Chapter 11 Review Facts

1. Do mangers in both small and large companies perform similar types of activities?
2. Would a person who is responsible for planning and organizing the work for one job be considered a manger?
3. Which of the four management functions do supervisors perform most often?
4. What employee qualifications are often used to select new supervisors?
5. What two factors are used to determine the effectiveness of supervisor’s performance?
6. Do supervisors have responsibility for employee evaluation? Why or why not?
7. What can new supervisors do to improve their management skills if the company does not have a training program?
8. Why is it important for data to be collected, organized, and made available for managers?
9. Why is business research important for managers?
10. What are some areas in which managers use business research?
11. How is a problem different from a symptom?
12. Why should managers identify more than one possible solution to a problem?
13. What are some ways to identify possible solutions to a problem
14. What does a manager do after selecting a solution?