# Smart Management Assessment

Please circle the alphabet, answer true or false or write in your best answers.

1. **There are only 2 leadership styles.**
   1. \_\_\_\_\_\_\_\_\_\_True Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_False Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. **Two of the leadership essentials are respect and fairness.** 
   1. \_\_\_\_\_\_\_\_\_\_True
   2. \_\_\_\_\_\_\_\_\_\_False
3. **Good managers are also counselors and role models.** 
   1. \_\_\_\_\_\_\_\_\_\_True Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_False Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. **There are always 2 types of customers to be served in any company.** 
   1. \_\_\_\_\_\_\_\_\_\_True
   2. \_\_\_\_\_\_\_\_\_\_False
5. **All employee/customers are important to any business.**
   1. \_\_\_\_\_\_\_\_\_True Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_ False Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. **Management should never ask employees what they think.** 
   1. \_\_\_\_\_\_\_\_\_\_True
   2. \_\_\_\_\_\_\_\_\_\_False
7. **The owner or management should never offer employees incentives.**
   1. \_\_\_\_\_\_\_\_\_\_True
   2. \_\_\_\_\_\_\_\_\_\_False
8. **A company should never promote an atmosphere of family.** 
   1. \_\_\_\_\_\_\_\_\_\_True Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_False Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
9. **Employees should expect support, approval and acceptance from management.**
   1. \_\_\_\_\_\_\_\_\_\_True
   2. \_\_\_\_\_\_\_\_\_\_False
10. **Employee dissatisfaction can cause low morale, poor attitudes and work quality.**
    1. \_\_\_\_\_\_\_\_\_\_True Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. \_\_\_\_\_\_\_\_\_\_False Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Answer Key**

1. False

2. True

3. True

4. True

5. True

6. False

7. False

8. False

9. True

1. True