
Ati: Chapter 1: Managing Client Care

management - correct answer the process of planning, organizing, directing and coordinating the work within an organization

leadership - correct answer the ability to inspire others to achieve a desired outcome

managers - correct answer have formal positions of power and authority

leaders - correct answer have only informal power afforded to them by their peers.

authoritative - correct answer -makes decisions for the group.

- motivates by coercion

- communication occurs down the chain of command

- work output by staff is usually high-good for crisis situations and bureaucratic settings.

- effective for employees with little or no formal education

Democratic - correct answer -includes the group when decisions are made

- motivates by supporting staff achievements

- communication occurs up and down the chain of command

- work output by staff is usually of good quality-good when cooperation and collaboration are necessary.

Laissez-faire - correct answer -makes very few decisions, and does little planning

- motivation is largely the responsibility of individual staff members

- communication occurs up and down the chain of command and between group members

- work output is low unless an informal leader evolves from the group.

- effective with professional employees

Managing Client Care 2nd

Lingsheng Yao



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