

MANAGEMENT IN PRACTICE

From Chapter 10, identify the management theory that best applies to the following business scenarios.

1. "I'm really interested in the vice president of sales position. I should have a shot at the job since my sales team always has the best sales and customer service record."
2. "This job pays well and we have a really nice place to work, but not much opportunity for advancement. I'll just do my job and collect my paycheck, but no extra efforts for me. I'm content, but just not that motivated."
3. "I don't even consider this a job. I love what I do and can't imagine doing anything else. I'm at the top of my game!"
4. "The last time I didn't complete the report on time, my boss made me cover the weekend shift. You bet I'll get the job done early this time! Everyone hates the weekend shift!"
5. "If I can get a perfect score on just one more customer satisfaction survey, my base pay will go from \$15 per hour to \$18. I will definitely take care of this customer!"
6. "I can't believe Phillippe got the promotion over me. I work more overtime making our customers happy than he does. No more overtime for me and I'm asking for a raise!"
7. "I really do believe my team likes their work and is motivated. I'm confident my team will deliver the goal this month! Besides, they really like profit-sharing checks!"
8. "My boss and I agreed my goal this month was to sell 10 units. With one week left, I have already sold nine units. I always attain the goals I set for myself."