New Leadership for Todays Health Care Professionals 2nd edition Rubino Test Bank

SKU: 9781284148640-TEST-BANK

Multiple Choice

1. A common way to increase bench strength is to focus on the workers identified as having low potential.

   A. True
   B. False

   Ans. B
   Page: 22

2. Which term describes how leaders are selected and groomed within a healthcare organization?

   A. Leadership pathway
   B. Leadership roadway
   C. Leadership chain
   D. Leadership pipeline

   Ans. D
   Page: 23

3. Skill mastery, wherein the skill has become a natural, effective, and consistent behavior in a variety of situations, is considered a:

   A. Unconscious development learning need
   B. Conscious development learning need
   C. Conscious proficiency learning need
   D. Unconscious proficiency learning need

   Ans. D
   Page 25

4. Transparent talent management systems produce the best results.

   A. True
   B. False

   Ans. A
   Page: 26

5. From the items below, which could be considered the most valuable metric to assess the quality and effectiveness of a talent management system?

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A. Employee turnover
B. Organizational profit
C. Patient satisfaction
D. Environmental safety

Ans. A
Page: 27

6. Leaders must actively do *what* to fill in gaps in their training and expertise?

A. Manage by walking around
B. Rounding
C. Learn on the job
D. Get a higher degree

Ans. C
Page: 29

7. Which department typically handles the data management, performance evaluations, and succession planning of a talent management system?

A. Information Technology
B. Administration
C. Quality Management
D. Human Resources

Ans. D
Page: 31

8. The collection of feedback from multiple sources regarding an employee's performance is called a:

A. 90 degree evaluation
B. 180 degree evaluation
C. 360 degree evaluation
D. Full circle evaluation

Ans. C
Page: 31-32

9. Which is not considered one of the domains of the NCHL Health Leadership Competency Model?

A. People

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B. Place
C. Transformation
D. Execution

Ans. B
Page: 33

10. Shadowing can be considered an acceptable way to nurture and hone leadership skills.

A. True
B. False

Ans. A
Page: 34

11. Which organization accredits master level educational programs for healthcare leaders?

A. The Joint Commission
B. The Commission on Accreditation of Health Management Education
C. Association of University Programs in Health Administration
D. American College of Healthcare Executives

Ans. B
Page: 38

12. Mentoring relationships must be formalized to be effective.

A. True
B. False

Ans. B
Page: 39

13. Coaching is used only for those leaders who were struggling and possibly on their way out the organization's door.

A. True
B. False

Ans. B
Page: 39

14. Coaching is considered one of the most effective methods of developing leaders because it:

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A. Has ethical considerations to doing the right thing
B. Includes multiple mentors for one mentee
C. Provides and integrates accessible and ongoing feedback
D. Uses collaboration exclusively

Ans. C
Page: 39

15. Which is considered a deep-seated development error in succession plans?

A. Using the skills required to select high potential employees.
B. The use of a consistent, integrated system for talent management.
C. Human Resources focusing too much attention on input and not enough on output.
D. Leaders updating their skills rapidly to keep up with industry changes.

Ans. C
Page: 40

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