

Global Mindset:

It means thinking and working with people from different countries and cultures in a smart and respectful way.

Why is it Important:

Bcz today, businesses are connected worldwide. A manager needs to understand how people from other countries work & think.

Example:

A Pakistani Manager is working in Dubai. He must understand that people from other countries work differently. Some like teamwork, some like fast decisions.

Date 6-May

Chapter-05

Part-02

Ethics and Social Responsibility.

Ethics: don't have any legal values.

Law: have legal values.
and moral

Three Domain of Human Action

1- Domain of codified law

High \uparrow (Legal Standard):

\downarrow If we come online for class
Legal standard of University.

\downarrow Domain of Ethics (Social standard):
 \downarrow Humble with anyone

Low \downarrow

3- Domain of free choice (Personal standard):

\downarrow Engage in studies

Examples of unethical and illegal Organization Behaviour

• Towards Customers:

- False or deceptive sales practices
 - ↳ create an illusion to sale the product.
- submitting misleading invoices.
 - ↳ pay fake taxes.
- Fabricating Product quality data.
 - ↳ sell Product that made by myself but sell as a quality product.

• Towards Employees:

- Discriminating against employees:
inequality [accept female employees not
male employees]
- creating a hostile work environment.
 - ↳ if u don't work, u don't go home.
- Violating health & safety rules:

• Towards Finances:

- Falsifying Financial reports.
- Breaching database control.
- Using confidential information.
 - ↳ clients data.

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• Towards Suppliers: Riskward:



- Accepting Favors or Kickbacks.
 - ↳ taking Personal rewards.
- Violating contract terms.
 - ↳ Not following the rules.
- Paying without accurate records or invoices


• Towards Society:

- Violating environmental standards.
 - ↳ Pollution
- Exposing Public to safety risks.
 - ↳ ignores safety rules.
- Violating international human rights.
 - ↳ break the basic rules of Policies.

Ethical dilemmas:

It is a situation

where a person faces a choice between two or more options, all of which might violate some moral principles, but each of its own set of pros and cons. It's conflict where we have to choose

b/w doing what seems right and doing what seems wrong.
but both options are challenging  from a ethical standpoint.
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Ethical Rules:

- Golden Rule test.

13-May-25

Criteria for Ethical decision Making

- 1- Utilitarian
- 2- Individualism
- 3- Moral Rights
- 4- Justice

• Utilitarian:

Greatest Goods for greatest numbers. It optimizes the benefit for greatest number of people.

• Individualism:

It acts as moral when it benefits an individual's long term interest.

• Moral Rights:

Human beings have

fundamental rights and liberties that cannot be taken away by an individual's decision.

- Justice:

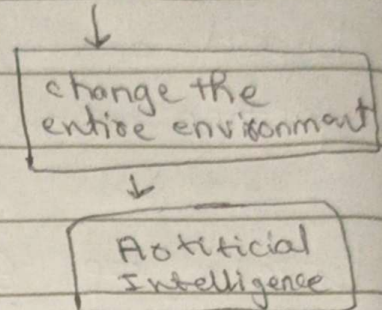
Moral decision must be based on standard of equity, justice and impartiality.

Levels of Social Responsibility:

- Legal
- Ethical
- Discretionary (Voluntary)

Chapter 07

Managing Change and Disruptive Innovation



The Change For Case:

- Organizational Change:

any alteration
of people structure, or technology
in an organization.

Example: Runtime change & Realtime change.

- Change Agent:

Someone who acts
as a catalyst and assumes the
responsibility for managing the
change process.

E.g: Promotion and Influence.

- VUCA:

Volatility, uncertainty, ^{complex} complexity, ^{unclear} ambiguity.

- In today's world, change is only constant.

- Managers must deal with that reality.

After working hours Manager can't call sub-ordinates for work.

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• External and Internal Force for Change.

• External:

- Consumer needs and wants
- New governmental laws
- Technology
- The economy.

• Internal:

- New Organizational Strategy
- Composition of the workforce
- New Equipment.
- Employee Attitudes.

• Calm Waters Vs White-water Rapids Metaphors.

• Calm waters metaphors:

- Unfreezing the status quo
- changing to a new state.
- Refreezing to make the change permanent.

- 3-Steps

- | | | |
|--------------|--|---------------|
| - Unfreezing | | - Refreezing. |
| - Changing | | |

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Eg: Physical taxi

to E-bike/moped means Online taxi.

tab change krte hain jab humein
pta lag jaye ke ab hum aage nahin chal
sakte.

Date _____

• White - water Rapid Metaphor:

The lack
of environmental stability and
predictability requires that
managers

• Areas of Change

Managers focus on four main
areas of change.

- Strategy: Modify the approach of success.
- Structure: Modify structure or design.
- Technology: Modify processes or equipment.
- People: Modify attitudes,
expectations and other individual or
group beliefs or behaviours.

- Why do people resist change?

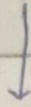
- Uncertainty. you have to accept the change but
are not comfortable with that
- Habit.
- Fear of loss.
- Belief change is inconsistent with
goals of organization.

Date 27-May

Organizational level



Departmental level



Individual level.

Chapter 08 and 12

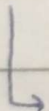
Human Resources Management:



They are the one who managing human resources or employees,

HR planning $\begin{cases} \rightarrow \text{Recruitment} \rightarrow \text{Selection} \\ \rightarrow \text{Derecruitment} \end{cases}$

Training ← Orientation ← Identify and select employees



Provide
up to date
skills

→ Performand → Compensation

Career development

Job Analysis's → Job Description

specification

Job ~~description~~

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