

Name of Student: OGUNLADE KEHINDE
SAMUEL

Student ID Number: UB68034SEL77161

AIU Exam – Administration & Management skills

Title of Course: **Administration & Management skills**

Couse Credits: 3 credits

Link to AIU online course:

<http://courses.aiu.edu/Administration%20&%20Management%20skills.html>

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Questions to Answer:

Lesson 1

- 1. Describe the management of Intellectual Capital (Human Capital) in terms of Recruitment, Selection and Training.**

Ans: Intellectual Capital is all the intellectual and or knowledge resources possessed by an organization and its dynamic development and renewal that can ensure organization’s advanced position in the market competition at the era of knowledge and skills economy.

This intellectual capital usually undergoes the process of recruitment, selection and training in order to achieve its intellectual capacity goals.

Recruitment is a process of finding human capital that are suitable for the organization culture, values and business goals and thereafter is selection of the right candidate among the pool of applicant based on company standards and evaluation. After the selection is training and induction of the selected candidate in line with the company policies, regulations and standards expected of the selected candidate.

2. What is a Staff Development Program?

Ans: Staff development program refers to all programs and activities in line with staff development policies, practices and procedures used to develop the knowledge and competencies of staff to improve the effectiveness and efficiency of such staffs and the organization. A good example of staff development program is staff training and seminar, workshop and education allowance or training subsidy.

Lesson 2

3. Describe Business Communication?

Ans: Business Communication can be described as a skill required by all businesses managers and leaders and it is the process of sharing information between people within and outside a company or an organization. It is how employees and managements interacts to reach organizational goals. Its purpose is to improve organization practices and reduce errors

4. Give 3 examples of non-verbal communication?

1. Waving
2. Eye contacts
3. Body gesture language or signs
4. Facial expression
5. Proxemics etc.

Lesson 3

5. What is " Benchmarking"?

Ans: Benchmarking is a process that involves measuring the performance of a business against its or her competitors in the same market in order to have a better understanding of business performance and potentials.

6. Describe "Process Improvement".

Ans: Process Improvement can be described as a series of tasks and or activities taken proactively to identify, analyzed and to regulate or improve by working upon existing

business processes within an organization for optimization and to meet new standard, quotas of quality, quantity and or market demands.

Lesson 4

7. Briefly describe the five aspects that define a personality.

Ans: The broad five aspects that define a personality are

1. Openness
2. Extraversion
3. Agreeableness
4. Neuroticism
5. Conscientiousness.

Openness: Openness to experience describes a dimension of cognitive style that distinguishes imaginative, creative people from down to earth, conventional people. Open people are intellectually curious, displays the ability to be flexible enough to quickly learn and understand tasks.

Extraversion: This refers to the tendency and capability to focus on gratification obtained from outside the self or none self-gratification

Agreeableness: This refers to personality trait that describe a person's ability to put others needs before theirs. A selfless leadership trait, and those who are more agreeable are more likely to be empathetic and find great pleasure helping others and thereby being a good team player.

Neuroticism: A neuroticism personality has little natural buffer against stress. They usually see challenges as been worse than they were before. It is a trait disposition to experience negative effects, including anger, anxiety, emotional instability, depression, and self-consciousness among others.

Consciousness: This refers to an individual awareness of their unique thoughts, memories, feelings, sensation and environment. Or the state of being aware especially of something within oneself.

So in effect, a leader with this trait will know or be conscious of his or her inner strengths and weaknesses and knows when and where to seek help when necessary and required.

8. Describe 2 habits of an Effective Person".

Ans: Effective person is a person that is successful in producing a desired or intended results. The 2 habits of an effective person are (**according to Stephen R. Covey, the author of The 7 Habits of Highly Effective People.**)

1. **Proactive:** This is a habit of creating and controlling a situation rather than just responding to it after it has happened. Or acting in anticipation of future problem, needs or changes. For instance, conducting preventive maintenance on assets,

equipment and machines is a proactive way of controlling assets, equipment and machineries future likely failures, breakdowns and associated losses.

2. **Synergize:** This is another great habit of highly successful or effective people, businesses and or organizations It's a concept that the value and performance of two or more persons, businesses or organizations combine will be greater than the sum of the separate individual parts. Hence, it's the interaction and or cooperation of two or more persons (team), companies, substances and other agents to produce a combine greater effect than their individual sum separate effects or outcomes (desired result). This habit also contributes to making a good team player a good team when there is a strong synergy among team members.

Lesson 5

9. Why would Empathy be important for management?

Ans: Empathy is at the root of emotional intelligence and it is very important in leadership and or management because when we lead with empathetic mind set, we become more approachable. Empathy teaches us to be active listeners, which help us to notice signs of employee stressors like burnout and disengagement. When we lead with empathy, we welcome part of the conversation because our team feels comfortable communicating their thoughts and feelings with us.

Empathy is also important because employees will feel like they can approach their leaders and when this trust is built due to the leaders' empathy, we have the opportunity to be proactive instead of reactive.

10. How is the "Happiness Inventory"?

Ans: Happiness Inventory is a frequently used measure for the subjective assessment of happiness and is primarily used in positive psychology intervention studies. It has been argued that it is sensitive to detect subtle changes in happiness and differentiates happiness at very high levels. It's scoring system is the same across all scales. You are asked to rate each item on a 10-point like scale, 10 being the highest. **A score of 10 indicates that you are "very happy" with that area, while a score of 1 shows how "very unhappy" you are.**

Lesson 6

11. Why is "Great Energy" considered an aspect of a leader?

Ans: Great energy is considered an aspect of a leader because leaders dissipate great energy in performing their numerous duties and responsibilities such as decision making, analysis, communication and so on. **Great leaders don't motivate people. They provide energizing experiences that enable people to tap into their visionary capacities. Effective leadership plugs people into ever more powerful energy sockets. Emotionally energized, we transcend mere functioning.**

12. Describe "Fate Control" in leadership.

Ans: Behavioral control refers to facts that show whether there is a right to direct or control how the worker does the work. A worker is an employee when the business has the right to direct and control the worker.
the circumstance in which a person or group has absolute control over the fate or outcomes of another person or group. Fate control exists when the other's behavior plays no role in determining what outcomes are to be received.

Lesson 7

13. Describe 3 features of a leader.

Ans: The 3 features of a leader are:

1. Self-awareness,
2. Gratitude
3. Influence
4. Integrity
5. Empathy

6 Proactive: This is a habit of creating and controlling a situation rather than just responding to it after it has happened. Or acting in anticipation of future problem, needs or changes. For instance, conducting preventive maintenance on assets, equipment and machines is a proactive way of controlling assets, equipment and machineries future likely failures, breakdowns and associated losses.

7. Synergize: This is another great habit of highly successful or effective people, businesses and or organizations It's a concept that the value and performance of two or more persons, businesses or organizations combine will be greater than the sum of the separate individual parts. Hence, it's the interaction and or cooperation of two or more persons (team), companies, substances and other agents to produce a combine greater effect than their individual sum separate effects or outcomes (desired result). This habit also contributes to making a good team player a good team when there is a strong synergy among team members.

8. Delegation: A good leader must have the ability to delegate duties and responsibility to members of his or her team. This will prevent burn out on his or her part, more task will be accomplished and team members will be developed with or having sense of belonging.

14. How is “Creative Learning” important in leadership?

Ans: creative learning is different from memorizing information. It’s building knowledge and developing skills using creative techniques rather than dictating how information should be absorbed.

Creative learning is important in leadership because it helps or enable the leader to guide his team through the instruction process using creative methods.

Lesson 8

15. How can a manager improve the work environment?

Ans: There are many ways of improving work environment and which some are as follows:

1. Ensure work place is safe
2. Ensure work place is neat, clean and beautiful.
3. Ensure work place is conducive for staffs, in terms of ambient temperature. Not too cold or hot.
4. Encourage work-life balance.
5. Ensure spacious office
6. Facilitate social interaction ETC.

16. What are the 5 components of Emotional Intelligence (EQ)?

Ans: Emotional Intelligence requires leaders to have heightened skills of empathy, understanding, self-control/regulation, social awareness, motivation, self-awareness and open communications and feed backs.

Leading with Emotional Intelligence helps to close the gap between employee and executive, it drives innovation and cooperation among others.

Lesson 9

17. Why is “Delegation” so important for management? What is the best way to delegate?

Ans: Delegation is important in management because a good leader must have the ability to delegate duties and responsibility to members of his or her team. This will prevent burn out on his or her part, more task will be accomplished and team members will be developed with or having sense of belonging.

The following are some of the best way to delegate:

1. choose the right person for the task. A round peg in round holes fit perfectly.
2. Explain or brief the delegate why you have choosing him or her and why delegating the task to him or her.
3. Provide the right and detailed information.
4. Provide the needed resources
5. Delegate responsibility along with the necessary authority. Etc.

18. Describe the “Negotiation Process”.

Ans: Negotiation is like a communication, persuasion, planning, cooperating and strategizing skills that every leader must have so that he or she can represent and present the company in good light and gains.

Negotiation skills are qualities that allow two or more people or sides of interest to reach a compromise.

To be a good negotiator, the following **negotiating skills** are a must have which are as follows:

1. Good communication skill,
2. Emotional Intelligence skill,
3. Strategy skill.
4. Planning skill.
5. Persuasion skill. Etc.

Negotiation Process are series of steps or procedures well-articulated that must be carefully followed or implemented to have a successful negotiation with desired results and impacts, which are as follows:

1. Preparation and planning
2. Definition of ground rules, setting boundaries.
3. Clarification and justification.
4. Bargaining and problem solving.
5. Closure and implementation.

Lesson 10

19. In your opinion, what is the best way to manage conflicts in a business?

Ans: In my own opinion, the followings are the best way of managing conflicts in business.

1. You need to have a good understanding of what are conflicts in business and what are not.
2. You must have a good knowledge of your business terrain in order to understand your business possible conflicts before having any idea of solving it.
3. Once No.1 and 2 above has been established, carefully analyzed the conflicts to determine the root causes of such conflicts. (**Root Cause Analysis**)
4. Solve and correct, change or replace any faults found as the root causes
5. Repair and compensate for any damages caused as a result of such conflicts to be totally resolved or healed up.
6. No blaming games.
7. Give time for healing, it's a process so it takes time to heal up.

20. What is "Change Management"?

Ans: Change management is a systematic approach of dealing with organization's processes, goals, and or technological change transition and or transformation.

The purpose of change management is to implement strategies for effecting change, controlling change and helping relevant and concerned stakeholders people to adapt to change.