

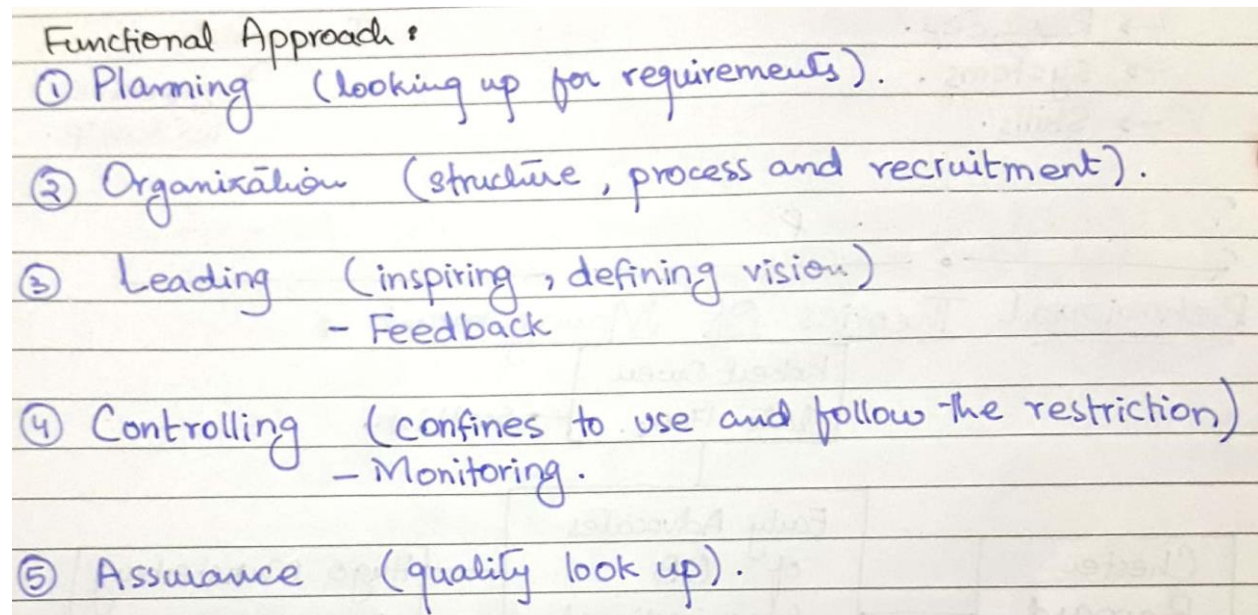
DEFINITION OF MANAGEMENT

The organization and coordination of the activities of a business in order to achieve **defined** objectives. ... **Management** consists of the interlocking functions of creating corporate policy and organizing, planning, controlling, and directing an organization's resources in order to achieve the objectives of that policy.

MANAGEMENT ROLES/SKILLS

- Planning. Planning is a vital aspect within an organization. ...
- Communication. Possessing great communication **skills** is crucial for a **manager**. ...
- Decision-making. ...
- Delegation. ...
- Problem-solving. ...
- Motivating.

FUNCTIONS OF MGT



ORGANIZATIONAL CULTURE

MBWA → management by walking around.

Dated: (2)

ORGANIZATIONAL CULTURE :

- The way people behave in an organization.
- ★ What's culture?
 - It's all about office design.
 - Office alignment.
 - Finding like minded employees.
 - Screening of wrong people from the firm.
 - It's about how people do things in an organization.

Paradox : Culture doesn't make a company.

-- Significance Of Culture :

- ① Culture helps to achieve organizational goals.
- ② Culture helps preserve key values, make company a better place to work and perform better in future.
- ③ It distinguishes the company from competitors.
- ④ It ensures the persistence of critical operating values, such as, delighting customers and making beautiful products.

Amazon → customer centric

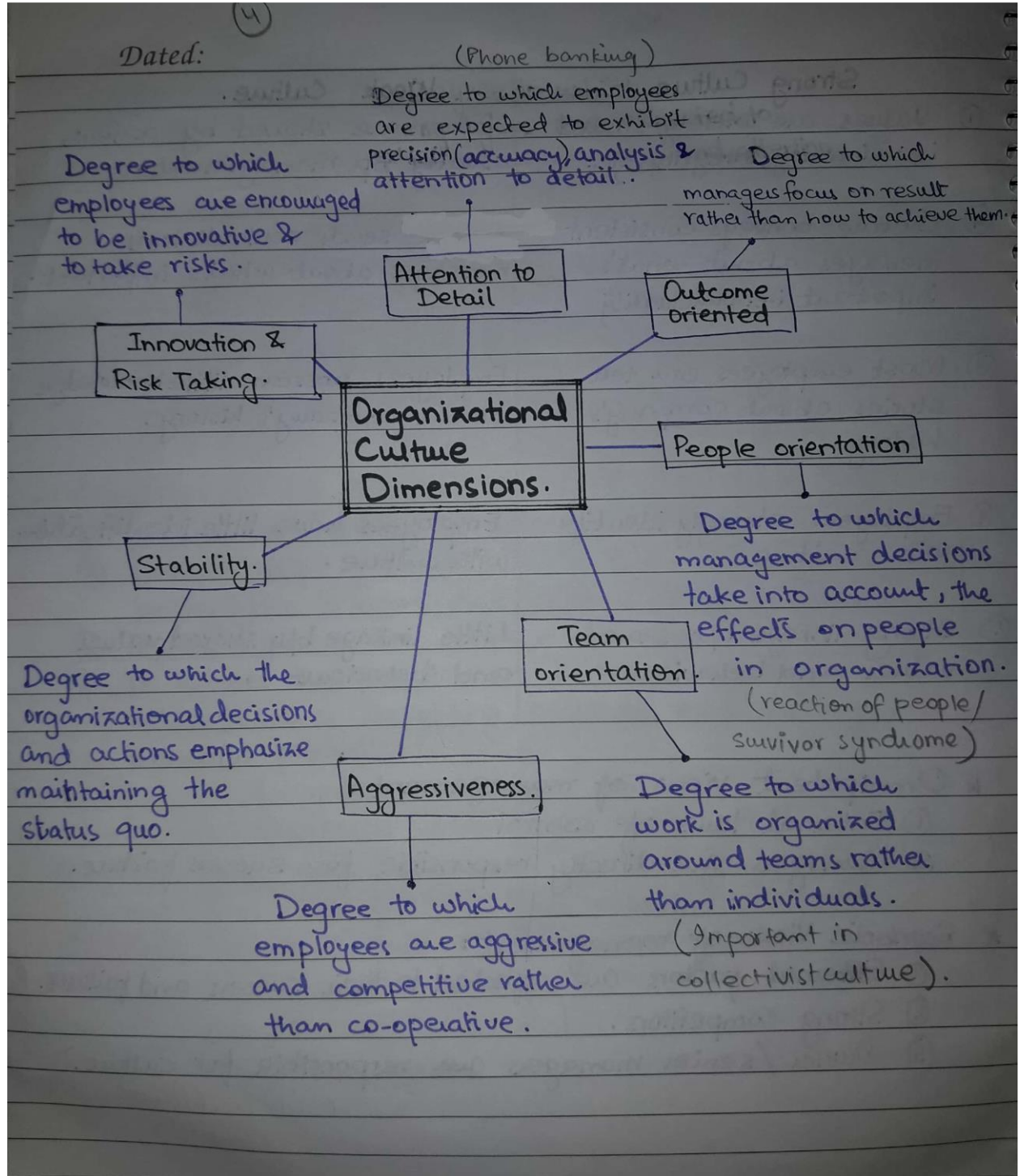
Starbucks → employee centric.

- ⑤ More fast and break things. It help you identify employees who fit with your mission.
- ⑥ More strong culture attracts more talent.

WEAK N STRONG CULTURES

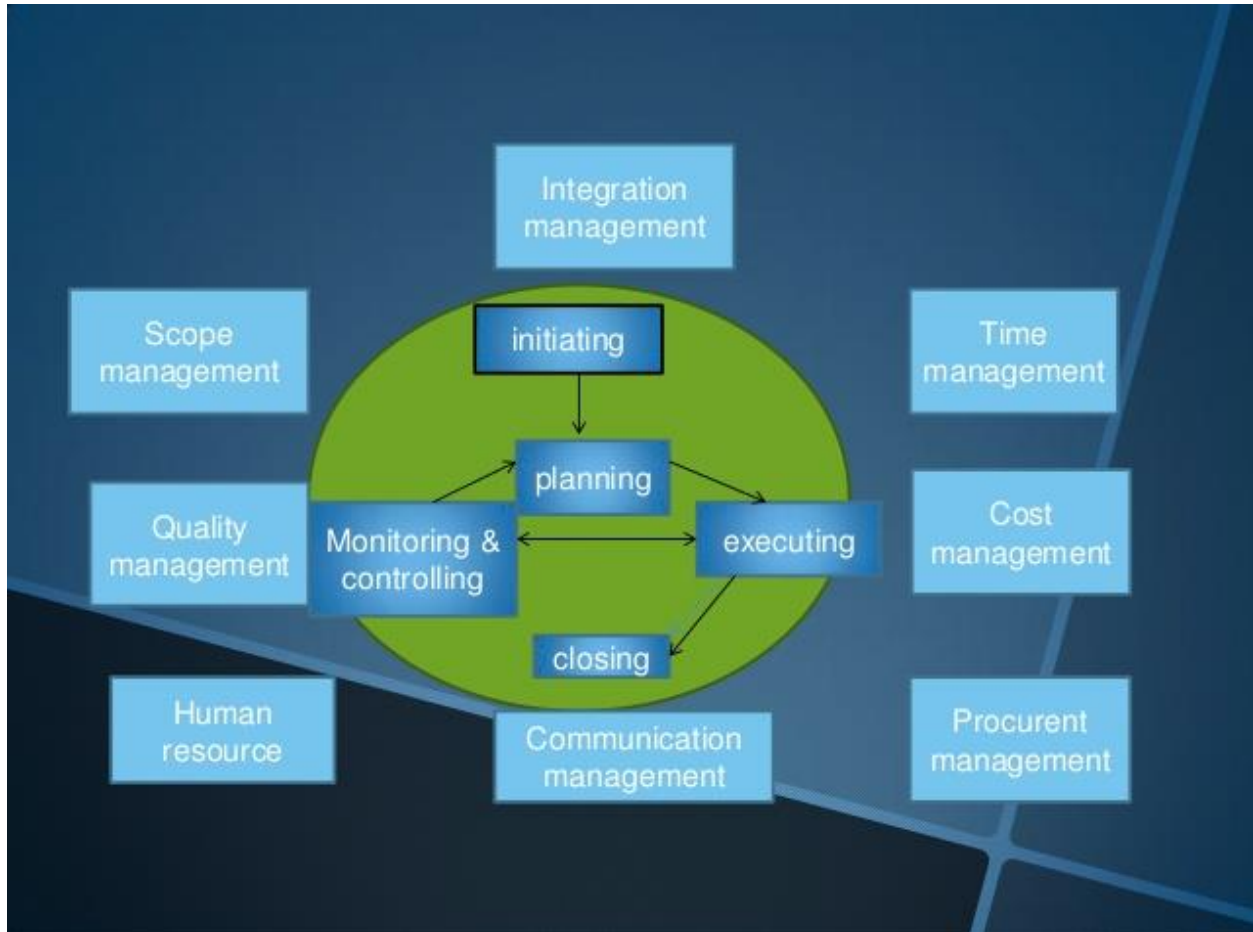
Strong Culture	Weak Culture.
① Values are widely shared i.e: sincerity, integrity, etc.	Values are shared by a few, usually top management.
② Culture conveys consistent messages about what's important i.e: punctuality	Culture sends contradictory messages about what's important.
③ Most employees can tell stories about company's history.	Employees possess little knowledge about company's history.
④ Employees strongly identify with culture.	Employees have little identification with culture.
⑤ Strong linkage b/w shared values and behaviour.	Little linkage b/w shared values and behaviour.

CULTURAL DIMENSIONS



UNIVERSALITY OF MANAGEMENT WITH DIAGRAM

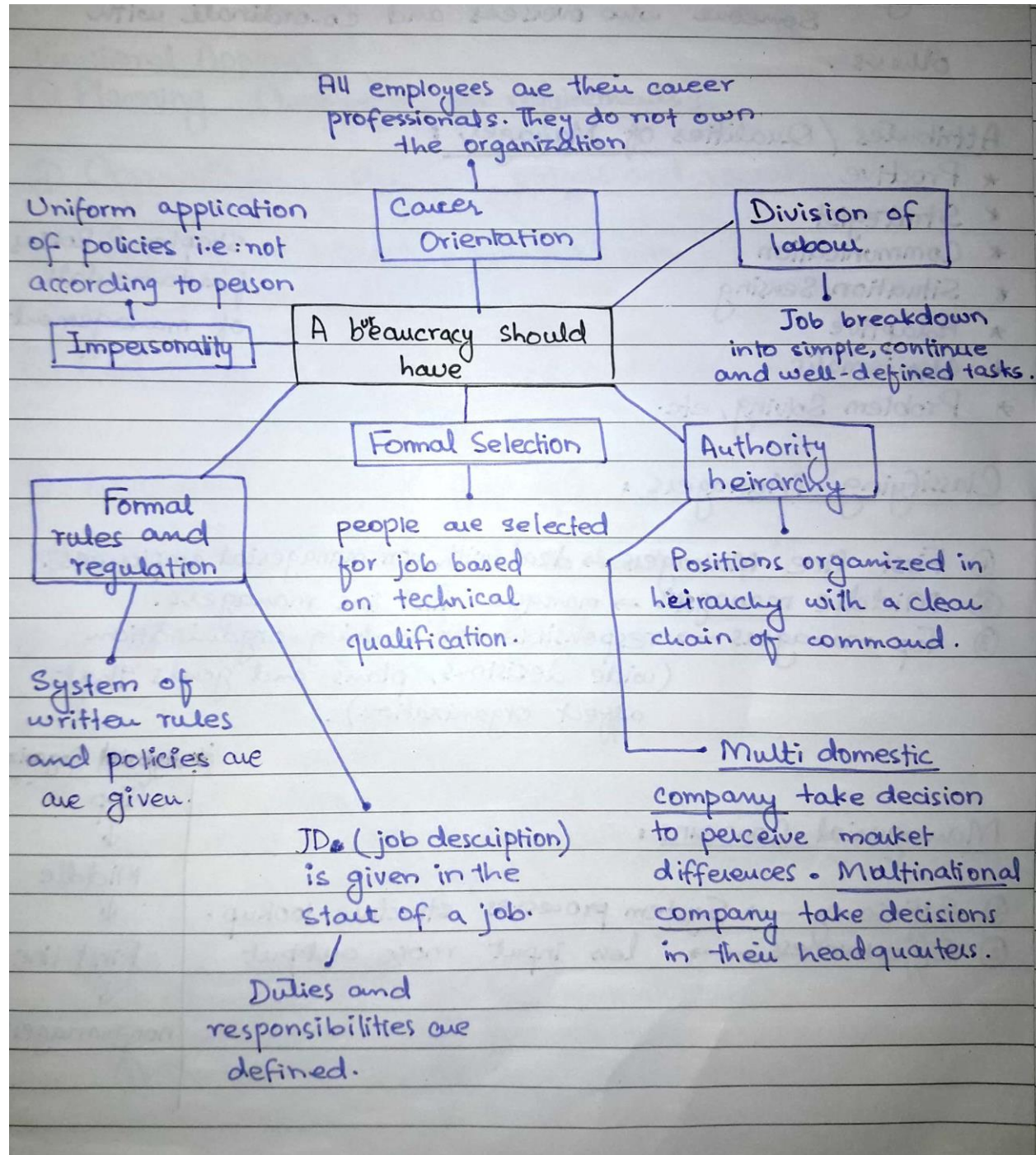
Universality of management means that the principles of **management** are applicable to all types of organizations and organizational levels. It **means** that the manager uses the same **managerial** skills and principles in each **managerial** position held in various organizations



SCIENTIFIC MANAGEMENT

Scientific management is a theory of management that analyzes and synthesizes workflows. Its main objective is improving economic efficiency, especially labor productivity. It was one of the earliest attempts to apply science to the **engineering** of processes and to management. It was given by Frederick Winslow Taylor (Taylor).

WEBERS BUREAUCRACY



TQM

Total quality management (TQM) is the continual process of detecting and reducing or eliminating errors in manufacturing, streamlining supply chain management, improving the customer experience, and ensuring that employees are up to speed with training. Total quality management aims to hold all parties involved in the production process accountable for the overall quality of the final product or service.

TQM is considered a customer-focused process and aims for continual improvement of business operations. It strives to ensure all associated employees work toward the common goals of improving product or service quality, as well as improving the procedures that are in place for production.

ORGANIZATION AS AN OPEN SYSTEM

An open system is the core concept in the open system approach to organizational analysis. An open system is a system that interacts with its environment for renewal and growth. ... An organization must manage the inflows and outflows of its interactions with its environment.

Open And Closed Systems

There are 2 systems of organizations:

- 1- Open System.
- 2- Closed System.

Closed System → cubical system of offices.

- System are closed off from the outside world and all interaction and knowledge is transmitted within the closed systems only.
- For example : Machine bureaucracy, corporate management/messaging or production line.

Open System

- System with interactive environment and people exchanges information, material and energy with others.
- This environment is adaptive in nature.

Topics for mid 1

- Henri Fayol's 14 principles.
- Managers → (classification, functions, duties).
- Max Weber's bureaucracy
- Management vs Leadership.
- Early advocates of OB.
- Open & closed systems of organization.

CONTINGENCY VARIABLES

A contingency variable refers to the specific factor that could impact the outcome of a particular situation positively or negatively.

Whatever the way, in which organizations construct their organizational structure, it is dependent upon the following four contingency variables: technology, size, degree of environment and the organizations' strategy.

OUT WITH MOTIVATION, IN WITH ENGAGEMENT

Refer handout given by sir.

MOTIVATIONAL THEORIES

Refer **FoM Mid2 (5 theories)** Notes (already shared in group)

MANAGEMENT STRUCTURES

Refer **FoM Mid2 (Organizational Structure)** Notes (already shared in group)

OMNIPOTENT AND SYMBOLIC VIEW

According to the **omnipotent view**, managers are directly responsible for an organization's success or failure. However, the **symbolic view** argues that much of an organization's success or failure is due to external forces outside managers' control.

Omnipotent view	Symbolic view
1. Managers are directly responsible for an organization's success or failure.	1. Managers are not directly responsible for an organization's success or failure.
2. The quality of the organization is determined by the quality of its managers.	2. The whole control is not on managers, so the quality of the organization is not determined by the quality of its managers.
3. The performance of managers influences the organization goals.	3. The performance of managers is not influences the organization goals.
4. The ability of managers is to gain success and failure by their good or bad performance.	4. The ability of managers to affect outcomes is influenced and limited by external factors.
5. Example: Coaches, Faculties, Group leaders, supervisors etc.	5. Example: The economy, customers, governmental policies, competitors, industry conditions, technology etc.

LEADERSHIP SKILLS OVER MANAGEMENT

Leadership vs Management, What's the Difference?

Leadership

The action of leading a group towards a common goal.

Lead People

Leaders → Inspire
Motivate
Encourage

"Leadership is the art of getting someone else to do something you want done because he wants to do it."

Dwight D. Eisenhower

Top 10 Leadership Skills:

1. Communication
2. Motivation
3. Delegation
4. Positivity
5. Trustworthiness
6. Creativity
7. Feedback
8. Responsibility
9. Commitment
10. Flexibility

Management

The Process of dealing with or controlling things or people.

Manage Things

Managers → Plan
Organize
Coordinate

"What's measured gets improved."
Peter F. Drucker

Top 10 Management Skills:

1. Interpersonal Skills
2. Communication
3. Motivation
4. Organization
5. Delegation
6. Forward Planning
7. Strategic Thinking
8. Problem Solving
9. Commercial Awareness
10. Mentoring

TALENT ACTIVATION (WATCH MY VIDEO ON MY FB PAGE DRILLTALENT)

ORGANIZATIONAL CULTURE (WATCH MY VIDEO ON MY FB PAGE DRILLTALENT)

LEADERSHIP DEVELOPMENT STRATEGY (WATCH MY VIDEO ON MY FB PAGE DRILLTALENT)

CULURES N ORGANIZATIONS: SOFTWARE OF THE MIND

Didn't get any material regarding this. If you guys have then please send it in group.

CHANGES AFFECTING A MANAGER'S JOB

Didn't get any material regarding this. If you guys have then please send it in group.

TIMPSON'S DOCUMENT

Didn't get any material regarding this. If you guys have then please send it in group.

HOW THE ENVIRONMENT AFFECT MANAGERS

Didn't get any material regarding this. If you guys have then please send it in group.

