

Chapter 5 & 6

Management Skills

(Leading &

Motivating)

Workpack

Chapter 6 & 7 – 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).

<hr/> <hr/> <p>1.</p> <hr/> <hr/> <p>2.</p> <hr/> <hr/>

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)

<hr/> <hr/> <p>1.</p> <hr/> <hr/> <p>2.</p> <hr/> <hr/>

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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. _____

(Why not practice a different style below as well)

Name: _____

E.g. _____

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2019 Q4 (C)

(i) Describe **two** leadership styles.
(ii) Outline the factors that influence the leadership style adopted by business managers. Provide examples to support your answer. (20 marks)
MS: 2@5(2+2+1); 2@5(2+2+1)

(i)

Style: _____

Style: _____

(ii)

E.g. _____

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 your choice:

1. _____

Reasons for use in Retail Outlet: _____

2. _____

Reasons for use in Retail Outlet: _____

Motivating and Maslow's Theory**2019 Q4 (B)**

Read the information supplied and answer the question which follows.

Hexagon Solutions is a global software design company operating in Dublin. It offers competitive salaries and long-term contracts of employment to all employees. A team structure exists in the business where employees from all over the world work together on innovative projects. Staff ideas are accepted, and innovation is rewarded. Hexagon supports employees who take on further studies.

Outline the different stages in Maslow's hierarchy of needs theory and illustrate how Hexagon Solutions applies this theory to motivate its employees. (20 marks)

MS: 5@4 (1+2+1) (State, Explain, Link to Hexagon)

1. _____

Link:

2. _____

Link:

3. _____

Link:

4. _____

Link:

5. _____

Link:

2018 Q6 (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)

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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. _____

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.
