

FINAL EXAM

ST7000 ACTION OFFICER

Instructions: Select best answer or answers.

- 1. You wrote a good plan with clear directions and firm controls. Yet you couldn't implement it because those affected knew nothing about it and strenuously objected. Which management function did you overlook?**
 - a. Planning.
 - b. Organizing.
 - c. Coordinating.
 - d. Controlling.

- 2. A supervisor can only delegate--**
 - a. Responsibility.
 - b. Accountability.
 - c. Authority.
 - d. Tasks.

- 3. A supervisor who delegates--**
 - a. Stays fully involved in the task.
 - b. Allows no deviation.
 - c. Observes from a distance.
 - d. Issues detailed instructions.

- 4. When first assigned an action, name two ways to ensure you understand the requirement.**
 - a. Write it down and send it to your boss for clarification.
 - b. Ask questions.
 - c. Rephrase the requirement to confirm what's expected.
 - d. Begin coordination with all those involved.

- 5. Information should be condensed to--**
 - a. Determine its significance.
 - b. Make it quickly retrievable.
 - c. Determine its reliability.
 - d. Format it for rapid update.

- 6. Identify standards for completed staff work.**
 - a. Should be perfect.
 - b. Requires unanimous agreement.
 - c. Should always be submitted in final form.
 - d. Should be acceptable, in view of resource constraints .

7. If you involve too many people in an action, you'll waste time--
 - a. Clarifying their responsibilities.
 - b. Coordinating their actions.
 - c. Settling disputes over resources and turf.
 - d. All the above.

8. Which statement relates to the Pareto Principle?
 - a. There is more than one way to do something well.
 - b. Things exist and events occur in a pattern.
 - c. All tasks should be given equal priority.
 - d. The whole is greater than the sum of its parts.

9. Which rule of thumb will help you decide if a meeting is necessary?
 - a. Don't hold a meeting if seeing folks one-on-one will yield the same results in less time.
 - b. Make meetings your primary means to gather information.
 - c. Attend meetings but don't hold them.
 - d. Always avoid meetings.

10. In a brainstorming session, why is the quantity of ideas created more important than quality?
 - a. Most ideas won't work, but a large quantity increases chances that a few will.
 - b. Most ideas will work, so you'll only need a few.
 - c. Most ideas won't work, no matter how many are created.
 - d. About half the ideas created will be useful.

11. Use mind-mapping techniques--
 - a. As a substitute for brainstorming.
 - b. Before a brainstorming session.
 - c. During a brainstorming session.
 - d. After a brainstorming session.

12. The Modified Delphi Technique--
 - a. Combines conventional brainstorming and mind-mapping techniques.
 - b. Relies on spirited group interaction.
 - c. Enables participants to hitchhike their ideas.
 - d. Is a silent form of brainstorming.

13. If assigned a vaguely worded problem, what should you do?
- Write an implementation plan for addressing the problem.
 - Write a statement of the problem and send it to the decision maker for confirmation.
 - Start working on the problem as you understand it.
 - Send it back to the decision maker and request clarification.
14. What two sources of information are most important?
- Facts.
 - Opinions.
 - Criteria.
 - Definitions.
15. In which two cases should you discard assumptions?
- When facts overtake them.
 - If they prove invalid.
 - When there's time to search for facts.
 - When time is limited.
16. Which statement concerning thought speed is true?
- Listener takes in words faster than a speaker delivers them.
 - Speaker delivers words faster than a listener can take them in.
 - Speaking and listening rates are about the same.
 - Most speakers talk too fast.
17. Summarize discussion to--
- Gather new information.
 - Draw out the respondent.
 - View the subject in other ways.
 - Control the course of discussion.
18. When delivering bad news to a *good news only* boss--
- Be sure to place blame where it belongs.
 - Begin by saying, "I've got bad news."
 - Downplay its impact.
 - Make it impersonal and matter-of-fact.
19. Use the telephone to gain concurrence when coordinating--
- Minor actions.
 - Major actions.
 - Actions within your office.
 - With large numbers of minor players.

- 20. Coordinate actions with your own office first. This--**
- a. Increases chances of success, since outsiders will not yet have seen the proposal.**
 - b. Will prompt outsiders to concur quickly.**
 - c. Lets outsiders know what you're pushing is your headquarters' position and not just yours.**
 - d. Allows for settlement of internal disagreements before going outside.**
- 21. Which type of response is unacceptable?**
- a. Concurrence without comment.**
 - b. Concurrence with negative comments.**
 - c. Conditional concurrence.**
 - d. Nonconcurrence**
- 22. Purpose of a staff briefing is to--**
- a. Debate issues.**
 - b. Present decisions for approval.**
 - c. Settle disputes.**
 - d. Discuss matters requiring coordination.**
- 23. When presenting a decision briefing, invite questions from the audience--**
- a. In your introduction.**
 - b. After asking for the decision.**
 - c. Throughout the briefing.**
 - d. After concluding the discussion phase of the briefing.**
- 24. An extemporaneous presentation is one in which the speaker--**
- a. Speaks from memory alone.**
 - b. Reads from a manuscript.**
 - c. Makes an on-the-spot presentation with no preparation.**
 - d. Speaks from an outline and notes.**
- 25. What is the relationship between values and priorities?**
- a. There is no relationship.**
 - b. Values are the source of one's priorities--what you put first or avoid most.**
 - c. Values are more important than priorities.**
 - d. Priorities are the source of one's values.**