



Academic year: 2020/2021	Course title: leadership skills
Academic level: Fourth level	Final Exam
Date: \\2021	Total marks:
Time allowed:	Course's teacher: Dr\ Marwa Mohamed Dr\ Heba Emad

Answer the following questions:

Question No. (1): (10 marks):

Read the following statements and put (√) for true statement and (×) for false statement (with correction)

1.	The interactionist view of conflict believed that conflict must be avoided at all costs	()
2.	In storming phase of group development, close relationships develop and unity and harmony emerge	()
3.	According to Herzberg motivation theory, achievement is a hygiene factor	()
4.	The group is characterized by every members in it depend on other to achieve his goal.	()
5	Minimum level of conflict may support the organizational goals and improve performance	()
6	Nonassertive communication is also referred to submissive communication	()
7	Transformational Leader is a Process focus	()
8	Great man leadership theory belief that leadership and abilities such as intelligence were genetic and inherent	()
9	Employees' willingness refers to the skills and knowledge that a subordinate possesses to do the job.	()
10	According to Reddin's-three dimensional leadership theory, the Integrated manager is the one who is task oriented and is only concerned with the production.	()

Question No. (2): (5 marks):

Choose the correct answer:

1.	Conflict which occurs within the individual is			
	a.	Intragroup conflict	b.	Interpersonal conflict
	c.	Intergroup conflict	d.	Intrapersonal conflict
2.	Existence-relatedness-growth theory is			



	a.	McClelland's theory of motivation	b.	Alderfer's theory of motivation
	c.	maslows' theory of motivation	d.	Herzberg's theory of motivation
3.	The work teams which composed of people from different functional areas is			
	a.	Problem-solving Teams	b.	Self-managed Teams
	c.	Cross-functional Teams	d.	Production Teams
4	when quick decisive action is vital as an emergency situation, the best conflict management style is			
	a.	Competition	b.	Compromisee
	c.	Accommodation	d.	Collaboration
5	Unclear line of responsibility within the health organization referes to			
	a.	Task interdependence	b.	Jurisdiction ambiguities
	c.	Role ambiguity	d.	Communication problem
6	At a recent nurse staff meeting, the nursing director announced that all nursing staff would work 12-hour shifts on a day-night rotation schedule that would alternate every 6 weeks. The nursing director announced that she made this decision as a means to solve discord between the day- and night-shift nurses. She explained that this plan will allow the staff to experience the work on each shift and to appreciate the various job responsibilities on each shift. What type of leadership is the nursing director displaying?			
	a.	Servant	b.	Laissez-faire
	c.	Democratic	d.	Autocratic
7	Theories that focus on what the leader does are called			
	a.	Trait theories.	b.	Situational theories.
	c.	Behavioral theories.	d.	Transformational theories.
8	What is it that distinguishes transformational leadership from other leadership styles?			
	Transformational leadership			
	a.	involves shared planning.	b.	uses vision to influence others.
	c.	fosters motivation.	d.	provides rewards to workers.
9	Which of the following leadership theories emphasizes the importance of understanding the factors affecting a particular group of people in a particular environment and varies the type of leadership based on these factors?			
	a.	Situational	b.	Behavioral
	c.	Trait	d.	Transformational
10	nurse who is newly hired to manage a busy pediatric office is encouraged to use a transactional leadership style when dealing with subordinates. Which activities best			



exemplify the use of this type of leadership? <u>Select all that apply.</u>			
a.	The manager institutes a reward program for employees meeting goals and work deadlines.	b.	The manager encourages the other nurses to participate in health care reform by joining nursing organizations.
c.	The manager promotes compliance by reminding subordinates that they have a good salary and working conditions.	d.	The manager makes sure all employees are kept abreast of new developments in pediatric nursing.
e.	The manager works with subordinates to accomplish all the nursing tasks and goals for the day.	f.	The manager allows the other nurses to set their own schedules and perform nursing care as they see fit.

Question No. (3): (5 marks):

Complete the following:

- 1- is an aggressive message presented in a passive way.
- 2- The force within the individual that directs behavior refers to
- 3- The four elements of assertive communication are
- 4- In phase of conflict, conflict is internalized and agreed as a real conflict of interest
- 5- When the employee says yes when he want to say no and complain about others behind their backs is called
- 6- Transformational leader has the trait of
- 7- Elements of leadership are
- 8- Two-dimensional leadership theory (ochio-study) narrowed the description of leader behavior into two dimensions which are
- 9- Basic Assumptions of Transactional Leadership are
- 10- The primary mission of servant leader is

Question No. (4): (10 marks):

- 1- Nurse manger deal with many aggressive person daily. How nurse mangers can deal with such aggressive persons (5 marks)
- 2- Identify the four elements of transformational leadership



3- Compare among Autocratic, Democratic, and Laissez-Faire leadership style

Good luck