|  |  |
| --- | --- |
| Academic year: 2022/2023 | Undergraduate Exam |
| Second semester | Leadership skills. Code (UNI E481) |
| Date: 16/ 1/2022 | Total marks: 50 marks |
| Time allowed: 2 hours | Dr. Rasha Ibrahem Anany |

Answer the following questions:

Choose One correct answer (1.25 mark/ question):

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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 to 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. In Herzberg’s theory of motivation ..................factor cannot satisfy employees but can minimize dissatisfaction 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. During the storming stage team members…………. | | | | | | | | | | | |
| 1. Have poor collaboration | 1. Individuals take on certain roles | | | | 1. Determines the challenges and identifies information needed | | | | 1. Develops trust and communication | | |
| 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. | | |
| 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 | | | | 1. information to one another | | |
| 1. Ms. Heba learns that some leaders are transactional leaders. Which of the following does not characterize a transactional leader? | | | | | | | | | | | |
| 1. Focuses on management tasks | | 1. Is a caretaker | | 1. Inspires others with vision | | | | | | 1. Uses trade-offs to meet goals | |
| 1. When the manager demonstrated passion for serving staff. Takes time to listen, prefers to   be a teacher first before being a leader, and having a vision are characteristic of | | | | | | | | | | | |
| 1. Transformational   Leader | | | | 1. Transactional   leader | | | 1. Servant   leader | | Charismatic  leader | | |
| 1. One leadership theory state that “leaders are born and not made.” Which refers to which   Of the following theories? | | | | | | | | | | | |
| 1. Situational | | | | 1. Trait | | | 1. Great   Man | | Charismatic | | |
| 1. Some leaders are transactional leaders. Which of the following does not characterize a transactional leader? | | | | | | | | | | | |
| 1. Inspires others   With vision | | | | 1. Uses   trade-offs to meet  goals | | | 1. Is   a caretaker | | 1. Focuses   on  Management tasks | | |
| 1. Some managers have a benevolent-authoritative style of management. Which of the   following behaviors will those managers exhibit most likely? | | | | | | | | | | | |
| 1. Have trust and confidence in their subordinates | | | | 1. Gives   economic  Or ego awards | | | Communicates  Downward to the  Staff | | 1. Allows   decision  Making among  subordinates | | |
| 1. A nurse is hired to replace a resigned staff member. After working on the unit for several weeks, the nurse notices that the unit manager does not intervene when there is a conflict between the team members, even when it escalates. Which of the following conflict resolution strategies is the unit manager demonstrating? | | | | | | | | | | | |
| 1. Avoidance | | | | 1. Smoothing | | | 1. Cooperation | | 1. Negotiating | | |
| 1. The nurse manager tells one of her staff nurses, "I don't have time to discuss the matter with you now. See me in my office later." When the nurse asks if they can talk about an issue. Which of the following conflict resolution strategies did she use? | | | | | | | | | | | |
| 1. Smoothing | | | | 1. Compromise | | | 1. Avoidance | | 1. Restriction | | |
| 1. Which of the following may be the best strategy for conflict resolution? | | | | | | | | | | | |
| 1. Avoiding | | | | 1. Coercing | | | 1. Collaborating | | 1. Withdrawing | | |
| 1. The nurse manager has asked that all staff nurses develop effective leadership competencies. How should the staff nurses interpret this request? | | | | | | | | | | | |
| 1. This is an unrealistic expectation because only managers are leaders. | | | | 1. This is possible if the nurses learn about and use relevant leadership and management theories and styles. | | | 1. In order to become leaders, the staff nurses will have to emphasize control, competition, and getting the job done. | | d.Unless the staff nurses possess the traits of a natural-born leader, this is an unrealistic expectation | | |
| 1. Typically, the nurse manager of a unit uses a participatory style of leadership. Today a patient suffered a cardiac arrest; the manager took over the patient's care, issuing orders, and expecting staff to obey them immediately. Which type of leadership did this manager exhibit today? | | | | | | | | | | | |
| 1. Bureaucratic. | | | | 1. Autocratic. | | | 1. Permissive. | | 1. democratic. | | |
| 1. There have been several patient complaints that the staff members of the unit are disorganized and that "no one seems to know what to do or when to do it." The staff members concur that they don't have a real sense of direction and guidance from their leader. Which type of leadership is this unit experiencing? | | | | | | | | | | | |
| 1. Autocratic. | | | | 1. Bureaucratic. | | | 1. Laissez-faire. | | 1. Authoritarian. | | |
| 1. What is the disadvantage of using the team approach for care delivery? | | | | | | | | | | | |
| 1. The team leader might not have the necessary leadership skills required to successfully lead the team. | | | | 1. There is a risk that care will be fragmented. | | | c.This approach often leads to greater staff dissatisfaction, with staff members feeling they are just grinding out tasks. | d.This approach may lead to decreased collaboration and redundancy in patient care. | | | |
| 1. What did motivational theorist Victor Vroom state? | | | | | | | | | | | |
| 1. Personal motivators could be separated from job satisfiers | | | | 1. People are motivated by three basic needs: achievement, affiliation, and power | | | 1. A manager's assumptions about workers directly affect the intrinsic motivation of the workers | | 1. Employees' expectations about their work environment or a certain event will affect their behavior | | |
| 1. Which is a motivating factor identified in Herzberg's motivation-hygiene theory? | | | | | | | | | | | |
| 1. Money | | | | 1. A chance for promotion | | | 1. A well-lighted parking lot | | 1. Free meals in the cafeteria | | |
| 1. Which statement most accurately defines intrinsic motivation? | | | | | | | | | | | |
| 1. Motivation that is directly related to a person's internal level of aspiration | | | | 1. Motivation that is enhanced by the job's environmental conditions | | | 1. Motivation that is not shaped by personal values | | 1. Motivation that is not related to achievement | | |
| 1. According to McGregor, what do Theory X assumptions hold? | | | | | | | | | | | |
| 1. Putting forth effort is natural | | | | 1. Workers are diligent, responsible, and helpful | | | 1. Workers are lazy, uncreative, and indifferent toward work | | 1. Increased rewards will motivate workers | | |
| 1. What is the implication in a hierarchy of needs? | | | | | | | | | | | |
| 1. All needs have equal power in motivation | | | | 1. Unsatisfied needs trigger behavior | | | 1. Lower level needs are less valued | | 1. Some individuals have hereditary needs | | |
| 1. Which course of action would be most appropriate to help a demotivated registered nurse with personal and professional renewal? | | | | | | | | | | | |
| 1. Begin job hunting in a new field | | | | 1. Start practicing self-care | | | 1. Take a management class | | 1. Start leaving work early | | |
| 1. What is intrinsic motivation directly related to? | | | | | | | | | | | |
| A) Work environment | | | | B) External rewards | | | C) Personal aspiration | | D) Completion of work | | |
| 1. A nurse tells a doctor a patient has diabetes. Which part of the ISBAR model is this statement? | | | | | | | | | | | |
| 1. Situation | | | | 1. Background | | | 1. Assessment | | 1. Recommendation | | |
| 1. The nurse tells the doctor a patient felt warm when she checked him for a fever. What part of the SBAR model is this statement? | | | | | | | | | | | |
| 1. Situation | | | | 1. Background | | | 1. Assessment | | 1. Recommendation | | |
| 1. What is the advantage of using ISBAR during staff communication? | | | | | | | | | | | |
| 1. Improves verbal communication and reduces medical errors | | | | 1. Provides a complete patient health history | | | 1. Focuses on a comprehensive physical examination | | 1. Avoids making recommendations | | |
| 1. Mr. Murad had his hip surgery 2 days ago & has been going in & out of controlled A-fib since his surgery, with rates in the high 90's. He has a history of A-fib & was on Coumadin 5mg/day & Digoxin 0.25mg/day prior to his hip replacement. This is an example of which part of ISBAR | | | | | | | | | | | |
| 1. Situation | | | | 1. background | | | 1. Assessment | | 1. Recommendation | | |
| 1. Dr. Maged, this is Ahmed in the Medical Unit at As-Salam. Mr. Mazen is in room 7. His creatinine level is elevated & I wanted to clarify the order with you. This is an example of what part of SBAR | | | | | | | | | | | |
| 1. Situation | | | | 1. background | | | 1. Assessment | | 1. Recommendation | | |
| 1. I suggest that we should.... is what part of the ISBAR | | | | | | | | | | | |
| 1. Recommendation | | | | 1. Situation | | | 1. background | | 1. Assessment | | |
| 1. Which of the following represents outcomes of transformational leadership? | | | | | | | | | | | |
| 1. Deadlines are met | | | | 1. Work is completed according to the rules | | | 1. Increased job satisfaction | | 1. Pay tends to be higher. | | |
| 1. Which of the following is not a rule of leadership? | | | | | | | | | | | |
| 1. Maintain a positive attitude. | | | | 1. Maintain likeability. | | | 1. Maintain balance. | | 1. Listen to people. | | |
| 1. You study about Path-Goal. Which of the following behaviors is manifested by the leader who uses this theory? | | | | | | | | | | | |
| 1. Recognize staff for going beyond expectations by giving them directions | | | | 1. Challenges the staff to take individual accountability for their own practice | | | 1. Reminds staff about the punishment for non-performance. | | 1. blames staff for being laggards. | | |
| 1. A nurse leader feels responsible for the “larger picture,” oversees the implementation of change, and gives one’s self-interests a “back seat” to the interests of the group. Which element is this nurse leader displaying? | | | | | | | | | | | |
| 1. Vision | | | | 1. Creativity | | | 1. Assertiveness | | 1. Stewardship | | |
| 1. What are the qualities that define a leader who uses laissez-faire? | | | | | | | | | | | |
| 1. Oversees everything to come up with a good quantity and quality of output but provides little autonomy and self-motivation to her members. | | | | 1. Involves the group in planning and in decision making | | | 1. Would foster independence in your team by promoting motivation and creativity. | | 1. Tends to be passive and puts the responsibility of decision-making on others | | |