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| *Indicate whether the statement is true or false.* |

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| 1. The larger the organization, the more likely it is to hire employees who have general knowledge and skills for a particular department or area.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False | |

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| 2. Membership in a professional organization may be a resource for management development or leadership programs, best practices and other industry information, and networking opportunities.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False | |

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| 3. The Partnership for 21st Century Skills identified five workplace competencies, including productive use of resources, interpersonal skills, information, systems, and technology.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False | |

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| 4. The conceptual knowledge and skills executive and administrative assistants gain are rarely transferable to other departments and organizations.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False | |

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| 5. Findings of the three significant reports identifying skills needed for success in the workplace—SCANS, Partnership for 21st Century Skills, and the AMA Critical Skills Survey—were very consistent.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False | |

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| 6. Most people who aspire to careers in management start working in nonmanagerial positions.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False | |

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| *Indicate the answer choice that best completes the statement or answers the question.* |

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| 7. In the general organizational structure, this level is "flattened," meaning it has fewer people than the two levels below it.   |  |  |  | | --- | --- | --- | |  | a. | executive level | |  | b. | middle management level | |  | c. | first-line management level | |  | d. | nonmanagerial level | |

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| 8.  Which of these is *not* mentioned in the text as a reason to study management?   |  |  |  | | --- | --- | --- | |  | a. | It will help you to be more effective when working with managers and meeting their expectations. | |  | b. | It will prepare you for a management career. | |  | c. | It will help you to package your strengths and demonstrate that you can meet job expectations. | |  | d. | It will lead to higher-paying jobs and a successful career. | |

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| 9. Which of these typically is *not* a way to develop technical skills?   |  |  |  | | --- | --- | --- | |  | a. | classroom setting at a community college | |  | b. | internship or apprenticeship at a local company | |  | c. | on-the-job training | |  | d. | executive mentoring program | |

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| 10. Which of these refers to the ability to view isolated or abstract ideas as they relate to the whole organization?   |  |  |  | | --- | --- | --- | |  | a. | conceptual skill | |  | b. | soft skill | |  | c. | technical skill | |  | d. | workplace skill | |

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| 11. According to the American Management Association (AMA) Critical Skills Survey, which of these best describes the employees who require the four Cs?   |  |  |  | | --- | --- | --- | |  | a. | employees who want to be promoted to management positions | |  | b. | employees at every level in the organization | |  | c. | employees who are middle managers and executives | |  | d. | employees at the executive level only | |

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| 12. Which of the following can provide an alternative to an employer-sponsored management-development program?   |  |  |  | | --- | --- | --- | |  | a. | an executive mentoring program | |  | b. | management training in various departments on a rotating basis | |  | c. | participation in a cross-functional team | |  | d. | membership in a professional organization | |

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| *Enter the appropriate word(s) to complete the statement.* |

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| 13. Think of professional development as an investment in \_\_\_\_\_\_\_\_. |

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| 14. Three significant reports identifying skills needed for success in the workplace—SCANS, Partnership for 21st Century Skills, and the AMA Critical Skills Survey—provided  instructive insights about the importance of \_\_\_\_\_\_\_\_ skills. |

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| 15. The U.S. Department of Labor's SCANS report places workplace skills in two categories: competencies and the \_\_\_\_\_\_\_\_ skills that underlie them. |

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| 16. The SCANS competency skills that relate to working on teams, teaching others, serving customers, leading, negotiating, and working well with people from culturally diverse backgrounds are called \_\_\_\_\_\_\_\_ skills. |

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| 17. In \_\_\_\_\_\_\_\_ businesses, executive and administrative assistants frequently assume responsibilities often considered senior management responsibilities. |

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| 18. The AMA Critical Skills Survey identified "four Cs" that employees at every level  of an organization should have. These skills include critical thinking and problem solving, communication, \_\_\_\_\_\_\_\_, and creativity/innovation. |

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| Match each term with its definition.   |  |  |  |  | | --- | --- | --- | --- | | a. | executives | b. | management | | c. | organization | d. | soft skills | | e. | technical skills | f. | work ethic | |

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| 19. Any type of business (small, large, entrepreneurial, or professional), nonprofit entity, or governmental office |

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| 20. Skills that relate to how you interact and work with others |

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| 21. Knowledge, expertise, and ability required to do the job |

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| 22. Senior leadership team that takes the lead in casting the organization’s vision and strategic mission |

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| 23. Willingness and ability to get things done effectively and efficiently |

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| 24. Process of leading and working with people to accomplish organizational goals and objectives using available resources efficiently and effectively |

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| 25. What are the two groups into which employees who want to become managers fit? |

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| 26. If a company does not offer formal professional development opportunities, what are three alternatives employees can use? |

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| 27. Which type of employee has a unique opportunity to develop excellent conceptual skills by observing how executives handle a variety of situations in many areas of the organization? |

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| 28. Which group—consisting of members from education groups, professional organizations, publishers, Fortune 500 corporations, and other public and private organizations—published in 2009 a framework defining skills needed for success in the workforce? |

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| 29. At which level or levels in an organization are employees required to have soft skills? |

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| 30. What are the three broad categories of skills that represent the common core of knowledge and skills that managers should have? |

**Answer Key**

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| 1. False |

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| 2. True |

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| 3. False |

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| 4. False |

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| 5. True |

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| 6. True |

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| 7. b |

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| 8. d |

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| 9. d |

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| 10. a |

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| 11. b |

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| 12. d |

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| 13. yourself |

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| 14. soft |

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| 15. foundation |

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| 16. interpersonal |

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| 17.  small |

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| 18. collaboration |

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| 19. c |

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| 20. d |

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| 21. e |

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| 22. a |

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| 23. f |

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| 24. b |

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| 25. Those who aspire to managerial careers directly from an educational institution and those who are employed in nonmanagerial positions and seek to move into management. |

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| 26. external professional development programs (such as through business schools or commercial groups), professional organizations, and professional literature |

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| 27. executive and administrative assistants  executive assistants and administrative assistants |

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| 28. Partnership for 21st Century Skills |

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| 29. every level of an organization  every level  all levels |

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| 30. technical skills, soft skills, and conceptual skills |