



Session 6: Delegation

- Q1. What is “delegation”?**
- Q2. Which models explain how to delegate?**
- Q3. Which models represent obstacles to delegation?**
- Q4. What should be the manager’s first decision when organizing work?**
- Q5. Why can’t you delegate what you can’t define?**
- Q6. What are the steps in the process of delegation? So What?**
- Q7. What questions does “B” ask about “A” in the delegation process?**
- Q8. What is the manager’s objective regarding the Delegation Triangle? Why?**
- Q9. What does “Yes” mean in the Yes Concept? Why is that important?**
- Q10. Why does “doing only” what you are told to do hinder the delegation process?**



Session 6 (continued)

- Q11. What is your responsibility when you see a problem you don't have the authority to handle?
- Q12. Why would anyone Suboptimize?
- Q13. What does Mack Truck Theory encourage managers to do?
- Q14. What is the problem in the Tomato Plant Problem?
- Q15. What are the four steps to finding more time?



Sessions 7-8: Motivation

- Q1. Why is the Model-Netics session on motivation different from most other motivation programs?**
- Q2. What are the two or three key messages in this session?**
- Q3. How can “A” influence the behavior of “B”?**
- Q4. What are the obstacles to motivation? Why do we present them?**
- Q5. What is “motivation”?**
- Q6. What causes a person to be motivated?**
- Q7. What attitudinal changes precede a decision to take action?**
- Q8. Why does a person at work behave differently than a person at a football game?**
- Q9. How can you explain “irrational” behavior?**
- Q10. What is the biggest problem people have to face with regard to the Seven Ports of Life?**



Sessions 7-8 (continued)

- Q11. What are the principal sources of anxiety in our lives?
- Q12. What kinds of needs tend to take precedence over all others?
- Q13. What are the principal differences between Motivation Stair Steps and Motivation Triangle?
- Q14. What does Self-Fulfilling Prophecy say influences our behavior?
- Q15. What is the “spiraling effect” described in the Confidence Circle?
- Q16. What are the two approaches for influencing a group’s desire for improvement?
- Q17. What is the moral of the story about Ali Hafed?
- Q18. When are Rising Expectations good? When are they a problem?
- Q19. What causes Relative Deprivation?



Sessions 7-8 (continued)

Q20. What are the sources of conflict between Roles and Goals?

Q21. What are the three principal causes of the shape of the Opportunity Wedge?

Q22. Under what circumstances is “reaching your goal” a tragedy?



Session 9: Planning

- Q1. Why is planning important for managers?
- Q2. What are the principal messages in this session?
- Q3. What are the six parts of a plan?
- Q4. What levels of decisions are made in developing a plan?
- Q5. Which approaches to setting objectives in the Planning Pentagon are recommended? Which is not recommended?
- Q6. How do you determine whether an activity is “must do”?
- Q7. What is the essence of Pareto’s Law?
- Q8. What kinds of activities should be carried out to eighty percent of perfection?
- Q9. What are two reasons why the Minimum Commitment Rule is a good idea?



Session 9 (continued)

- Q10. What is meant by “trade-off” in the Trade-Off Principle?
- Q11. How do you measure an Opportunity Cost?
- Q12. What does Sunk Cost recommend you do for analysis purposes in planning future resource commitments?
- Q13. What is a Pyrrhic Victory?
- Q14. Why is equaling or improving performance in the future a “problem”?