

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

Section: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

**MANAGEMENT COMMUNICATIONS**

**BOOK 1 AND EMPLOYMENT, MANAGEMENT AND PERSONNEL EDUCATIONAL INSTITUTIONS, DISTRICT OFFICES AND FIELD OFFICES OF THE POLICE DEPARTMENT, DISTRICT OFFICES OF THE POLICE DEPARTMENT**

1. What does a good leader do? (10 points) (10 p. marks)

- 1. He sets "Goals, Objectives, Standards"
- 2. He sets work assignments
- 3. He sets work hours
- 4. He provides work
- 5. He sets "to what lengths will they go?"
- 6. He sets limits on his subordinates
- 7. He subordinates think the leader
- 8. He sets rules which his subordinates receive
- 9. He sets up the "reward" for good work
- 10. He says "Thank you"

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- 15. He sets up the "reward" for good work
- 16. He says "Thank you"

2. What are the 7 basic elements of the following model of communication? (10 p. marks)

- 1. Sender
- 2. Receiver
- 3. Message
- 4. Channel
- 5. Feedback
- 6. Context
- 7. Noise
- 8. Source
- 9. Destination
- 10. Effect

3. Fill in the following table with words from the box (10 p. marks)

11	manager	supervisor	middle manager	executive	employee
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- 11. Chief is \_\_\_\_\_
- 12. Manager is \_\_\_\_\_
- 13. Supervisor is \_\_\_\_\_
- 14. Middle manager is \_\_\_\_\_
- 15. Executive is \_\_\_\_\_
- 16. Employee is \_\_\_\_\_

4. Complete the following dialogues (10 p. marks)

Dialogue 1: Hello, \_\_\_\_\_

Answer: \_\_\_\_\_

Dialogue 2: \_\_\_\_\_

Answer: \_\_\_\_\_

Dialogue 3: \_\_\_\_\_

Answer: \_\_\_\_\_

Dialogue 4: \_\_\_\_\_

Answer: \_\_\_\_\_

Dialogue 5: \_\_\_\_\_

Answer: \_\_\_\_\_

Dialogue 6: \_\_\_\_\_

Answer: \_\_\_\_\_

(Total 10 marks)