## Knowledge Questionnaire

**Specific Outcome 2:** Explain the basic activities involved in the management process.

**Specific Outcome 3:** Identify and explain some of the tasks required of managers.

**Specific Outcome 4:** Apply the decision making process to make a management decision.

* The delegating task of managers is explained and an indication is given of what tasks can and may not be delegated in a specific organisation.
* The difference between responsibility and accountability is explained with reference to delegation.
* The decision making task of managers is explained with examples.
* The steps to be followed in making a decision are explained with reference to an authentic workplace situation
* The communication task of managers is explained with examples and suggestions are made as to how cultural diversity can be accommodated in communications.
* The importance of trust in an organisation is explained and an indication is given of how trust affects communication.

1. Describe the four steps involved in the delegation process. (12)
2. Explain the difference between responsibility and accountability.
3. Name and discuss the steps involved in making a decision. (18)
4. How will you go about to ensure that cultural diversity is accommodated in your department or section, with specific reference to communication. List at least four things you would do.
5. How would you ensure that you gain the trust of your employees? List four things you would do and three things you would not do. (7)

**TOTAL: 45**