

Topics

- What is management - Overview, basic concepts
- Function of management
- Levels of management
- Maslow's hierarchy of needs

The realities of management -

- Dealing with uncertainty.
- Dealing with large & diverse set of people despite having little direct control.

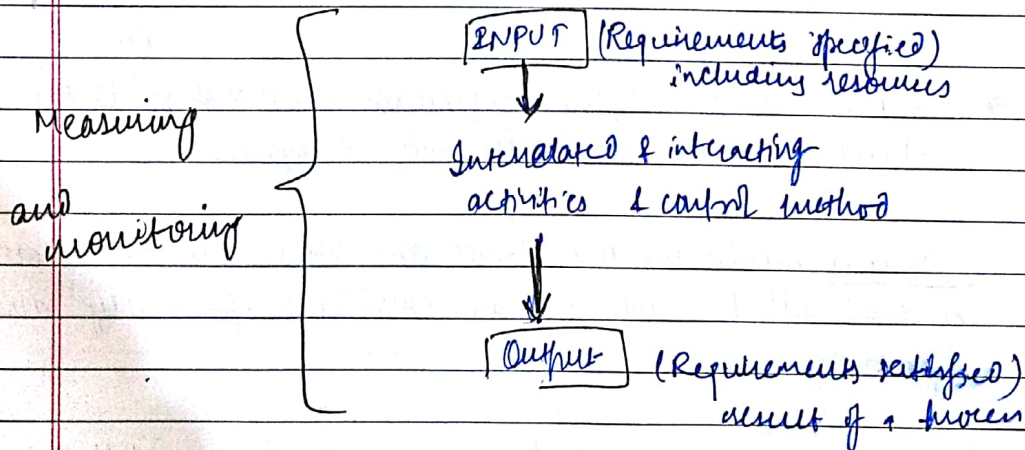
Management -

planning, organizing, staffing, directing &

controlling
desirable / correct output

Attainment of organizational goal in an effective and efficiently through planning, organizing, staffing, directing and controlling.

desired / expected



Theories and approaches -

- The classical approach
- Human resource approach
- The modern approach

Classical approach -(19th cent)By F.W. Taylor - 1880's to 20th century↳ scientific & rational

- Administrative principles - Henry Fayol
- Bureaucratic organization - Max Weber
- Scientific management - Frederick W Taylor

↳ founder father of managementScientific management (soldering)↳ way to ~~help~~ optimize the way in which tasks were performed thus improving the labor productivity.

↳ give incentives to labourers.

"In the past man must have been first, In the future system must be first." - Taylor's Philosophy.

• Focus is on higher productivity.

5 functions of management process
as defined by Henry Fayol

Planning

+ Organizing

+ Staffing

+ Leading

+ Controlling

Read!

14 principles of
management
by Fayol

- Planning activities
- Organizing resources and activities
- Staffing organization ~~and~~ with qualified people
- Leading/directing employees' activities
- Controlling the organization's activities.

Plans

- Strategic → increasing business, sales (measurable)
- Tactical → advertisement, offers
- Operational → find the best suppliers, distributors.

Planning

Deciding in advance

- what, when, who, where, how

Bridges a gap b/w where are we today and where we want to reach.

sets goal.

Directing -

Leading, motivating, giving direction.

Controlling -

- Matching actual performance with the planned goal.
- Suggest corrective measures.
- If problem, find the reason of deviation.

Levels of management

- Top management - provide overall direction of an orgⁿ (CEO, president)
- Middle managers - Co-ordinate employee activities
 - work as bridge
 - Determine which goods or services to provide
 - Rely on commⁿ teamwork
- First-line managers -
 - have direct responsibility for producing goods.
 - technical expertise is important