



THE TIMES 100

Edition 13

Enterprise Rent-A-Car : Using a range of management styles to lead a business Questions

1. Using an example, explain the difference between leadership and management.
2. Suggest circumstances in which leaders within an organisation might wish to use an autocratic leadership style.
3. Employees are motivated by different things. Referring to Maslow's hierarchy of needs, how does a democratic style of leadership help to motivate employees?
4. Evaluate when a laissez-faire style of management might provide an opportunity to provide customers with better customer service.