

BSBMGT401 SHOW LEADERSHIP IN THE WORKPLACE

THEORY EXAM INSTRUCTIONS

- This exam will occur under standard assessment conditions.
 - An oral examination may be allowed under certain circumstances. Answers will be documented and FT003 (Oral examination declaration form) must be completed.
 - Participants must provide enough detail in their responses to demonstrate their knowledge and skills.
 - Please fill in the details below providing your name, signature and date of assessment.
 - Your signature acknowledges that this is your own work.
- If a participant initially answers a question incorrectly but modifies their response, they must follow the instructions below:
- If a participant changes their response in writing, they must put their initials next to the written change.
 - If a participant changes their response verbally, this must be noted on the exam paper by the assessor.

Participant name _____

Participant signature _____

Assessor name _____

Assessor signature _____

Date _____

Number of questions	Number of questions answered correctly	Satisfactory?	
19		Yes	No

Lesson 1

1. Leaders and managers demonstrate high standards of management performance and behaviour when they do which of the following? Select all that apply:
 - a) Provide direction and guidance to the organisation on the basis of clear vision
 - b) Provide facilitation for meetings and group discussions
 - c) Effective networking
 - d) Risk management and conflict resolution

2. _____ is the process of coordinating work activities so they are completed efficiently and effectively with and through other people.
 - a) Management
 - b) Leadership
 - c) Role modelling
 - d) Risk management

3. _____ know all members of staff have skills and unique abilities to perform and prepare them to do their best.
 - a) Management
 - b) Leaders
 - c) Role modelling
 - d) Risk management

4. Organisational requirements must be understood and clear in order to provide direction for performance and behaviour. How would you as a leader find out the organisational requirements of your organisation? Select all that apply:
 - a. Strategic and operational plans, including business plans and strategies.
 - b. Policy and procedures including existing practices, procedures, (e.g. Employee handbook).
 - c. Code of Conduct.
 - d. Corporate/organisational cultures (Local 'knowledge' and behaviour these are implied or stated).

5. Positive role models create a culture of excellence in the workplace. Which of the following would be role model traits appropriate for creating a positive, confident work force? Select all that apply:
 - a. Provide constructive feedback
 - b. Train replacements
 - c. Instil confidence
 - d. Demonstrate respect

6. Performance plans are detailed plans of what actions an individual or group is going to complete in order to accomplish tasks and activities.

a) True

b) False

7. Key performance indicators (KPIs) are used to measure an organisations progress and performance towards achievement of goals and business objectives.

a) True

b) False

Lesson 2

8. Values are the essence of corporate culture, as they drive the way things are done.

a) True

b) False

9. Behaviours and performance that can cause damage to an organisation are known as?

a) Productive work behaviour

b) Counterproductive work behaviour

c) Unexpected behaviour

d) Deviance

10. When questioning standards and values what should you do? Select all that apply:

a) Understand the appropriate person to speak to via the organisational chart

b) Use the grievance procedure if necessary

c) Do not gossip or complain, be constructive

d) Go straight to a manager

11. What are some of the ways to build integrity and credibility in the workplace? Select all that apply:

a) Mastering your emotions

b) Shutting down the grapevine

c) Giving credit where it is due

d) Speaking truth

Lesson 3

12. An informed decision is a decision made before learning relevant facts (informing oneself) about the focus of the decision.

a) True

b) False

13. As a leader you can encourage participation in decision making by which of the following? Select all that apply.
- a. Engaging your team
 - b. Ask for input from the team
 - c. Telling them about decisions made
 - d. Create opportunities to work with and build strong teams confident to contribute
14. Group development is important for managers and leaders to understand. Why? Select the **best** answer.
- a) Groups behave differently
 - b) Groups behave differently at different stages of their development, knowing how the group is likely to behave will be more likely to ensure leadership success
 - c) Each stage is marginally different and it is hard to know how to manage teams
 - d) Teams stages are best managed from within
15. All decisions have risks attached to them. It is important to assess the risks before your final decision.
- a. True
 - b. False
16. Decisions must be made in a timely manner. Why is this important? Select all that apply:
- a) To avoid disappointment - poor leadership fails to provide feedback on contributions
 - b) To not delay impacts on the currency of the information collected and evaluated
 - c) So staff have time to get to the staff meeting
 - d) To achieve workforce commitment
17. When agreeing on implementation plans with relevant parties ensure which of the following are discussed. Select all that apply:
- a. Resources required
 - b. Specific client and stakeholder requirements
 - c. How the change will support operational plans
 - d. Contingency plans

18. _____ is vital information to evaluate the implementation and impact of decisions in the workplace.
- a) Feedback
 - b) Surveys
 - c) Action plans
 - d) Reports
19. The following methods can be used to collect internal and external feedback. (Select all that apply):
- a) Surveys
 - b) Suggestion boxes
 - c) Business improvement policy and processes
 - d) Action plans