**1.**

Briefly identify the four categories of knowledge and skill that a manager should have in order to manage one-on-one communication effectively.



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**2.**

Briefly explain the difference between transformational and transactional leadership.



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**3.**

Briefly define perceptual filters. How do perceptual filter impact the perception process?



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**4.**

What are the two key leader behaviors that are central to successful leadership? How does each typically influence subordinates?



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**5.**

List and briefly identify four of the eight traits that differentiate leaders from nonleaders.



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