



مديرية التربية والتعليم بالدقهلية  
التوجيه الفني التجاري  
توجيه السكرتارية الانجليزية

# بوكلت تدريبات الإدارة باللغة الإنجليزية

الصف الرابع التجاري – ترم ثان  
للمدارس الفنية المتقدمة التجارية  
نظام السنوات الخمس



إعداد

أ / محمد سعد صقر



معلم خبير مواد تجارية

مدرسة الكندي الفنية المتقدمة التجارية

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٢٠١ / ٢٠١			العام الدراسي



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## بوكلت الادارة باللغة الإنجليزية الصف الرابع التجاري (الترم الثاني)

أسرة التوجيه الفنى بالدقهلية

أ/ مسعد البحقيري  
الموجه العام

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الموجه الأول

أ/ محمود ذكي  
موجه المادة

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أ/ عوني العراقي العراقي سلطان

Name: .....

Class: .....

No	Degree	Signature	No	Degree	Signature
1			8		
2			9		
3			10		
4			11		
5			12		
6			13		
7			14		



### Exercise No 1 Book Pages 145-149

**Question (1) Give the Arabic for five only of the following:**

English	Arabic
Decision making	
alternative	
performance	
effectiveness	

**(B) Give the English for five only of the following:**

English	Arabic
	المدير المؤثر
	دراية أو معرفة
	نتائج
	مكافأة

**Question (2) Choose the right answer:**

- There are many approaches to decision making depending on:
  - Nature of the problem
  - time available
  - costs of individual strategies
  - mental skills
  - all of the above
- Every decision in the outcome of a dynamic process influenced by forces such as:
  - the organizational environment
  - the manager's knowledge
  - the manager's ability
  - the manager's motivation
  - all the above
  - none of them
- Managers are evaluated and rewarded on the basis of:
  - the importance
  - number
  - results of their decisions
  - a & b
  - a & b & c
- In every situation, the objective in making a decision is:
  - to select the alternative that produce the most favorable outcomes.







## Exercise No 2 Book Pages 145-149

**Question (1) (A) Give the English for five only of the following:**

English	Arabic
motivate & lead	
Certainty	
innovate	
pessimistic decision maker	

**(B) Give the Arabic for five only of the following:**

English	Arabic
	ينافس
	الخطر
	عدم اليقين
	متخذ القرار المتفائل

**Questions 2: make sentences from "A" and "B":**

"A"	"B"
1-Steps following a decision	1-Is the process of thought that results in a decision
2-Decision making	2-Implementation, control and evaluation

1-

2 -

**Question (3) Choose the right answer:**

1- Steps following the decision should include:

- a) implementation      b) control & evaluation      c) both of them

2- In selecting an alternative the alternative- outcomes relationship is based on:

- a) certainty      b) risk      c) uncertainty      d) all of them      e) none

3- The contingency approach suggests that, a manager must learn many ways to:

- a) compete      b) innovate      c) create      d) motivate & lead  
e) all the previously mentioned



**Question (4) A - Mark True (√) or False (X):**

- 1- There is no relationship between the number of alternatives considered and the speed with which decisions can be reached.
- 2- Certainty means that the decision maker has no knowledge of the probability of the outcome of each alternative.

**B- : write short notes on:**

**The contingency approach suggests that, a manager must learn many ways to:**

- a) .....
- b) .....
- c) .....
- d) .....

**In selecting an alternative the alternative- outcomes relationship is based on:**

- a) .....
- b) .....
- c) .....



## Exercise No 3 Book Pages Types Problems

**Question (1) (A) Give the Arabic for of the following:**

English	Arabic
opportunity	
knowledge	
judgment	
non programmed	

**(A) Give the English for of the following:**

English	Arabic
	مشاكل
	الأزمة
	روتينية
	مبرمجة - مخططة

**Question 2: Choose the Correct answer:**

1- Problems are usually of three types:

- a) opportunity      b) crisis      c) routine      d) a & b & c

2- Problems that occur infrequently should be concern of:

- a) top management      b) lower management      c) middle management

3- Group decision making greatly better than individual one for:

- a) greater amount of knowledge available  
 b) collective judgment of the group      c) individual judgment  
 d) all of them      e) No a & b only

**Question2 B: State which true (√) or false (X) and why it false.**

- 1- Programmed decisions are made when managers have faced problems that infrequently occurred.
- 2- Problems that occur frequently should be concern of top management.
- 3- Non programmed a decisions are made higher levels of management.



**Questions 3 A: make sentences from "A" and "B":**

"A"	"B"
1-Group decisions	1-Programed and non-programmed
2-Decisions are of two types	2-Are better suited to making non-programmed decision than individuals.
3-The optimistic decision maker	3-believe the worst possible outcome will occur no matter what they do.
4-The pessimistic decision maker	4- always chooses the alternative that maximizes the maximum outcomes

1-

2-

3-

4-

**B-: write short notes on:**

**1- Types Problems**

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.....

.....

**2-Types of decision.**

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- 4- Leaders are those who are able to commend followers.
- 5- A leader is the person who communicates ideas to others and influences their behavior.

**Question 3: B - Answer the following questions:**

**1- Mention the three approaches to a definition of leadership:**

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## Exercise No 5 Leadership Book Pages

**Question (1) Give the Arabic for five only of the following:**

English	Arabic
characteristics	
referent power	
Extrinsic rewards	
Empirical method	

**(B) Give the English for five only of the following:**

English	Arabic
	تابعين
	مكافآت داخلية
	الأسلوب - الطريقة - الشفوية
	تأثير

**Question 2: State which true (✓) or false (X) and why it false.**

- 1- Employees in return for doing their jobs perfectly must motivated by giving them intrinsic rewards and extrinsic rewards
- 2- Effective leadership depends as much on a followers accepting direction as on the leader giving it.
- 3- Expert power depends on the leader's personal characteristics rather than formal title or position.
- 4- Power and influence are not central to be manager's job.
- 5- When leader use legitimate power and reward power the most likely outcome will be commitment.



**Question 3: A - choose the correct answer:**

- 1- ..... Power comes from a formal management position in an organization and the authority granted to it.  
a - Referent    b- Expert    c- Coercive    d- Reward
- 2- When workers obey orders they may disagree with and lack enthusiasm, they are exhibiting:  
a- commitment    b- compliance    c- resistance  
d- consideration    e- referent power
- 3- A person-oriented leader is most effective in a situation where:  
a- the task is clear  
b- he supervises jobs that contain some ambiguity  
c- everyone gets along    d- the leader has power  
e- all that is needed is for someone to take charge
- 4- Followers, in return for permitting themselves to be influenced by a leader, they want to receive certain  
a- Intrinsic rewards    b- Extrinsic rewards  
c- Both Intrinsic & Extrinsic rewards

**Question 3: A – Mention five different bases (sources) of power:**

- 1- .....
- 2- .....
- 3- .....
- 4- .....
- 5- .....





## Exercise No 6 Leadership Book Pages

**Question (1) Give the Arabic for five only of the following:**

English	Arabic
arbitrary selection	
irrationally	
Desirable traits	
self-actualization	

**(B) Give the English for five only of the following:**

English	Arabic
	القيادة
	الخبرة
	الطرق التجريبية
	الطرق الشفوية

**Question 3: A - choose the correct answer:**

- 1- Employees often decline promotions to supervisory and managerial positions because:
  - a- they are enough motivated
  - b- they simply are not motivated
  - c- leadership position is against their will
- 2- Some leaders such as the team captain, church leader are not paid for their positions that they willingly occupy, usually exercise leadership because:
  - a- they can satisfy some of their esteem and self-actualization needs
  - b- they don't want employees to be motivated
  - c- they are motivated
- 3- A leader is selected through :
  - a- Empirical method
  - b- Oral method



**B-Fill in the missing words from the list below:**

- 1- ..... is the most important person of an organization.
- 2- ..... are those who are able to commend followers.
- 3- ..... means reducing the frequency of undesired behaviors.
- 4- ..... said "it is easier and much safer to mould and alter situation to suit the available leadership.  
(Fiedler – punishment – leaders – the leader)

**Write short note on: A- Extrinsic rewards**

- 1- .....
- 2- .....
- 3- .....

**B- There are three approaches to the selection process:**

- 1- .....
- 2- .....
- 3- .....



## Exercise No 7 Communication Book Pages

**Question (1) Give the English for five only of the following:**

English	Arabic
skill	
message	
transference	
communicator	

**(B) Give the English for five only of the following:**

English	Arabic
	الاتصالات
	الاستماع
	رسائل
	فهم

**Question 3: State, which true (√), or false (X).**

- 1- Communication means essentially the same as sending information.
- 2- The more similar the frames of reference between people, the more easily they can communicate.
- 3- Major parts of shared understanding from communication come from the nonverbal messages.
- 4- Listening requires attention, energy, and skill.
- 5- Each time a message is passed from one person to the next about 25 percent of the information gets lost.

**Question 3: A - Choose the Correct answer:**

- 1- The tangible formulation of an idea to be sent to a receiver is called. a- encoding b- the message c- the channel  
d- decoding e- feedback



- 2- Which of the following is an example of "noise" which impedes communication?    a- Lack of knowledge    b- Negative attitude  
 c- Different backgrounds of sender and receiver  
 d- All of the above    e- "A" and "B" only
- 3- Which of the following is not a communication channel  
 a- Telephone    b- Memo    c- News letter  
 d- Letter    e- Perceptual background
- 4- The richest communication channel is a .....
- a- Telephone    b- Memo    c- Face to face talk    d- Letter
- 5- ..... Is a characteristic of non-routine message  
 a- simplicity    b- prior agreement    c- pertaining to statistics  
 d- Dealing with a novel event    e- straight forwardness

**B 4: What is communication and discuss it's important?**

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**- Mention five Channel of communication :**

- 1- .....
- 2- .....
- 3- .....
- 4- .....
- 5- .....





## Exercise No 8 Communication Book Pages

**Question (1) A- Give the English for five only of the following:**

English	Arabic
	الاستماع الجيد
	الاتصال من اسفل لأعلى - صاعد -
	وسيلة اعلام
	المستقبل

**B- Give the Arabic for five only of the following:**

English	Arabic
Decoding	
Downward communication	
suggestion box	
Noise	

**Question (2) choosing the right words:**

- 1- (Encoding - Decoding) means, translating the symbols of message into a form that can be understand.
- 2- (Downward communication - Upward communication) flow from individuals at higher levels to those at lower levels.
- 3- (Poor listening - Effective listening) is one of the barriers to communication.
- 4- (Simplifying language - Complicating language) is one method of improving communication skill.

**Question (3) A- choose between true(√) and false (X)for .**

- 1- Interdepartmental problem solving communication is an example of horizontal communication.
- 2- Management by wandering around works only on the lower levels of management.
- 3- Most information passed through a grapevine is inaccurate.



4- People with different backgrounds or knowledge may interpret communication in different ways.

The least important individual communication skill is active listening.

**Question (3) B- Mention five Barriers to communication:**

- 1- .....
- 2- .....
- 3- .....
- 4- .....
- 5- .....



## Exercise No 9 Book Pages

**Question (1) A- Give the English for five only of the following:**

English	Arabic
	الإشاعة
	المتابعة
	تحسين
	المتحدث

**B- Give the Arabic for five only of the following:**

English	Arabic
commandments	
patient	
Empathize	
Effective listening	

**Question 2: Choose the Correct answer:**

1- **An effective listener:**

- a- Does not show interest until the other stops talking
- b- Listens for central themes
- c- Judges by the quality of the delivery

2- **Recently a manager received the following note on his desk" the main computer just went down. We expect to have it fixed in about 2 hours." What types of communication is this?**

- 1- Downward    b- Upward    c Horizontal    d- Rumor    e- Grapevine

3- **What of the following would not facilitate upward communication?**

- a- suggestion box    b- Employee survey    c- open-door policy
- d- management by wandering around    e- All of the above would facilitate upward communication

4- **The grapevine**

- a- will not exist in a well-run company
- b- usually carries inaccurate information
- c- usually circulates non-business related matters
- d- fills in information gaps in the organization
- e- usually is inactive during a period of change



5- Attaching different meaning to words is a communication problem pertaining to:

- a- Interpersonal dynamics                      b- channels and media  
c- Semantics                                              d- Noise

Question (3) A- Mention five Principles of effective communication :( improving communication)

- 1- .....  
2- .....  
3- .....  
4- .....  
5- .....

Question (3) A- Mention five commandments for good listening.

- 1- .....  
2- .....  
3- .....  
4- .....  
5- .....





## Examination no 1 Book Pages 248-251

Answer the following question:

Question (1) A- Give the English for five only of the following:

English	Arabic
Problem	
Talents	
Accepting	
Feedback	
Merit	

B- Give the Arabic for five only of the following:

English	Arabic
	اتخاذ القرار
	بيئتا
	التحفيز
	القيادة
	ترميز الرسائل

Question 3: Choose the right answer:

1- There are many approaches to decision making depending on:

- a) Nature of the problem    b) time available    c) mental skills  
d) costs of individual strategies    e) all of the above

2- A leader is the person who communicates ideas to others and influences:

- a- their freedom to make decisions    b- their behavior to achieve an objective  
c- their time of performing the job

3- Which of the following is an example of "noise" which impedes communication?

- a- Lack of knowledge    b- Negative attitude  
c- Different backgrounds of sender and receiver  
d- All of the above    e- "A" and "B" only

Question 4: Mark True (√) or False (X):



- 1- Decision making is the process of thought that results in a decision.
- 2- The quality of manager's decisions is the yard stick of their effectiveness and of their value to the organization.
- 3- An extrinsic reward is one received as a direct consequence of a person's actions.
- 4- Leadership is the process of influencing the actions of a person or group to attain desired objectives.
- 5- Listening requires attention, energy, and skill.

**Question 4: Answer the following questions:**

1- Must managers develop their skills? Why?

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**Question 4: Form complete sentences from "A" and "B":**

"A"	"B"
1- Steps following the decision	1- Is the one of the barriers to communication
2- Decision are two types	2- "it is easier and much safer to mould and alter situations to suit the available leadership"
3- Motivation	3- Is an inner state that helps describe the wishes, desires and needs of individuals.
4- Fielder said	4- Programed and non-programmed
5- Time pressures	5- Implementation, control and evaluation

**Question 4: Answer the following questions:**

2- What is motivation?

.....

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3- How do you know that leadership is important?

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### Vocabulary chapter 1

انجليزى	عربى
Decision making	اتخاذ القرار
environment	البيئة
alternative	بديل
uncertainty	عدم اليقين
effectiveness	كفاءة
Effective manager	المدير المؤثر
environment	البيئة
Knowledge	دراية أو معرفة
Results – Outcome	نتائج
Reward	مكافأة
programmed decision	قرارات مبرمجة
motivate & lead	تحفيز وقيادة
Certainty	اليقين
innovate	الابتكار
pessimistic decision maker	صانع القرار المتشائم
problem	المشكلة
Opportunities	الفرص
Risks	الخطر
uncertainty	عدم اليقين
Optimistic decision maker	متخذ القرار المتفائل
self- actualization	الثقة بالذات – بالنفس-
responsibility	المسئولية
human relations	علاقات انسانية



## Vocabulary chapter 3

English	Arabic
characteristics	خصائص
referent power	قوة العلاقة
Extrinsic rewards	مكافأة خارجية
compliance	الالتزام
Empirical method	المنهج التجريبي
Followers	تابعين
Internal rewards	مكافآت داخلية
Acceptance	القبول
Oral method	الأسلوب - الطريقة - الشفوية
influence	تأثير
sending information	ارسال معلومات
skills	مهارات
message	رسالة
feedback	تغذية مرتدة
Memo	مذكرة
communication	الاتصالات
Listening	الاستماع
Information	معلومات
Messages	رسائل
Encoding	ترميز - تشفير
Decoding	فك الترميز
Downward communication	اتصال هابط
suggestion box	صندوق الاقتراحات
Noise	ازعاج
Employee survey	فحص موظف



## Vocabulary chapter 4

English	Arabic
Good listing	الاستماع الجيد
Upward communication	الاتصال صاعد
Media	وسيلة اعلام
Decoding	فك الشفرة
Future	المستقبل
Problem	مشكلة
Talents	مواهب
Enthusiasm	حماس
Accepting	القبول
Feedback	تغذية مرتدة
Merit	ميزة - جدارة - استحقاق
Making decision	اتخاذ القرار
Environment	بيئة
Motivation	التحفيز
Leadership	القيادة
Continuum	تصنيف متماثل
Encoding	ترميز الرسالة
Routine	روتينية
Dissonance	تنافر
Needs	حاجات
Identify	تحديد
Perceived	ينظر
Verbal	لفظي - شفوي
Tend to	ميل الى
influence	تأثير
Empirical	تجريبي





## Vocabulary chapter 4

English	Arabic
The long-term	المدى الطويل
Reward	مكافأة أو تعويض
Upward communication	اتصال صاعد
Top management	الادارة العليا
Middle management	الادارة الوسطى
Positive reinforcement	تعزيز ايجابي
Negative reinforcement	تعزيز سلبي
Punishment	عقاب
Extinction	خمود - انقراض
Positive extinction	
downward communication	اتصال هابط
Decision making process	عملية اتخاذ القرار
Arbitrary leadership	قيادة استبدادية
mediation	وساطة
Job centralization	مركزية الوظيفة
Same age	له نفس العمر
Self-actualization	تحقيق الذات
Barriers to communication	معوقات الاتصال



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أبنائى الطلبة و الطالبات انتبهوا :

قانون التعليم رقم ١٣٩ لسنة ١٩٨١ م

مادة ٢٤ : يجوز للطالب الرسب أن يعيد الدراسة مرة واحدة في الصف .

مادة ٢٥ :

يجوز فصل الطالب من المدرسة إذا تغيب بغير عذر تقبله لجنة إدارة المدرسة خلال السنة الدراسية مدة تزيد على خمسة عشر يوماً متصلة أو ثلاثون يوماً منفصلة ، ويعتبر التغيب في أي وقت أثناء اليوم الدراسي تغيباً عن اليوم بأكمله .

ولا يجوز إعادة القيد أكثر من مرة واحدة في ذات السنة الدراسية ، وأكثر من مرتين في المرحلة كلها .

ويشترط لدخول الطالب الامتحان حضوره ٨٥ ٪ على الأقل من عدد أيام الدراسة .

مادة ٣٧ :

يُشترط لدخول امتحانات النقل والامتحانات العامة ألا تقل نسبة حضور الطالب عن ٧٥ ٪ من مجموع الدروس

المقررة للتدريبات المهنية بصرف النظر عن سبب الغياب .

مادة ٤٤ : (خاص بنظام السنوات الخمس)

يطبق في شأن المدارس الفنية نظام السنوات الخمس حكم المادة (٢٥) من هذا القانون فيما يتعلق بالتغيب عن

الدراسة . و حكم المادة (٣٧) في شأن نسبة الحضور .

مادة ٤٥ : (خاص بنظام السنوات الخمس)

يجوز للطالب أن يعيد الدراسة مرة واحدة في الصف وبما لا يجاوز ثلاث مرات في المرحلة كلها .

