

Management Technical Certificate Practice Questions

UNIT 1 Self Development and Leadership

Read the following questions and choose the correct answer A, B, C or D. Choose one answer only.

- 1 Which **one** of the following **best** describes what personal values are?
 - A The beliefs and feelings that are central to the quality of your life.
 - B The value of the impression other people have of you in your life.
 - C The beliefs that are central to people dearest to you in life.
 - D The value of material possessions central to your life.

- 2 Which **one** of the following **will not** be present on a development plan?
 - A Target achievement dates.
 - B Previous achievements.
 - C Review dates needed.
 - D Training needed.

- 3 Which **one** of the following development activities is **not** relevant to a manager's performance?
 - A Performance Appraisal training
 - B Telephone techniques training
 - C Conflict management training
 - D Time management training

- 4 Which of the following are management tools for monitoring your own work and progression against plans?
 - A Reviews, appraisals and team meetings
 - B Appraisal and Team meetings
 - C Reviews and Team meetings
 - D Appraisals and Reviews

- 5 How should staff be encouraged to create a compelling vision for an area of responsibility?
 - A Change the layout of the workplace giving people a different perspective
 - B Take them to an imaginary place before translating the idea into reality
 - C Adapt the work environment to the needs of accountable people
 - D Define a set of precise aims and objectives for daily working

- 6 What is the advantage of obtaining face-to-face feedback on one's own performance?
 - A Additional explanation through body language and tone of voice
 - B Any praise given can be overheard by other team members
 - C Dialogue must be controlled by a confidentiality agreement
 - D No evidence is kept of anything said by either participant

- 7 Individual members of a team often have their own opinions on how problems can be solved. How can conflict between team members be overcome?
- A By encouraging dialogue and constructive debate
 - B By allowing different solutions to be followed
 - C By rotating the identified solution provider
 - D By establishing a single decision maker
- 8 How can an organisation **effectively** empower their employees?
- A With dedication to continuous employee development
 - B With implementation of a flat management structure
 - C With constraints imposed on knowledge flows
 - D With just a narrow age range of employees
- 9 Employees would be encouraged to undertake professional development by distance learning because they have
- A Some assistance with pay increments
 - B The opportunity to work out of hours
 - C Some assistance with course fees
 - D The opportunity for group study
- 10 Which one of the following would **best** encourage and maintain the motivation of a team?
- A Ignorance of any differences within a diverse set of staff
 - B Written comments made during the annual appraisal
 - C Regular feedback based on factual information
 - D Awareness of the capacity for staff reductions

UNIT 2 Managerial Responsibilities

Read the following questions and choose the correct answer A, B, C or D. Choose one