**October Exam worksheet**

Chapter 1

* Make sure of the TWO relationships
* Remember to use **MUTUAL BENEFIT** for Cooperative relationship
* Know the basics on **each stakeholder**.
* Entrepreneur/ Investor
* Employer/Employee
* Producer/ Consumer

Chapter 2

* Know Contract elements, termination and remedies for breach
* Invitation to Treat last asked 2008
* Legislative v Non-Legislative methods of conflict resolution.
* Consumer Acts and functions of CCPC.
* Merchantable Quality needs reference to **Price and Durability**
* Guarantee is an **Additional benefit**
* **Know SOGSOS Act all parts**

Chapter 3

* Employment Discrimination: include **LESS FAVOURABLE** in the answer.
* Methods of Industrial action.
* Know Primary and Secondary Picketing.
* Know Negotiation, Arbitration and Conciliation.
* Labour legislation and WRC
* Procedures for a Dismissal under the Unfair Dismissals Act
* Define a legitimate trade Dispute and know four REASONS for legitimate disputes

Chapter 4

* Watch for **Intrapreneurship and know specific examples**
* Do not confuse **Managerial words** with entrepreneurial words
* Keep list simple for enterprise characteristics/skills.
* Innovative
* Risk Taker
* Independent
* Realistic
* Confident
* Flexible

Chapter 5

* Know Leadership definition
* Styles: Autocratic, Democratic and Laissez Faire.
* What each one means
* Result of each one
* Know Maslow's Hierarchy of human Needs in exact order
* Know Mc Gregor Theory X and Y

Chapter 6

* Know Principles of good communications
* Know Barriers to effective communications.
* Reports, Memo, and letter
* Remember **Data Protection Act** can be examined in UNIT ONE
* Mention **Technology types** first if asked to describe.

Chapter 7

* Planning definition.
* Benefits of Planning
* Strategic, Tactical and Contingency plans
* SWOT and Mission Statement
* Organising: key areas
* Span of control
* Chain of command
* Delegation
* Matrix structure Benefits challenges etc
* Line Structure Benefits challenges etc.
* Benefits of Organising
* Know the features of the three main Control types
* **Stock**
* **Credit**
* **Quality**