



Professional Qualification in BUSINESS MANAGEMENT

Level 4 Diploma

UNIT 1 – LEADERSHIP AND MANAGEMENT

Question 1

- (a) **Describe TWO** skills of an effective leader. (8 marks)
- (b) **Suggest** what is likely to lead to a manager becoming ineffective. (12 marks)

Question 2

- (a) **Explain TWO** ways in which an employee could be motivated. (8 marks)
- (b) **Discuss** how team dynamics can be both positive and negative. (12 marks)

Question 3

Discuss why it is important for a manager to be willing to delegate in a large retail organisation. (20 marks)

Question 4

- (a) **Describe TWO** factors that make a potential leader stand out from others. (8 marks)
- (b) **Discuss**, with the use of examples, how you could prepare for a position of leadership or management. (12 marks)

Question 5

- (a) **Explain** the key features of management by objectives. (8 marks)
- (b) **Discuss**, with the use of examples, how management today can meet the challenge of globalisation. (12 marks)