### Review Questions

1. Explain the difference between efficiency and effectiveness.
2. What are the four management functions? Explain them.
3. What are the main differences in the responsibilities of top managers and middle managers?
4. What distinguishes a first-line manager from a team leader?
5. How do you think companies determine that employees would be good managers?
6. How important is competence in the core managerial skills for the different types of managers?
7. Use the internet to list some mistakes that managers commonly make. What distinguishes an arriver from a derailer?