

## Chapter 2: Manager

### MULTIPLE CHOICE

1. The role of the manager includes:
- A. Interpersonal, informational, and decisional actions.
  - B. Extroverted personality, hidden agenda, and personal gain.
  - C. Introversion, asking questions, and inability to take action.
  - D. Extreme prejudice, being unknowledgeable, and being uncaring.

ANS: A

Chapter 2: Manager

2. Sally meets with all the staff to get input on the governance of the unit. Her management style is most likely:
- A. Autocratic.
  - B. Participative.
  - C. Directive.
  - D. Permissive.

ANS: B

Chapter 2: Manager

3. During a code, Sue begins giving orders to the staff. Her management style at this time is:
- A. Nondirective.
  - B. Permissive.
  - C. Controlling.
  - D. Participative.

ANS: C

Chapter 2: Manager

4. An example of a human relations-oriented manager is one who:
- A. Motivates employees to work to their highest potential.
  - B. Uses control rather than guidance.
  - C. Assumes close supervision over staff development.

D. Implements punishment rather than rewards.

ANS: A

Chapter 2: Manager

5. Which of the following qualities would be detrimental to effective nursing management?

- A. Leadership
- B. Clinical expertise
- C. Business sense
- D. Minimum communication

ANS: D

Chapter 2: Manager

6. Michelle believes that her employees operate from the theory Y philosophy. Based on this, how would she assist them in developing a scheduling plan for the unit?

- A. Send a completed schedule for 2 months out over e-mail.
- B. Ask for a committee of volunteers to develop the schedule.
- C. Meet with each employee to get his or her input about the best scheduling plan.
- D. Delegate scheduling to her assistant nurse manager.

ANS: C

Chapter 2: Manager

7. Nancy has been working as an RN in acute care for 4 months. She has been offered the evening supervisor position at a local nursing home. The salary is attractive. What should be her main consideration prior to accepting this position?

- A. Her clinical expertise, business sense, and leadership skills
- B. Staffing ratios and number of RNs on the evening shift
- C. Vacation, sick time, and tuition reimbursement
- D. Mission and philosophy of the facility

ANS: A

Chapter 2: Manager

8. Which of the following actions would be typical for a manager who adheres to the scientific management approach?

- A. Reads research studies on management

- B. Stays in touch with his or her feelings
- C. Carefully works out the time each patient care task should take
- D. Allows staff to develop and enforce their own holiday schedule

ANS: C

Chapter 2: Manager

9. Servant leadership is best described as:

- A. An “employees first” attitude.
- B. An emphasis on serving the patient.
- C. A laissez-faire approach.
- D. Multitasking as much as possible.

ANS: A

Chapter 2: Manager

10. Which of the following is an example of the decisional activities of a manager?

- A. Providing leadership
- B. Encouraging continuing education
- C. Coaching employees
- D. Completing staff evaluations

ANS: D

Chapter 2: Manager

11. What is the “essence” of management?

- A. Providing close supervision
- B. Getting work done through others
- C. Constant monitoring of unit expenses
- D. Developing staff

ANS: B

Chapter 2: Manager

12. A new graduate has been offered a nurse manager position. What is the graduate’s best response?

- A. “Thank you, but I’m not ready to be a manager.”
- B. “When can I start?”

- C. "What is the starting salary?"
- D. "Tell me what the benefits of the position are."

ANS: A

Chapter 2: Manager

13. Which of the following is an example of the interpersonal responsibilities of a manager?

- A. Performing job analysis and redesign
- B. Hiring new employees
- C. Speaking on behalf of unit staff
- D. Resolving conflict

ANS: D

Chapter 2: Manager

14. Which of the following is an example of the informational responsibilities of a nurse manager?

- A. Reporting the unit's major accomplishments of the past year
- B. Preparing the annual budget for the unit
- C. Distributing year-end bonuses
- D. Resolving a stalemate with unionized employees

ANS: A

Chapter 2: Manager

15. Which of the following statements reflect a theory X approach?

- A. "My staff really care about their patients."
- B. "People will do as little work as they can get away with."
- C. "Nurse managers should treat unit staff as individuals."
- D. "Sometimes it is necessary to threaten to fire a staff member."

ANS: B

Chapter 2: Manager