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ASSIGNMENT NO. - 1

1. Identify several of the important skills that help managers succeed. Give an example of each. How might the importance of different skills vary by level and area within an organiza - tion ?

A) "Management is a process of Planning, Organizing Actuating and controlling performed by a person/s to determine and accomplish objective by the use of people and resources"

— GEORGE R TERRY

For Manager/s to be a successfull manger/s, the Manager/s has to be skilled in all the four field's that are mentioned above.

PLANNING: Planning means thinking the managers action in advance in order to achieve a predetermined goal of an Organization. In order to be skilled in planning the manager should be having the following skills.

* Critical thinking
* Decision Making
* Logical thinking

Eg: Let us take an example of an IT industry. Consider that an Organization has recieved a project to built a particular product. Let that product be a Laptop.

While planning the project the manager must think of all the possible ways in which they would complete the project by the deadline (Critical thinking). Also the manager must apply

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logic about what are the basic necessities required and what the customer would want (logical thinking). The manager is also bound to make wise decisions like to whom must he provide a contract to supply the essential equipment which would help/benifit the Organization.

ORGANIZING: Organizing means co-ordinating machines, materials and human resources of the Organization. Organizing plays an important role in getting the work done. To be good in Organizing the following skills need to be equiped:-

      * creating and keeping deadlines.
      * Team management
      * Goal settings.

Eg: Let continue with the same example. After successfully planning everything the Manager/s is suppose to allot teams as per requirement (Team Management). The Manager is suppose to allot time limit to the teams to complete a task in a period (creating and keeping deadlines). And the Manager/s should keep goals for the workers like to complete a task within given Time to achieve a bonus (Goal Setting).

ACTUATING: Actuating means motivating, directing the subordinates. Actuating helps the people

of the Organization boost their self esteem and work hard for achieving success of the Organization and their selves. To be good at actuating the managers should have good,

* Communication
* Technical knowledge
* Problem solving aspects

Eg. After proper Organizing the next task of the manager is to communicate with the teams to have good communication he should have the technical knowledge about how the stuff are gonna be done and should always be ready to solve the problems occuring during the work being done. Communicating with the team and asking clarifying questions will help the people have a clear picture of the product to be designed / made. In order to clarify their doubts the manager should have knowledge of the laptop that is to be designed. So that he would help them solve the problems if they occur later.

CONTROLLING: Controlling means managers should ensure that there is no deviations from plans. Controlling the Organization means the Manager is supposed to know "when to let them free and when to cut their tails" In other words manager needs to make sure that the work is being done.

Eg: Fun is a part of Job so the manager should not always judge the worker/ employee for having fun even though the job is done on time. But when the fun starts taking over the work the manager has to step in and control the situation by asking him/her to concentrate on the work. In other sense manager should not be strict but should also not be lenient.

DIFFERENT LEVELS OF MANAGEMENT

On different levels of management the manager's have to equip different skills but at the end each and every level of management the Manager should be good at Planning, Organizing, Actuating, Controlling.

Eg: Let us take the same example of an IT Industry with a Laptop project. Assume that their was a techical issue in a Laptop at that moment the manager of that particular department should advice or solve the problem by himself/herself. It the problem is a little serious then the problem has to be solved by the mid-level managers. If the problem is serious and it can cause fatality to the product then the higher level managers should step in. So it indicates that the higher the management, higher should be the skills equipped and higher must be the experience.

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2. Many people are attracted to status, power and financial rewards associated with a high work load and an unrelenting sense of obligation and responsibility to the people being managed. For example one U.S study showed that senior managers work long hours and enjoy an average of only 12.2 vacation days per year. What do you think are some of the pros and cons of becoming a manager? Is this a proffession and a life style that appeals to you? Explain.

A) Being a Manager is not an easy job. Managers are the one's who are answerable to the higher authority or the customer if the project fails / delays. So the Manager's life has certain pro's and con's some of them are as follows:-

PRO'S:

TITLE: Being called as a manager in a particular organization is honorable and. priviledged feeling for an individual. We all see in out daily life that a manager is treated with respect may be he/she is a bank manager or a Manager of an IT industry.

SALARY: Manager's have a high paid salary. May/May not be high based on which level the Manager belongs to. For example low level manager's are paid lower than mid-level manager's and the high level Manager is paid the highest.

CONTROLLING: So when an individual or a group of individuals become manager/s they are the top lead to a group of people. They have access and priviledges to control thy people to get the job done.

CONS:-

STRESS: Being a manager is a stressful job. The manager has to ensure that the plan is working as per schedule and that it isn't deveating.

WORKING BEYOND:- The employee/workers of the organization work only on the required time (office time) but a manager works for more time and that is beyond the time limit to ensure everything is fine.

DYNAMIC: A manager always has to be dynamic i.e., s/he has to keep upgrading himself/herself

to the changing trends and technology and keep improving to the satisfaction and for the betterment of organization.

I think at the beginning people consider Manager as a profession but on the go they get adapted to it, get used to it and try to improve themselfes in the field that one day it turns into a their way of living and their lifestyle changes as they upgrade.

3. Some critics claim that corporate HR departments have outlived their usefulness and are not there to help employees, but to keep organization from legal problems. What do you think? What benefits are there to having a formal HRM process? What drawbacks?

A)   I do not agree with the statement that the HR department only work to keep the organization safe from legal problems.

The HR department contributes in influencing the individual's role in an organization. They not only provide/influence legal framework

but also provide required skills and knowledge of the organizational management to the employees.

BENEFITS:

* HRM helps in training and high hiring the employees/work force in an organization, that provides man power. HRM uses different hiring strategies for hiring the right individual to the organization.

* HR helps in building good relations with the organization by scheduling meetings and conferences of the individual with the organization.

* HRM also helps in building culture and values in the organization and take care of performance management

* HRM is responsible for conflicts/disagreement between the employee and employee management.

DRAWBACKS:

* Analysing is difficult.
* There is often loss of subjectivity.

4. In a typical mid-sized or large organization, the three recognized type of management related communications are : Downward, Upward and Lateral Organizational Communication. How has each of these patterns of communication been affected by IT/ Systems ? Explain.

A)

UPWARD COMMUNICATI-ON

DOWNWARD COMMUNICA-TION

HORIZONTAL/LATERAL COMMUNICATION

(DIRECTIONS OF COMMUNICATION)
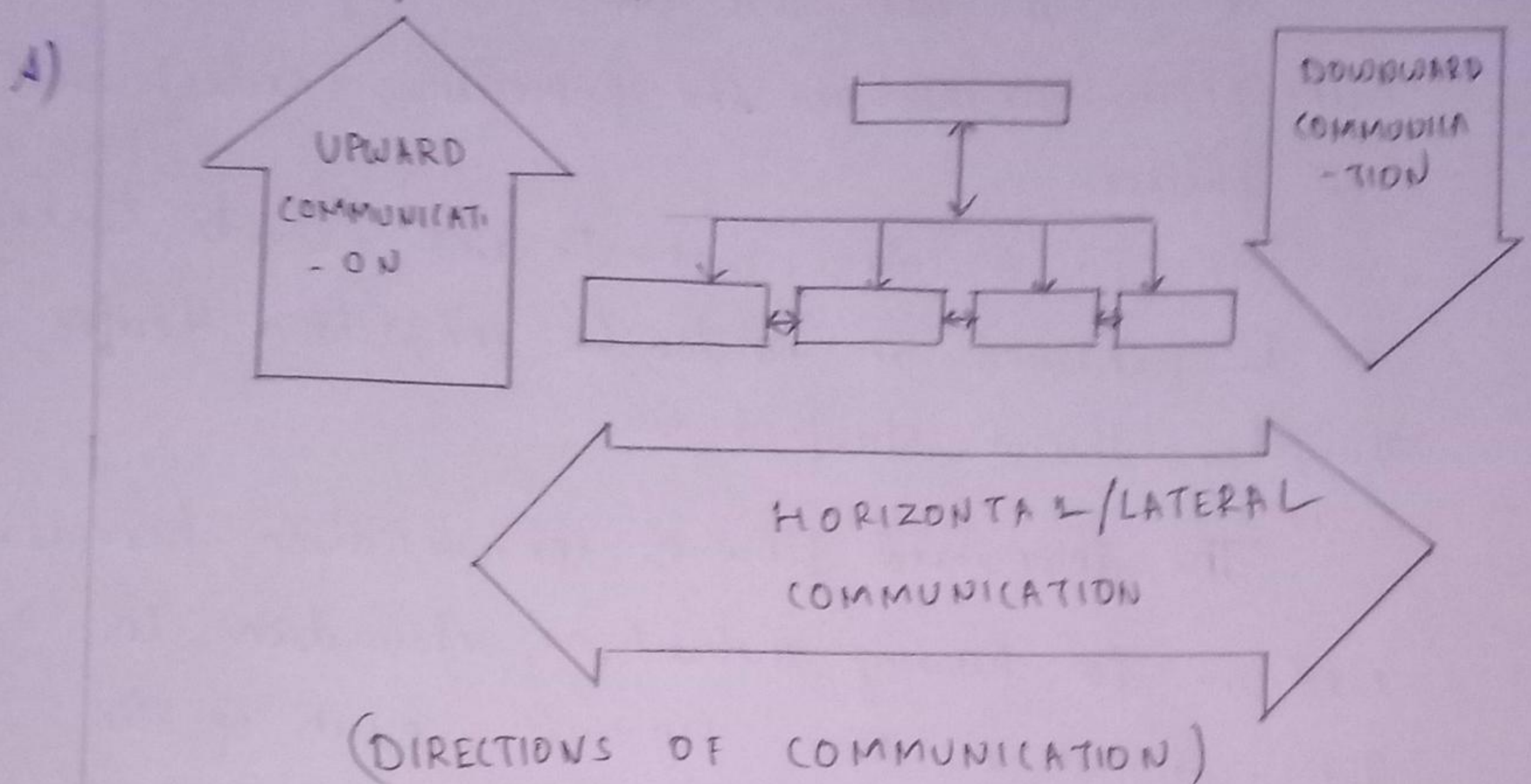
In an Organization (mid/ large sized) the downward Communication is from top level managers to low and mid level managers, horizontal communication is among the same level and upward Communication is from low/mid level to high level managers.

DOWNWARD COMMUNICATION:

In an IT industry the downward communication is to communicate the following

* To implement the goal, the strategies to be used to achieve the goal and the objective of the goals to the lower level.

* To instruct and divide the jobs and make them understand the procedures (rules) and the policies.

* To socialize, motivate and provide tasks to be achieved in order to complete a specific target within a specified time.

"The downward flow of communication provides medium for passing instructions, information to organizational members. However, much of the information get lost as it is passed from one person to other."

UPWARD COMMUNICATION:

This communication happens only when

* Problems or exceptions that need to be solved by higher level manager (serious problems). Or if their are any suggestions by the lower level.

* To share the performance reports or complaints and disputes to the higher level.

* And also to share the financial and accounting information regarding interest on investment, tax, etc.

"Communication should flow smoothly in upward as well as downward, but unfortunately upward communication does not flow freely due to some reasons like: Administrator fails to respond to staff or takes less-than-perfect actions, time lags, etc."

HORIZONTAL/LATERAL COMMUNICATION:

The horizontal communication/lateral communication is to

* Solve problems by passing messages between members of same department (Intra-department) or between members of different departments (Inter department) in a lower level.

* Or to accomplish join projects by communicating to various other departments.

"Horizontal communication flows to enhance co-ordination

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5. Explain the co-relation between management and change theory, introduction to working in health care environments and care co-ordination to the concept of leadership and management. Analyse conditions in which professional nurse utilizes and experiences leadership resulting in management and change theory.

A) CHANGE MANAGEMENT:

Once people belive in manager's / leaders, people get excited to achieve new targets. A manger can change or ensure change of strategies, plans, technology so that the people of organization achieve new targets. This is known as change Theory / management. Thus we understand that their is a strong relationship between management and change.

In nursing the change individual brings changes that result variation in nursing services. The nurse may be the manager, staff or a nurse who works with other nurses. Change theory is used to bring

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CHANGE THORIES : NURSING

1. LEWIN'S CHANGE THEORY:

Lewin's change theory has three different stages:

* Unfreezing stage,
* Moving stage and
* Refreezing stage.

It depends upon the presence of driving and resistant forces. which are the nurses and employees who do not want proposed change.

If the theory has to be successful the driving force (~~Nurses~~) Employee's has to dominate the resistant forces (~~Employee~~'s) Nurses.

2. ROGER'S CHANGE THEORY:

It is the modified Lewin's change theory. Roger's created a five stage of his own namely,

* Awareness.
* Interest ~~Evaluation~~
* Adoption,
* Evaluation and

* Implementation.

This theory is applicable to long-term change periods. This theory becomes successfull only when nurses adopt the changes.

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