

Name: _____

Date: _____

BOH4M – UNIT 1 TEST REVIEW/CHECKLIST

- Identify the various leadership theories and the active leader of each, as well as the components of each
 - Classical (Scientific, Administrative, Bureaucratic)
 - Behavioural (Maslow, Argyris, Hawthorne, Follet, McGregor)
 - Modern (Systems, Contingency, Quantitative)
- Identify and explain the four functions of management
- Identify and explain at least three characteristics of a good leader
- Identify what criteria make an organization qualify as an organization
 - Be able to support this understanding with an example
- Distinguish between performance effectiveness and efficiency
- Explain what is meant by a the term 'learning organization'
- Distinguish between levels (top, middle, project, supervisors) and types (line, staff, functional, general) of managers
- The decision making process/problem solving process
- Mintzberg's managerial roles (interpersonal, informational, decisional)
- Essential managerial skills (conceptual, human, technical)
- Distinguish between programmed and non-programmed decisions
- Distinguish between structured and unstructured decisions
- Differentiate between the three main business environments for decision making
 - Certain
 - Risk
 - Uncertain
- Differentiation between the different problem solving styles
 - Problem avoiders
 - Problem solvers
 - Problem seekers
- Differentiate between the ways in which managers think
 - Intuitive

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- Systematic
- Multi-dimensional

- Identify and explain evaluation criteria for decision making
 - Benefits
 - Costs
 - Acceptability
 - Timeliness
 - Ethics

- Identify and discuss different types of decisions
 - Classical
 - Optimizing
 - Behavioural
 - Satisficing

- Explain and apply different errors in decision making
 - Framing error
 - Escalating commitment error
 - Lack of participation error

TERMINOLOGY

TQM

Intellectual capital

Stakeholders

Delegating

Theory X

Theory Y

System

Subsystem

Productivity

Scalar chain

Unity of demand

Unity of direction

Deficit principle

Progression principle

Open system

Closed system

Crisis

**** Please note that all material covered from Chapters 1, 2, and 3 are fair game for the unit test. This review is to serve as a starting point for your studying and is a checklist of most of the items that were covered in class. Be sure to read through all of the chapters, your notes, assignments and class work in preparation for your test. ****