

#3

- c) leading
- d) controlling

6. Economic uncertainty, regulatory requirements and new competitors are examples of what type of factors that affect managers?

- a) intrapersonal factors.
- b) internal factors.
- c) interpersonal factors
- d) external factors

7. The ability of a manager to interface and work effectively with individuals and groups is descriptive of what type of managerial skill?

- a) technical
- b) administrative
- c) interpersonal
- d) organizational

8. Which management Principle states that each individual should report to only one boss in order to avoid conflict?