

Chapter 4
Office Management
Key Terms

1. Behavior modification	G
2. Development	D
3. Distance education	N
4. Interpersonal skills	P
5. Job analysis	C
6. Job descriptions	H
7. Job evaluation	E
8. Job rotation	K
9. Job specifications	A
10. Literacy skills	O
11. Mentors	M
12. Needs assessment	I
13. Simulation	F
14. Task analysis	J
15. Teleconferences	L
16. Training	B

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- A. A document that outlines the education, experience, training, and personal attributes that are required for successful performance in a specific job. **(9) Job specifications**
- B. The process of providing the opportunity for individuals to acquire knowledge, skills, and attitudes required in their present job. **(16) Training**
- C. Detailed study of a job to determine the exact nature of the work, the quantity and quality of output that is expected, working conditions of the job, and necessary personal qualities such as knowledge, skill, and ability specific to the functions of the position. **(5) Job analysis**
- D. Training aimed toward improving an employee's competence for possible job opportunities in the future. **(2) Development**
- E. A carefully designed program for appraising the value of jobs and obtaining an equitable pay relationship among them. **(7) Job evaluation**
- F. Presenting trainees with problems similar to those found in actual job situations. **(13) Simulation**
- G. Emphasizes the reinforcement of behaviors that reduce the possibility of errors being made or accidents occurring. **(1) Behavior modification**
- H. A written document that accurately describes job duties and activities (normally described in decreasing order of importance), work conditions, salary, quantity and quality of output expected, and expected performance standards for a specific job. **(6) Job descriptions**
- I. Determines the training requirements of the organization. **(12) Needs assessment**
- J. The process of breaking work down into its constituent elements. **(14) Task analysis**
- K. Assigning employees to various departments on a systematic basis to gain more experience. **(8) Job rotation**
- L. A method used to train individuals in multiple locations simultaneously through video and audio conferencing. **(15) Teleconferences**
- M. Senior-level persons who help new people (protégés) get accustomed to their jobs and provide guidance, direction, and support during the process. **(11) Mentors**
- N. Instruction provided on the Internet and the World Wide Web. **(3) Distance education**
- O. Skills in reading, writing, mathematics, listening, and public speaking. **(10) Literacy skills**
- P. Skills in active listening, written and oral communication, and conflict resolution. **(4) Interpersonal skills**