



Chapter 15

1. The ability to influence people toward the attainment of organizational goals. (10)
2. Being unpretentious and modest rather than arrogant and prideful. (8)
3. Distinguishing personal characteristics, such as intelligence, values and appearance. (6)
4. A type of behaviour that describes the extent to which the leader is sensitive to subordinates, respects their ideas and feelings, and establishes mutual trust. (13)
5. A situational variable that makes a leadership style unnecessary or redundant. (10)
6. A situational variable that counteracts a leadership style and prevents the leader from displaying certain behaviours. (11)
7. An attractive, ideal future that is credible yet not readily attainable. (6)
8. The potential ability to influence others' behaviour. (5)
9. The effect a person's actions have on the attitudes, values, beliefs, or behaviour of others. (9)
10. The ability to step forward through fear and act on one's values and conscience. (7)