

MGMT 310
Exam 1 Study Guide
Fall 2018

Exam 1 will be on Monday, Sept. 24. It will cover Chapters 1 – 4. You will need to bring a small green scantron sheet and a pencil. The exam is worth 100 points. There will be 12 points of short answer (8 questions) and 88 points of multiple choice (44 questions worth 2 points each). Below are the topics you'll need to know for the exam. Remember that I write my exams from my lecture slides, and that you should use your book as a resource.

Chapter 1

- The definition of management
- The four functions of management
- At least three reasons why being a manager is hard
- What we mean by competitive advantage through people
- Recognize examples of these managerial roles: Liaison, Figurehead, Spokesperson, Negotiator, Disturbance Handler
- The four managerial levels: Top, Middle, Front-line, and Team Leader
- The importance of these three managerial skills at different levels of management: technical skills, conceptual skills, interpersonal skills
- In what ways the workforce is becoming more diverse
- Innovation as a source of competitive advantage

Chapter 2

- The five characteristics of an effective bureaucracy (Weber)
- One finding of the Hawthorne Studies
- The goal of scientific management, and what work was like before scientific management
- What the Gantt chart does
- The definition of these elements of Administrative Management: chain of command, division of labor, esprit de corps, equity, and centralization
- Recognize an example of economies of scale
- Lillian Gilbreth's contributions of encouraging laws regarding workplace safety and child labor
- What a time and motion study did (Gilbreth's)
- Recognize the tenets of human relations
- What the contingency perspective means

Chapter 3

Management Analyst Study Guide

National Learning Corporation

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Management Analyst Study Guide Introduction

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