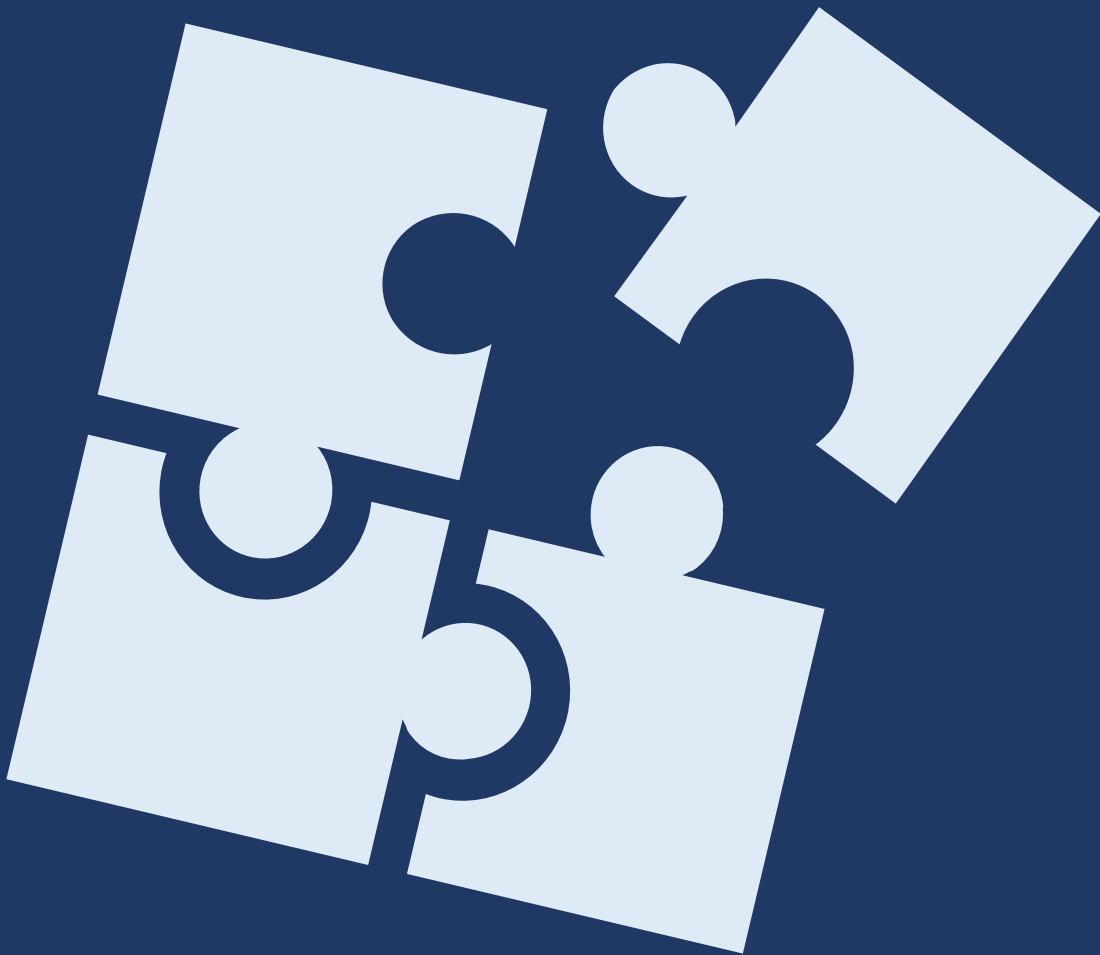


MANAGEMENT SKILLS PRACTICE EXAM



1. Which of the following is true of conflict?
 - A. Conflict helps people to face and resolve their problems
 - B. Conflict always involves a real incompatibility of goals
 - C. Conflict is not resolved until someone gives up their position
 - D. Conflict needs to be minimized and controlled

2. To explain a budget variance, a manager should do which of the following?
 - A. Cut out all overtime to compensate
 - B. Establish a plan of correction
 - C. Increase product mark up for the month
 - D. Rework the numbers to appear more favorable

3. Which of the following best describes a behavior using critical thinking?
 - A. Applying effective negotiation strategies
 - B. Developing processes to increase customer satisfaction
 - C. Identifying the best time and location to address a problem
 - D. Objectively analyzing and evaluating an issue to form a judgement

4. Karla, the receptionist has been taking on extra duties and her upselling has significantly increased revenue. You would like to officially assign sales support duties to her, but she will need to be trained first. Which of the following tools would be best to use with Karla?
 - A. Employee Evaluation
 - B. Performance Improvement Plan
 - C. SMART Goals
 - D. S.W.O.T

5. Which displays positive body language when speaking?
 - A. Folded arms
 - B. Gesturing with open arms
 - C. Standing behind podium
 - D. Walking around the room

6. A day shift supervisor monitored production to ensure items met product standards. What type of control did the supervisor use to ensure the items were within standards?
 - A. Executive
 - B. Financial
 - C. Quality
 - D. Risk

Practice Exam Answer Key

1.	A.	Conflict helps people to face and resolve their problems (M1.7)
2.	B.	Establish a plan of correction (M1.3)
3.	D.	Objectively analyzing and evaluating an issue to form a judgement (M3.2)
4.	C.	S.M.A.R.T. Goals (M2.2)
5.	B.	Gesturing with open arms (M1.2)
6.	C.	Quality (M3.2)