

Business Leadership

BOH Exam Review Sheet

Unit #1 - Business in the 21st Century: Unit Theory - Key Concepts:

The five key concepts that we will be learning in the first unit are:

- Part #1: Management in the New Economy
- Part #2: Strategic Management
- Part #3: Functions of Management
- Part #4: Managerial Roles and Skills
- Part #5: QWL Indicators
- Part #6: Leadership Lessons - Nelson Mandela and Steve Jobs

Key Terminology:

Accountability, Controlling, Corporate Governance, Emotional Intelligence, Glass Ceiling Effect, Globalization, Human Skill, Intellectual Capital, Prejudice, Productivity, Project Manager, Quality of Work Life, Top Managers, Top Quality Management, Knowledge Worker, Leading, Organization, Performance Effectiveness, Performance Efficiency, Planning, Productivity, Skill, Staff Manager, Supervisor or Team Leader, Technical Skill, Work Force Diversity.

Unit #2 - Management:

Unit Theory - Key Concepts:

The five key concepts that we will be learning in the first unit are:

- Part #1: Scientific Management
- Part #2: Bureaucratic Organization
- Part #3: The Hawthorne Studies and Human Relations
- Part #4: Maslow's Theory of Human Needs
- Part #4: McGregor's Theory X and Theory Y
- Part #5: Quantitative Management Approaches
- Part #6: Modern Management
- Part #7: Blake and Mounton's Leadership Grid
- Part #8: Motivation and Constructive Criticism
- Part #9: Growth Share Matrix - BCG

Key Terminology:

Motion Study, Bureaucracy, Red Tape, Theory X, Theory Y, Self-fulfilling Prophecy, Contingency Thinking, Motivation.

Unit #3 - Ethics:**Unit Theory - Key Concepts:**

The five key concepts that we will be learning in the first unit are:

- Part #1: Ethical Dilemmas and Stakeholders
- Part #2: Personal Ethics and Perspectives
- Part #3: Four Views of Ethical Behaviour
- Part #4: Four Strategies of Social Responsibility

Key Terminology:

Ethics, Law, Stake Holders, Social Responsibility, Utilitarianism, Moral Idealism, Individualism, Corporate Governance.

Unit #4 - Leadership

- Assessing leadership styles
- Your own leadership abilities/skills
- Team work
- Motivation
- Conflict resolution
- Success

Exam Format:

Part A: Case Study - Organization Assessment

Part B: Theory - Multiple Choice and Short Answer

Part C: Leadership Lessons - Opinion Piece

Exam Weighting: 10% of Final Grade

Time Allotted: 2 Hours