

ST6000

1. AFTB training is designed to
  - prepare family members to cope with separation.
  - provide training in life skills for retirees.
  - prepare aspirants to enter college.
  - provide remedial training to DA civilians to improve their performance on their job.
  
2. Which statement is true?
  - Followers cannot set an example of ethical behavior -- only leaders can.
  - Leaders have little influence on an organization's ethical climate.
  - Most people obey rules if leaders affirm them.
  - Only leaders can exert moral authority.
  
3. If an employee tells you he may file an EEO complaint,
  - ask him to reconsider and offer training to resolve the problem.
  - discuss the issue and try to resolve the complaint informally.
  - arrange for secretarial support and refer him to the installation EEO Officer.
  - revise his TAPES performance plan to eliminate potential for a complaint.
  
4. The values audit step in strategic planning allows you to
  - clarify the mission.
  - find out what the processes and services cost.
  - clarify organizational philosophy, values, and vision.
  - consider environmental pressures.
  
5. Two approaches for implementing change are
  - resistive and directive.
  - directive and hammer.
  - proactive and counteractive.
  - directive and positive.

6. A manager will be best able to defend his resource requirements by working with the

- PBAC.
- Inspector General.
- Army Audit Agency.
- Contracting Office.

7. Cross-functional management style

- emphasizes goals and objectives.
- assures that different organizations support each other.
- is carried out by every employee.
- emphasizes the systematic deployment of strategic goals.

8. Army core values apply to

- officers.
- general officers
- officers and NCOs.
- all soldiers and civilians serving in America's Army.

9. A lack of fit between culture and planned changes

- increase likelihood that a new measure will take hold.
- means that planned changes must be abandoned.
- may prevent a new measure from taking hold.
- has no affect on bringing about change.

10. Managers should

- be ready to solve their employees' problems for them.
- avoid any kind of involvement in AFTB.
- be aware of AFTB but not necessarily support its programs.
- help create a climate that supports AFTB.

11. Which player markets organizational change?

- Change agent.

- Champion.
- Sponsor.
- Target.

12. Climate is

- often transitory.
- not measureable.
- strategic.
- long term.

13. Which statement is true?

- Federal installations are immune from state environment laws.
- Managers who violate environmental laws can be held liable.
- Managers are immune from environmental laws.
- States may not prosecute federal employees for violating environmental laws.

14. Strategic planning is

- long-term planning.
- planning on a quarterly basis.
- determining the right things to do.
- short-term planning.

15. Which category of DA civilians should have a family care plan?

- All DA civilians who have families.
- Those DA Civilians deploying to support a contingency operation.
- All DA civilians.
- None -- family care plan applies to military members only.

16. The Secretary of Defense announces DoD program decisions in the

- TAP.
- PBG.

- POM.
- PDM.

17. America's Army is a disciplined and robust force because

- its members, soldiers and civilians alike, share common values.
- it has the best equipment.
- it has the latest technology.
- its soldiers have high morale.

18. At what levels are key management controls identified?

- Directorate.
- Major Army command.
- Installation.
- Department of the Army.

19. In which area are discrimination complaints most frequently filed?

- Job restructuring.
- Compensatory time.
- Work hours.
- Job selection.

20. Which step in the change management model considers changes in the reward system?

- motivation planning.
- develop target readiness.
- create culture fit.
- build agent capacity.

21. Which is an indicator used in cultural assessment?

- Levels of Awareness.
- The budget.
- Organization chart.
- Span control.

22. The budgeting Phase has three stages:

- Evaluation, Specification, and Formulation.
- Justification, Formulation, and Evaluation.
- Formulation, justification, and execution.
- Planning, Execution, and Evaluation.

23. Contingency planning allows you to

- define the mission.
- incorporate gap analysis.
- develop program plans based on strategic business model.
- prepare for unforeseen events.

24. Which standard is being violated when the same individual controls all key duties of a process?

- Separation.
- Access.
- Supervision.
- Resolution.

25. If leaders use slogans to goad people towards impossible goals, they

- will build their enthusiasm.
- will be more productive if pressured
- Will be energized and accomplish the impossible.
- may act unethically to meet the goals.