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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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 |

 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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 |

 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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 |

 |

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

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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 |

 |

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

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

 |

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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 |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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. |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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 |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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 |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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 |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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 |

 |

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

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

|  |
| --- |
| 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. |

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

|  |
| --- |
| 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. |

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

|  |
| --- |
| 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. |

|  |
| --- |
|  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Match each term with its definition.

|  |  |  |  |
| --- | --- | --- | --- |
| a.  | executives | b.  | management |
| c.  | organization | d.  | soft skills |
| e.  | technical skills | f.  | work ethic |

 |

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

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

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

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

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

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

|  |
| --- |
|  |

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

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

|  |
| --- |
| 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? |

|  |
| --- |
| 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? |

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

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

**Answer Key**

|  |
| --- |
| 1. False |

|  |
| --- |
| 2. True |

|  |
| --- |
| 3. False |

|  |
| --- |
| 4. False |

|  |
| --- |
| 5. True |

|  |
| --- |
| 6. True |

|  |
| --- |
| 7. b |

|  |
| --- |
| 8. d |

|  |
| --- |
| 9. d |

|  |
| --- |
| 10. a |

|  |
| --- |
| 11. b |

|  |
| --- |
| 12. d |

|  |
| --- |
| 13. yourself |

|  |
| --- |
| 14. soft |

|  |
| --- |
| 15. foundation |

|  |
| --- |
| 16. interpersonal |

|  |
| --- |
| 17. small  |

|  |
| --- |
| 18. collaboration |

|  |
| --- |
| 19. c |

|  |
| --- |
| 20. d |

|  |
| --- |
| 21. e |

|  |
| --- |
| 22. a |

|  |
| --- |
| 23. f |

|  |
| --- |
| 24. b |

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

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

|  |
| --- |
| 27. executive and administrative assistantsexecutive assistants and administrative assistants |

|  |
| --- |
| 28. Partnership for 21st Century Skills |

|  |
| --- |
| 29. every level of an organizationevery levelall levels |

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