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QUESTION 1

The manager of a team of actuaries has been asked to develop the basic pricing structure for a new health insurance product. The team has successfully designed other pricing structures in recent years. The manager was assigned to the team 6 months ago that is the best leadership style for the manager of this team?

- A. Directive.
- B. Supportive.
- C. Participative.
- D. Achievement-oriented.

Correct Answer: C

QUESTION 2

An audit manager allowed a work group to make a decision about whether to adopt a new work procedure. In allowing the group to make the decision, the manager should be aware that groups tend to make:

- A. Very conservative decisions and do not want to assume risk.
- B. Faster decisions than do individuals because groups have more expertise than does any one person.
- C. Decisions that are less accurate than those made by individuals.
- D. Riskier decisions than do individuals, and individual responsibility for the group's decision is lessened.

Correct Answer: D

Groupshift is the difference between the decisions that members of a group would make singly and the group's decision. Sometimes the group's decision is more conservative, but more often it is riskier. What apparently occurs is that the group discussion accentuates the initial tendency of the group. The most likely reason for the more frequent shift toward the riskier course is diffusion of responsibility among members of the group. Thus, no one will be wholly to blame for failure.

QUESTION 3

What is the primary purpose of data and systems backup?

- A. To restore all data and systems immediately after the occurrence of an incident.
- B. To set the maximum allowable downtime to restore systems and data after the occurrence of an incident.
- C. To set the point in time to which systems and data must be recovered after the occurrence of an incident.
- D. To restore data and systems to a previous point in time after the occurrence of an incident.



Correct Answer: D

QUESTION 4

Which of the following types of work teams are most likely to be cross-functional?

- A. Command group.
- B. Virtual.
- C. Research-and-development.
- D. Informal.

Correct Answer: C

A cross-functional team is one that includes members of different departments who have different areas of expertise. A research-and-development team is usually a cross-functional team because many different skills are needed to identify and create a new product.

QUESTION 5

Which of the following is true concerning generic influence tactics?

- A. Consultation involves appealing to emotions, values, or ordeals.
- B. Ingratiating tactics attempt to raise the other person's self-esteem prior to a request.
- C. Coalition tactics try to convince others by reliance on a detailed plan, supporting evidence, and reason.
- D. Pressure tactics are based on the formal or informal support of higher management.

Correct Answer: B

Management literature describes generic influence tactics that may be used in any direction. As noted by researchers, ingratiation tactics attempt to raise the other person's self-esteem prior to a request.

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