Shasta has an employee that is amazing at clearly seeing rules and enforcing them. He has recently promoted her to the lead position in quality assurance. Which aspect of creating a positive organizational culture is Shasta utilizing?

Answer

Selected Self efficiency
Answer:



Correct
Answer: Building on employee strengths.

Explanation: Shasta is building on employee strengths. Because his employee is good at regulating rules, he is showing her how she can put that strength to use. Although a positive organizational culture does not ignore problems, it does emphasize showing workers how they can capitalize on their strengths.

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Response [None Given]
Feedback:

↑ Question 20
2 out of 5 points

When looking at an e-mail from one of her project managers, Cathy noticed that the e-mail was sent at nine-thirty in the evening. The next day she personally went to the employee's cubicle and told him how much she appreciated him staying late to get the project to the client on time. Which aspect of creating a positive organizational culture is Cathy utilizing?

Answer

Selected positive reinforcement and gratitude
Answer:



Correct
Answer: Rewarding more than punishing.

Explanation: Cathy is utilizing rewards, rather than punishment. Most organizations are focused on extrinsic rewards such as pay and promotions, and often forget about the power of smaller rewards such as the praise that Cathy is giving.

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Response [None Given]
Feedback: