

1

7. (a) Name **one** leadership style. _____

(b) Illustrate how a manager adopting **this** leadership style might manage the process of change in a business.

2

4. (a) Define the term *delegation*.

(b) Outline **two** benefits of delegation within a business:

(i) _____

(ii) _____

- (B) Read the information supplied and answer the question which follows.

Hexagon Solutions is a global software design company operating in Dublin.



It offers competitive salaries and long-term contracts of employment to all employees. A team structure exists in the business where employees from all over the world work together on innovative projects. Staff ideas are accepted, and innovation is rewarded. Hexagon supports employees who take on further studies.

Outline the different stages in Maslow's hierarchy of needs theory **and** illustrate how Hexagon Solutions applies this theory to motivate its employees.

(20)

- (C) (i) Describe **two** leadership styles.
 (ii) Outline the factors that influence the leadership style adopted by business managers. Provide examples to support your answer. (20)

- (B) Outline **one** appropriate leadership style which a manager in a retail outlet could adopt, giving reasons for your choice. (20 marks)

- (C) Outline two styles of leadership **and** illustrate how each of these styles may be appropriate in different business situations. (20 marks)

“The rules of good management remain the same in times of growth or slowdown.”

- (A) (i) Explain the term ‘delegation’.
 (ii) Describe the benefits of delegation for a manager. (20 marks)
- (B) Analyse the implications for a business of a manager adopting a Theory X approach to managing. (20 marks)

- (A) Describe **one** motivational theory commonly used in management. (10 marks)
- (B) Discuss **three** styles of leadership. (30 marks)

