

Only 60 questions.

1. Identification of personal qualities -20
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#### Identification of personal qualities

1. What are your career goals?
2. "Why do you want to get an MBA?" And "Why did you choose KazNU?"
3. Tell us about the two most useful tips that you have ever received? Why do you think it is their most useful?
4. How would you characterize a leader? Do you fit this feature?
5. How do you make important decisions?
6. Tell about yourself something that I would never have guessed, even having studied your documents for admission?
7. What is the most important thing I need to remember about you?
8. Describe the situation when you have successfully responded to the changes.
9. Describe when you helped someone at work.
10. Describe the mistake you made in the last three years.
11. Describe your greatest achievement.
12. How would you describe your learning style of peers and colleagues?
13. Tell us about your failure.
14. Why did you choose a job for your current company?
15. Many people, leaving corporations, go straight to their own business. Why do you think you need an MBA program as a transitional stage?
16. How would your friends describe you?
17. What is the leader you admire?
18. What inspires you?
19. What do you care most about your career plans?
20. What difficulties do you have in achieving your goals?

#### Revealing knowledge of management

1. Give the definition of management. Justify why of the many definitions of management chose this option.
2. Describe the main management functions and their relationship with the activities of managers
3. Identify the roles of the grassroots, middle and top managers in the organization.
4. Define the concept of "management ethics" and describe three areas of human behavior.
5. Give the definition of corporate social responsibility and name the criteria of social responsibility of the company.
6. Give the definition of the concepts "mission", "goals", "plans".
7. Expand the essence of leadership. Justify the differences between management and leadership. What are the characteristics of a leader.

8. Explain what are the sources of power leaders and tactics to influence the people they use.
9. Explain why there are different manifestations of social responsibility on the part of the three organizations: the plant, the hospital and the university.
10. Explain the reasons for the emerging trend of unethical behavior of individual Kazakhstani organizations.
11. Identify the factors that influence the process of sharing information in your organization.
12. Describe the situations in which today you can effectively use the motivation such as carrots and sticks.
13. Give the definition of charisma and bring the concept of charismatic leadership. Describe ethical and unethical charismatic leadership.
14. Give the features of career management in modern conditions and assess the effectiveness of career management.
15. How do you understand the meaning of the terms “object of management” and “subject of management”?
16. What is the management process?
17. What is common and what are the differences between a manager and an entrepreneur?
18. Give a description of the levels of management.
19. What is management: science or art?
20. Give the definition of "productivity". What methods are used to measure it?

#### Situations for assessing management skills

1. Organizations are increasingly introducing new technologies. What do you think is a priority: human resource management or technology management?
2. You are a mid-level manager who helps companies implement a new strategy aimed at reducing costs and releasing innovative products, but you are faced with skepticism, resistance, and in some cases with open hostility of your subordinates. What ways would you or your company fix this situation? In which direction would you start working?
3. Justify what you think will be more effective for shaping the long-term ethical behavior of the employees of the organization: a written code of ethics, an ethical training program or a strong ethical leadership. What would have a greater impact on you?
4. Suppose that you are a capable hardworking mid-level manager who really wants to climb the career ladder. You have high marks for technical skills, but low marks for skills in relationships with people. Do you think that the ability to build relationships with people can be learned, or should you think about another career? If human relationship skills can be learned, how will you do it?
5. Discuss how organizations over the last 10 years have changed and their activities. What do you think will change in the next 10 years? How can these changes affect the work of a manager and the skills he needs to succeed?

6. Suggest what strategic plans your company could develop in order to successfully compete with other companies for the market.
7. Analyze the three decisions you have taken in the past six months. Which of them were rational and which were intuitive?
8. Which modern leaders do you like best? Analyze their behavior. Are there any similarities between your behavior and the behavior of these leaders? What are the differences? Will this help you in shaping the behavior of a modern manager? Why?
9. A new employee is doing a very good job. However, she constantly asks the boss questions that she herself can perfectly answer. Realizing this, the manager reacts to such questions with irritation every time, which affects not only the relationship with this employee, but also the psychological climate in the team. Determine the correct strategy for resolving a conflict situation, given that you are alternately in the role of a leader, then in the role of a subordinate.
10. Worker A as a whole knows his business well and performs it fairly well, but at the same time he constantly makes minor mistakes, which can be easily avoided. Every time the boss calls him to his place for explanations, and A receives a "kick," which temporarily makes him more attentive. Then the situation repeats. Determine the correct strategy for resolving a conflict situation, given that you are alternately in the role of a leader, then in the role of a subordinate.
11. The manager says to the late employee: "Do you know what time it is already?". The employee replies guiltily: "Sorry, please, for being late, it will not happen again." Head (threateningly): "You are already the third time in a week late for work. I will not put up with it anymore. " Not knowing how to react, the subordinate is silent. Determine the correct strategy for resolving a conflict situation, given that you are alternately in the role of a leader, then in the role of a subordinate.
12. You are the head of the organization. Your organization has acquired new medical equipment. In the absence of the director, the manager assigned the work to him to a young promising specialist. But this car had previously been promised to an adult, experienced specialist, whom such a decision outraged. An experienced specialist put the director before a choice: either they give him a car, or he leaves the organization. Your actions?
13. Organizations are increasingly introducing new technologies. What, in your opinion, is a priority: the management of human resources of the organization or the management of technology?
14. A firm specializing in the manufacture of electronic devices has abolished privileges for all executives. Employees, regardless of their position in the

company, use the common dining room and parking. The managers do not have separate offices. All workplaces are located in the common room and are separated by soundproof partitions with a height of one and a half meters. Do you agree with this practice? What are its positive and negative sides?

15. You work as a manager in an average-sized firm. As you know, there is an informal leader in the work collective you lead. This employee has a longer experience than you have in this field, his work experience is almost twice yours. In addition, he knows how to listen to other employees, many go to him for advice, and not to you.

You have planned in the near future to expand the scope of the company, to make some changes in the management structure. The informal leader, as you are informed, is against the upcoming changes.

Develop a strategy for interaction between the manager and the informal leader.

16. On specific examples, show the manager's application of various management methods and styles. When leadership style restrains the development of an enterprise and conflicts with effective management methods. To give an example of when it would be effective to use administrative, democratic, liberal governance.

17. With the help of the grid management grid, solve the situation:

Your immediate superior, bypassing you, gives the assignment to your subordinate, who is already busy with performing urgent work. You and your boss consider the tasks urgent. Choose the most appropriate solution:

A. I will strictly adhere to subordination without challenging the decision of the chief; I will offer my subordinate to postpone the execution of the current work

B. It all depends on how authoritative the boss is in my eyes.

B. I will express my disagreement with the decision of the chief; I will warn him that in future in such cases I will cancel his assignments assigned to my subordinate without my consent.

G. In the interests of the case I will cancel the task of the chief, I will order the subordinate to continue the work begun.

18. The head begins to work in the old, pre-existing team with its own traditions, habits, both positive and negative.

How should the manager act?

19. You are the head of a travel company and have invited the head of a travel agency who is engaged in the realization of your trips for a serious conversation. With the implementation of vouchers for individual destinations there were serious difficulties. Formulate a goal to

20. Do you think that conflicts in moderate doses are useful for the organization? List the positive aspects of functional conflicts. Show the difference between functional conflict from dysfunctional. Express your attitude to artificially stimulating conflicts, in order to avoid stagnation in the team.