

Chapter 5 & 6 Leading & Motivating

Chapter 5 & 6 –

NOTE: Management Skills (MUST BE Leading, Motivating & Communicating)

Leading

Definition

Delegation & Direction

Styles (Autocratic, Democratic, Laissez Faire)

Motivating

Defintion

McGregor's Theory X & Theory Y

Maslow's Hierarchy of Needs

2012 Q4 Short

Define the term *delegation*.

Outline **two** benefits of delegation within a business

MS: 4m (2m + 2m) & 6m (3m + 3m).

1.

2.

2009 Q4 (a)

- (i) Explain the term 'delegation'.
- (ii) Describe the benefits of delegation for a manager.

MS: 5m (2+3) 3 x 5 m (2 +3)

1. _____

2. _____

2014 Q7 Short

- (a) Name *one* leadership style.
- (b) Illustrate how a manager adopting *this* leadership style might manage the process of change in a business.

MS: (i) 4 (ii) 6(3+3)

Name: _____

E.g. _____

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2012 Q4 (C)

Outline two styles of leadership and illustrate how each of these styles may be appropriate in different business situations. (20 marks)

MS: 2 @ 10 marks (2 + 3 + 3 + 2)

Style: _____

E.g. _____

Style: _____

E.g. _____

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2018 Q6 (B)

Outline **one** appropriate leadership style which a manager in a retail outlet could adopt, giving reasons for your choice. (20 marks)

MS: Leadership style 3m; 2@7(4+3) +3m for reference to retail outlet

Style: _____

Characteristics:

Reasons for Retail Outlet:

Reasons for Retail Outlet:



Motivating and Maslow's Theory**2018 Q4 (B)**

(i) Explain the 'hierarchy of needs' developed by Maslow in his theory of motivation.

(ii) Discuss possible limitations of this theory of motivation.

MS: (i) 5@4(2+2) (ii) 1@3 1@2

(i)

1.

2.

3.

4.

5.

(ii)

2014 Q4 (C)

Read the information supplied and answer the questions which follow.

3 Dimension Ltd offers competitive salaries to its employees and a benefits programme that includes healthcare insurance. It is committed to providing a safe and healthy work environment. It holds weekly team meetings, enhancing the workers' sense of belonging. It recognises and rewards staff achievement and provides opportunities for staff to develop new skills and experience new challenges.

Outline the different stages in Maslow's hierarchy of needs and illustrate how 3 Dimension Ltd applies this theory to motivate its employees.

MS: 5@4m (1+2+1): heading, keywords, link to 3 Dimension Ltd.

1. _____

Link:

2. _____

Link:

3. _____

Link:

4. _____

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Link: _____

5. _____

Link: _____

2011 Q4 (B)

- (i) Explain Maslow's Theory of Motivation.
- (ii) Illustrate how a manager could motivate workers by applying Maslow's Theory in the workplace.

MS: 5 marks (2+3) explanation; 5 @ 1mark 5 @ 2marks Level & e.g.

(i)

(ii)

Level: _____
 Manager: _____

Level: _____
 Manager: _____

Level: _____
 Manager: _____

Level: _____
 Manager: _____

Level: _____
 Manager: _____

Motivating and McGregor's Theory**2013 Q10 Short**

Outline two possible implications for a business if a manager adopts McGregor's Theory X approach to managing.

MS: 2 @ 5 Marks (3 + 2). Must give implications for the business. Always use a mini-heading for the shorts and then develop the point with an implication.

1.

2.

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2009 Q4 (B)

Analyse the implications for a business of a manager adopting a Theory X approach to managing. (20 marks)

MS: 4 @ 5 Marks (2 + 3). Must give implications for the business.
