INSTRUCTIONS
• This final exam is to be completed on your own individual basis. DO NOT work with other classmates on this exam. Please include your name on all pages of your exam response.

• Each question should be numbered and stated at the top of a new page. All responses must be DOUBLE SPACED.

• You do not need to use citations for your answers, but you must show clear competency with the material (assume the exam reader has no previous knowledge and be as clear as you can).

• Each question has a word count associated with it. This is intended to provide the depth of response required. Answers should approximate the length stated.

• If you need clarification or have a question, you may send one email to me requesting clarification. Please use the email subject line of FINAL EXAM QUESTION and I will do my best to respond as promptly as possible.

This Final Exam is DUE THURSDAY, APRIL 30, 2020 by 9:30PM via CANVAS UPLOAD.

LATE EXAMS WILL NOT BE ACCEPTED.

Exam Questions

1) What are the four capabilities of emotional intelligence and their corresponding competencies? (300)

2) Define the difference hygiene and motivators in Herzberg’s Two-Factor Model of motivation. (300)

3) What are the three tactics (levers) managers utilize to get the most from their direct reports? (300)

4) Describe the difference between a working group and a team. (300)

5) What are the elements of fair process? Why is this important? (500)

6) A leader wants to learn to minimize implicit bias. How would they do so? (700)

7) Goleman posits that there are six essential leadership styles. Please define each style. Reflecting on the learning this semester, make an argument for the most effective AND least effective styles [1 most/1 least] for general leadership. (1000)