Assessment Task: Characteristics of leaders and managers

Characteristics of leaders and managers (Individual activity)

Fill in the missing word to complete these sentences. Choose from the words in the box.

[10 marks]

| multi-tasker | assertive | decisively | fairly | relationships |
| confidentiality | admit | people’s | respect | promises |

a) Managers and leaders should act when ____________ action needs to be taken.
b) A manager or leader should also be a ____________, which means that they should be able to do more than one thing at a time.
c) A manager or leader respects ____________.
d) The manager or leader develops honest and trusting ____________ with his employees.
e) Managers or leaders should ____________ valuable contributions by employees.
f) A manager or leader should be a ____________ person.
g) A manager or leader should treat the people who work for them ____________ and politely.
h) A manager or leader should always keep his or her ____________.
i) Managers and leaders often need to be ____________ and action-oriented.
j) A manager or leader should ____________ when he or she has made a mistake and ask for advice when this is appropriate.

[10 marks]
### Suggested Solutions

<table>
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<th>Question number</th>
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</table>
| 1               | 10             | a) Managers and leaders should act *decisively* when action needs to be taken.  
|                 |                | b) A manager or leader should also be a *multi-tasker*, which means that they should be able to do more than one thing at a time.  
|                 |                | c) A manager or leader respects *confidentiality*.  
|                 |                | d) The manager or leader develops honest and trusting *relationships* with his employees.  
|                 |                | e) Managers or leaders should *respect* valuable contributions by employees.  
|                 |                | f) A manager or leader should be a *people’s* person.  
|                 |                | g) A manager or leader should treat the people who work for them *fairly* and politely.  
|                 |                | h) A manager or leader should always keep his or her *promises*.  
|                 |                | i) Managers and leaders often need to be *assertive* and action-oriented.  
|                 |                | j) A manager or leader should *admit* when he or she has made a mistake and ask for advice when this is appropriate.  |