

Management – Chapter 4 Answers

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| 1. Behavior modification | 7. Job evaluation | 13. Simulation |
| 2. Development | 8. Job rotation | 14. Task analysis |
| 3. Distance education | 9. Job specifications | 15. Teleconferences |
| 4. Interpersonal skills | 10. Literacy skills | 16. Training |
| 5. Job analysis | 11. Mentors | |
| 6. Job descriptions | 12. Needs assessment | |

- 8 _____ Assigning employees to various departments on a systematic basis to gain more experience.
- 7 _____ Carefully designed program for appraising the value of jobs and obtaining an equitable pay relationship among them.
- 5 _____ Detailed study to determine the exact nature of the work, the quantity and quality of output that is expected, working conditions and necessary personal qualities such as knowledge, skill and ability specific to the functions of the position.
- 12 _____ Determines the training requirements of the organization.
- 1 _____ Emphasized the reinforcement of behaviors that reduce the possibility of errors being made or accidents occurring.
- 3 _____ Instruction provided on the Internet and the World Wide Web.
- 6 _____ Job duties and activities, work conditions, salary, quantity and quality of output expected and expected performance standards for a specific job.
- 15 _____ Method used to train individuals in multiple locations simultaneously through video and audio conferencing.
- 9 _____ Outlines the education, experience, training and personal attributes that are required for successful performance in a specific job.
- 13 _____ Presenting trainees with problems similar to those found in actual job situations.
- 14 _____ Process of breaking work down into its constituent elements.
- 16 _____ Process of providing the opportunity for individuals to acquire knowledge, skills and attitudes required in their present jobs.
- 11 _____ Senior-level persons who help new people get accustomed to their jobs and provide guidance, direction and support during the process.
- 4 _____ Skills in active listening, written and oral communication and conflict resolution.
- 10 _____ Skills in reading, writing, mathematics, listening and public speaking.
- 2 _____ Training aimed toward improving an employee's competence for possible job opportunities in the future.