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| **Academic year: 2021/2022** | **Undergraduate Exam** |
| **second semester** | **Leadership skills. Code (UNI E481)** |
| **Date: 16/ 6/2022** | **Total marks: 50 marks** |
| **Time allowed: 2 hours** | **Dr. Rasha Ibrahem Anany** |

**Answer the following questions:**

**Question No. (1): (10 marks): Complete the following statements.**

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| --- | --- | --- | --- | --- | --- |
| 1. Hygiene factor of Herzberg’s motivational theory includes: | | | | | |
|  |  | |  |  | |
| 1. Elements of ISBAR include: | | | | | |
|  |  | |  |  | |
| 1. The motivational theory known as behavior modification, views motivation as learning refers to: | | | | | |
|  | |  |  | |  |
| 1. Factors affecting the motivation of staff include: | | | | | |
|  | |  |  | |  |
| 1. the conflict process includes: | | | | | |
|  | |  |  | |  |

**Question No. (2): (10 marks): Choose the correct answer.**

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| --- | --- | --- | --- |
| 1. **……………. is the third stage of group development, in which team members realize that the task is more difficult than they imagined and may be resistant it and have poor collaboration.** | | | |
| 1. Forming | 1. Storming | 1. Norming | 1. Performing |
| 1. **........................conflict is intellectualized and often involves issues and roles.** | | | |
| 1. Latent | 1. Felt | 1. Perceived | 1. manifest |
| 1. **Importance of the ISBAR Model includes:** | | | |
| 1. Offers a complex way to standardize communication | 1. Mirrors the scientific and nursing process | 1. Ambiguous way to communicate critical 2. Information to one another | 1. Unrelavant background information on the patient |
| 1. **In Herzberg’s theory of motivation ..................factor can satisfy employees if handled properly** | | | |
| 1. Hygiene | 1. Motivator | 1. Intrinsic | 1. Extrinsic |
| 1. **.....................views motivation as a learning process. Behavior that is rewarded will be repeated, and behavior that is punished or unrewarded is extinguished or avoided** | | | |
| 1. Reinforcement theory. | 1. Expectancy theory | 1. Equity theory | 1. Goal-setting theory. |
| 1. **........................role appraises the quantity and quality of the group's accomplishments against set standards.** | | | |
| 1. Information seeker | 1. Opinion seeker | 1. Evaluator critic | 1. coordinator |
| 1. **........................is the fifth stage of Group development, in which group members dissolves after achieving their objective or re-forming when some major change takes place in the environment.** | | | |
| 1. Norming | 1. Performing | 1. Adjourning | 1. Storming |
| 1. **Which of the following styles best fits a situation when the followers are self-directed, Experts, and mature individuals?** | | | |
| 1. Democratic | 1. Authoritarian | 1. Laissez faire | 1. Bureaucratic |
| 1. **Disadvantages of team building include:** | | | |
| 1. identifying strengths and weaknesses | 1. develops conflict | 1. Determines the challenges and identifies information needed | 1. better productivity |
| 1. **Compromising strategy of conflict support…………** | | | |
| 1. Need to satisfy own needs about 50%, Need to satisfy other's need about 50%. | 1. Need to satisfy own needs high, need to satisfy other's needs low | 1. Need to satisfy own needs low, need to satisfy other's needs high. | 1. Need to satisfy own needs low, need to satisfy other's needs low. |

**Question No. (3): (10 marks): Differentiate between.**

* Conflict resolution techniques.
* Member's roles in the group

**Question No. (4): (10 marks): read the following situation and answer the question:** Theories of leadership have been advanced as guides to people who would be leaders and it is a necessary building block for developing leadership skills. Accordingly,

* **Select one of the following theories (traditional (trait) theories, behavioral theories, contemporary theories and new theories) discuss it, and describe how can you apply it in nursing.**