

Name: \_\_\_\_\_

# Intro to Management Chapter 2

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| 1. The exercise of control on the basis of knowledge, expertise, or experience. M  | A. Closed systems                  |
| 2. Systems that can sustain themselves without interacting with their environments. A  | B. Soldiering                      |
| 3. An approach to dealing with conflict in which both parties give up some of what they want in order to reach agreement on a plan to reduce or settle the conflict. G   | C. Open systems                    |
| 4. Holds that there are no universal management theories and that the most effective management theory or idea depends on the kinds of problems or situations that managers are facing at a particular time and place. O | D. Motion study                    |
| 5. An approach to dealing with conflict in which one party satisfies its desires and objectives at the expense of the other party's desires and objectives. Q  | E. Scientific management           |
| 6. A graphical chart that shows which tasks must be completed at which times in order to complete a project or task. L   | F. Synergy                         |
| 7. Dealing with conflict in which both parties indicate their preferences and then work together to find an alternative that meets the needs of both parties. I  | G. Compromise                      |
| 8. Breaking each task or job into its separate motions and then eliminating those that are unnecessary or repetitive. D  | H. Time study                      |
| 9. Systems that can sustain themselves only by interacting with their environments, on which they depend for their survival. C   | I. Integrative conflict resolution |
| 10. A system of consciously coordinated activities or forces created by two or more people. J  | J. Organization                    |
| 11. A group member whose work pace is significantly faster than the normal pace in his or her group. K   | K. Rate Buster                     |
| 12. Thoroughly studying and testing different work methods to identify the best, most efficient way to complete a job. E   | L. Gantt chart                     |

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| 13. When workers deliberately slow their pace or restrict their work output. B                   | M. Bureaucracy          |
| 14. Smaller systems that operate within the context of a larger system . P                       | N. System               |
| 15. When two or more subsystems working together can produce more than they can working apart. F | O. Contingency approach |
| 16. A set of interrelated elements or parts that function as a whole. N                          | P. Subsystems           |
| 17. Timing how long it takes good workers to complete each part of their jobs. H                 | Q. Domination           |