

1/1/23

Lecture 1

C.W

⇒ Management
Controlling / dealing

→ Thing → People

"Getting things done by and
through people"

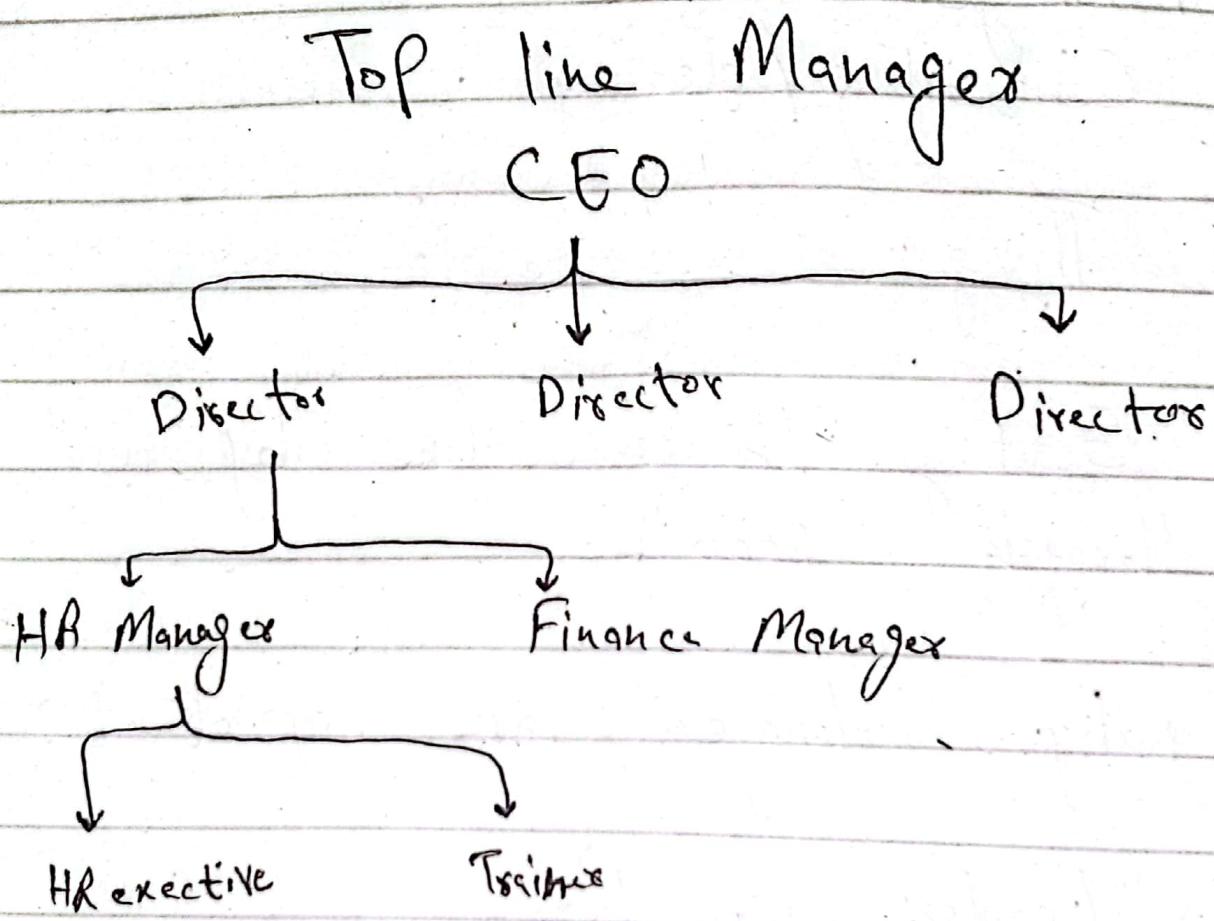
⇒ Why "Managers" are important?

⇒ Leader vs. Boss

⇒ Who are managers and
where do they work?

Lecture 2

C.W



→ Efficiency

→ Affectiveness

→ Planning

→ Organization

→ leading

→ controlling

→ Managerial Roles

→ Interpersonal Roles

→ Informational Roles

→ Decisional Roles

→ Management Skills (Pg #41) pdf

• Conceptual Skills

• Human Skills

• Technical Skills

→ Why Study Management? (Pg #46) pdf

→ History of Management

↓
(Pg # 58 pdf)

→ Observer's Expectancy

Q:- What is Management?

Management is the process of getting things done, effectively and efficiently, with and through other people. Efficiency and effectiveness have to do with the work being done and how it's being done.

"Efficiency" means doing a task correctly ("doing things right") and getting the most output from the least amount of inputs.

"Effectiveness" means "doing the right things" by doing those work tasks that help the organization to reach its goal.

Q:- Who is a Manager?

A manager is someone who coordinates and oversees the work of other people so that organizational goals can be accomplished - A manager's job is not about personal achievement — it's about helping others do their work.

Q:- Is there a way to classify managers in organization?

Managers can be classified as first-line, middle, or top.

"First-line manager" manage the work of non-managerial employees who typically are involved with producing the organization's products or servicing the organization's customers. First-line managers may be called

supervisors, or even shift managers, district managers, department managers, or office managers.

"Middle managers" manage the work of first-line managers and can be found between the lowest and top levels of organization. They may have titles such as regional manager, project leader, store manager, or division manager.

"Top managers", who are responsible for making organization-wide decisions and establishing the plans and goals that affect the entire organization. These individuals typically have titles such as executive vice president, president, managing director, chief operating officer, or chief executive officer.

OR What do managers do?

Q:- Why are managers important?

Here below, the reasons why managers are important are given:

(1) Planning team actions:-

Managers can provide leadership to their teams, providing a purpose and direction that employee can trust.

(2) Setting goals:-

Managers can set goals for teams and individual employees. By giving their employees something to accomplish, a manager may help them grow in their positions and improve their productivity.

(3) Organizing teams:-

Managers can organize co-workers who have similar work styles and can work together professionally into successful teams.

(4) Using Resources:-

Managers can be responsible for their employee's performances, which including make sure they have the resources they need.

(5) Facilitating communication:-

A manager can be the point of communication for other departments or the owners and CEOs of a company. Managers help spread information between different levels of the company efficiently, which is important because successful teams often need communication that flows between employees and managers.

(6) Providing stability:-

A manager provides stability to their employees, which may increase job satisfaction and reduce turnover.

Q:- What is an organization?

where do managers work.

"Organization" is a deliberate arrangement of people to accomplish some specific purpose. College or university, government departments, grocery store, all are organizations, with three common characteristics:

- (1) An organization has a distinct purpose.
- (2) Each organization is composed of people.
- (3) All organizations develop some deliberate structure within which members do their work.

However, no matter what type of approach an organization uses, some deliberate structure is needed so work can get done, with managers overseeing and co-ordinating that work.

Q:- What are the functions of management? (Management Functions)

There are four functions of management, which are given below:

(1) Planning:-

Management function that involves setting goals, establishing strategies for achieving those goals, and developing plans to integrate and co-ordinate activities.

(2) Organizing:-

Management function that involves arranging and structuring work to accomplish the organization's goals.

(3) Leading:-

Management function that involves working with and through people to accomplish organizational goals.

(4) Controlling:-

Management function that involves monitoring, comparing, and correcting work performance.

Q:- What are the roles of management? (Management Roles)

- "Managerial roles" refers to a specific actions or behaviours expected of and exhibited by a manager.
- "Interpersonal roles" are ones that involves people and other duties that are ceremonial and symbolic in nature. The three interpersonal roles include figurehead, leader, and liaison.
- "Informational roles" involve collecting, receiving, and disseminating information. The three informational roles include monitor, disseminator, and spokenperson.

→ "Decisional roles" entail making decisions or choices. The four decisional roles include entrepreneur, disturbance handler, resource allocator, and negotiator.

Q:- What are the skills of management? (Management Skills)

Robert L. Katz proposed that managers need three critical skills in managing:

- "Technical skills" are the job-specific knowledge and techniques needed to proficiently perform work tasks. These skills tend to be more important for first-line managers.
- "Human Skills" involves the ability to work well with other people both individually and in a group. Because all managers deal with people,

these skills are equally important to all levels of management.

→ "Conceptual skills" are the skills managers use to think and to conceptualize about abstract and complex situations.

These skills are most important to top managers.

Q:- What is the "sustainability" to the manager's job?

From a business perspective, sustainability has been defined as a company's ability to achieve its business goals and increase long-term shareholder value by integrating economic, environmental, and social opportunities into its business strategies.

Q:- Why study Management?

We can explain the value of studying management by looking at three things:

(1) The universality of management :-

We can say with absolute certainty that management is needed in all types and sizes of organizations, at all organizational levels and in all organizational work areas, and in all organizations, no matter where they are located. This is known as the "universality of management".

(2) The Reality of work :-

That is; you will either manage or be managed.

(3) Rewards and challenges of being a manager :-

Rewards

- Create a work environment

in which organizational members can work to the best of their ability.

- Help others find meaning and fulfillment in work.
- Play a role in influencing organizational outcomes

Challenges

- Do hard work.
- May have duties that are more clerical than managerial.
- Motivate workers in chaotic and uncertain situations.