

UNIT:-1

Leadership Skills

Leadership Skills

Introduction



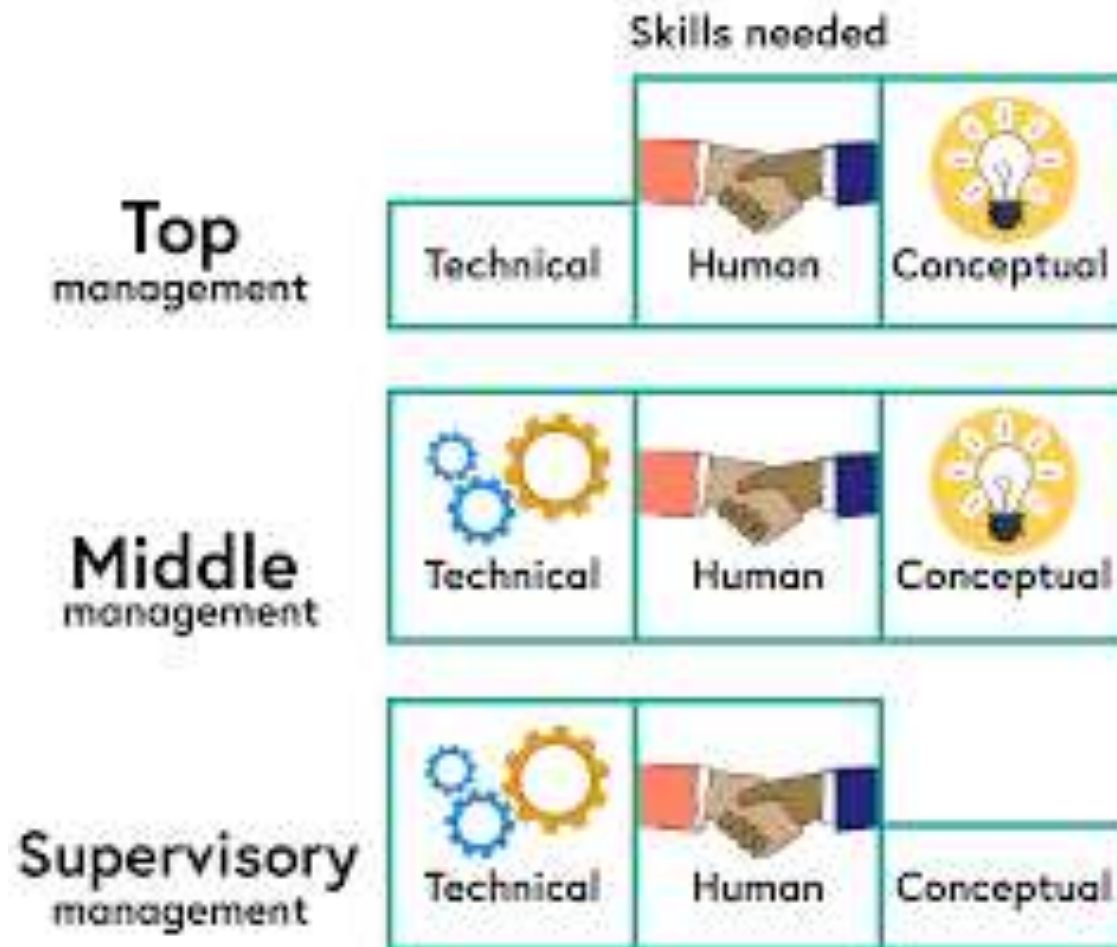
- Leadership skills are the strengths and abilities individuals demonstrate
- Leadership skills are an essential component in positioning executives to make thoughtful decisions about their organization's mission and goals
- Leadership skills can help you in all aspects of your career, from applying for jobs to seeking career advancement.
- It is one of many soft skills that employers value

Leadership Skills

Introduction



Leadership Skills majorly include following three skills



Leadership Skills

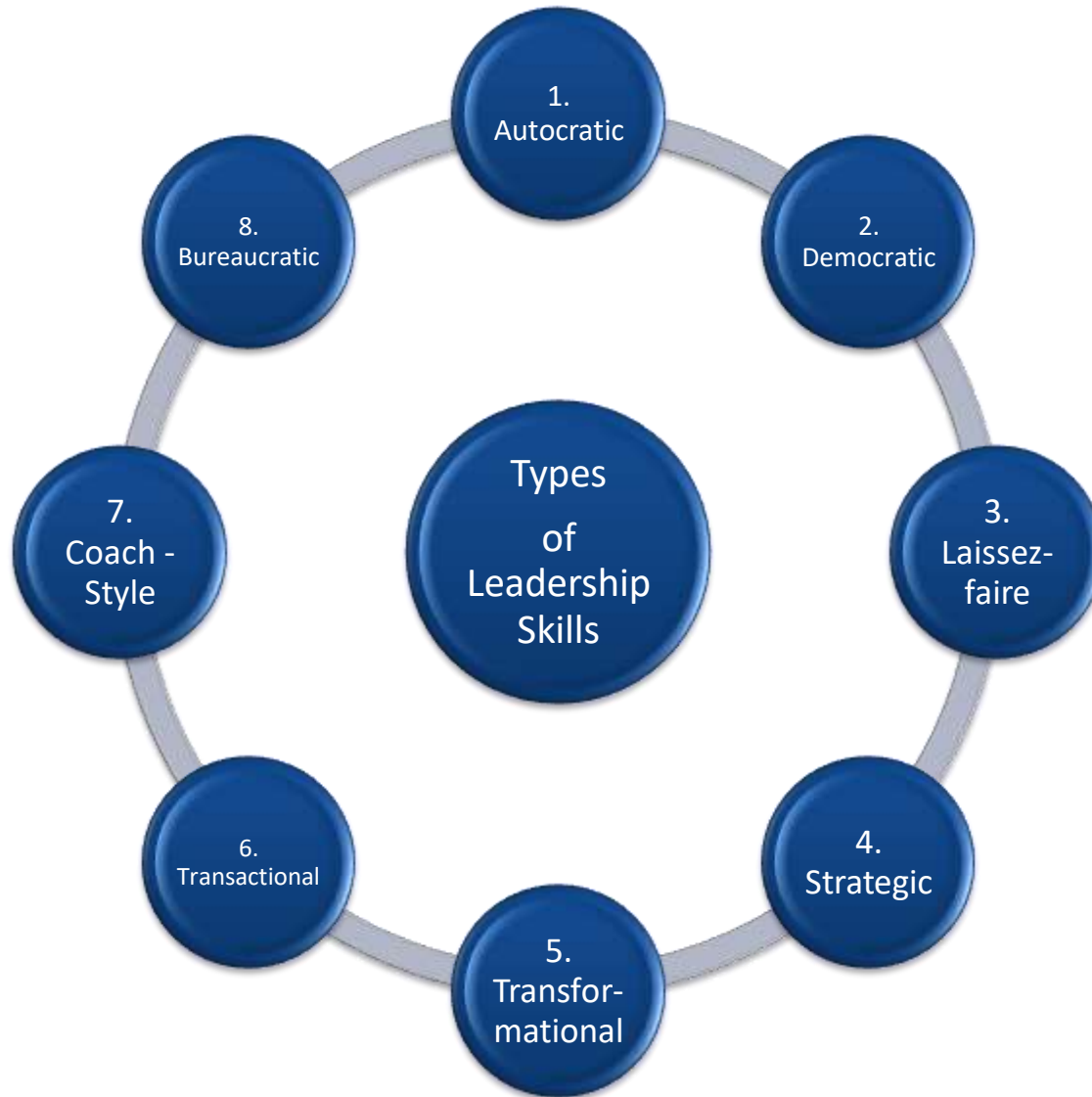
Definition



- Leadership skills are skills you use when organizing other people to reach a shared goal
- Leadership skills are developed capacities used to guide and influence individuals, teams or, an organization to achieve a committed objective.
- These skills include a wide range of communication abilities and personality traits that you may inherently possess or be able to develop over time.

Leadership Skills

Classification of Leadership



Leadership Skills

Classification of Leadership



1. Leaders expect others to follow them, opinions of employees not considered
2. As it is named, leaders make or break decisions democratically – based team's opinion/feedback
3. It means “let them do” – leaders believe that authority lies with employees
4. it is like a bridge between the senior team and the employees, ensures stability of working conditions when decisions are made

Leadership Skills

Classification of Leadership



5. Aims at transforming and improving functions and capabilities – ask employees to push their boundaries
6. common leadership style based on the action-and-reward concept
7. focuses on larger growth – encourages individual team members to focus on their strengths and weaknesses
8. This leadership style goes by books/rules

Leadership Skills

Factors for Effective Leadership



Leadership Skills

Manager as a Leader



Management

Planning
Organising
Staffing
Coordinating
Controlling

Communicating
Problem-Solving
Decision-Making

Leadership

Influencing
Motivating
Inspiring
Creating
Mentoring



THANK YOU

UNIT:-2

Decision Making & Problem Solving

Decision Making

Need Of Decision Making



- Decision making may be reviewed as the process of selecting a course of action from among several alternatives in order to accomplish a desired result.
- Decision-making is the process of reducing the gap between the existing situation and the desired situation through solving problems and making use of opportunities.
- The purpose of decision making is to direct human behavior and commitment towards a future goal

Decision Making

Characteristics Of Decision Making



- Decision making is an intellectual process, which involves imagination, reasoning, evaluation and judgement.
- It is a selection process in which best or most suitable course of action is finalized from among several available alternatives.
- Decision making is a goal oriented process.
- It is a focal point at which plans, policies, objectives, procedures, etc., are translated into concrete actions.
- It is a systematic process and an interactive activity.
- Decision making involves commitment of resources, direction or reputation of the enterprise.
- Decision making is always related to place, situation and time
- After decision making it is necessary and significant to communicate its results (decisions) for their successful execution.

Decision Making

Elements of Decision Making



- The decision maker.
- The decision problem or goal.
- Attitudes, values and personal goals of the decision maker.
- Assumption with regard to future events and things.
- The environment in which decision is to be made.
- Available known alternatives and their estimated or imagined outcomes.
- Analytical results in the whole perspective.
- The constraints.
- The act of selection or choice.
- Timing of decision.
- Proper communication of decision for its effective execution.

Decision Making

Importance of Decision Making



Importance of Decision-Making in Management

1. • Better Utilisation of Resources
2. • Facing Problems and Challenges
3. • Business Growth
4. • Achieving Objectives
5. • Increases Efficiency
6. • Facilitates Innovation
7. • Motivates Employees

Decision Making

Steps of Decision Making



7 STEPS TO EFFECTIVE DECISION MAKING

Decision making is the process of making choices by identifying a decision, gathering information, and assessing alternative resolutions.

Using a step-by-step decision-making process can help you make more deliberate, thoughtful decisions by organizing relevant information and defining alternatives. This approach increases the chances that you will choose the most satisfying alternative possible.



Problem Solving

Concept of Problem Solving



- Problem solving is the act of defining a problem; determining the cause of the problem; identifying, prioritizing, and selecting alternatives for a solution; and implementing a solution.
- Skills Required in Problem Solving are as follow:
 1. Creativity
 2. Researching Skills
 3. Team Working
 4. Emotional Intelligence
 5. Risk Management
 6. Decision Making

Problem Solving

Steps In Problem Solving



define the problem



brainstorm solutions



pick a solution



test the solution



review the results

Problem Solving

Problem Solving Resources



- Books
- Articles
- Case Studies
- Courses
- Webcast



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UNIT:-3

Conflict Management & Stress Management

Conflict Management

Concept of Conflict



- A Conflict is a serious disagreement or argument about something important
- If two people or groups are in conflict, they have had a serious disagreement or argument and have not yet reached an agreement
- Conflict management is the process of reaching an agreement

Conflict Management

Concept of Conflict



Conflicts

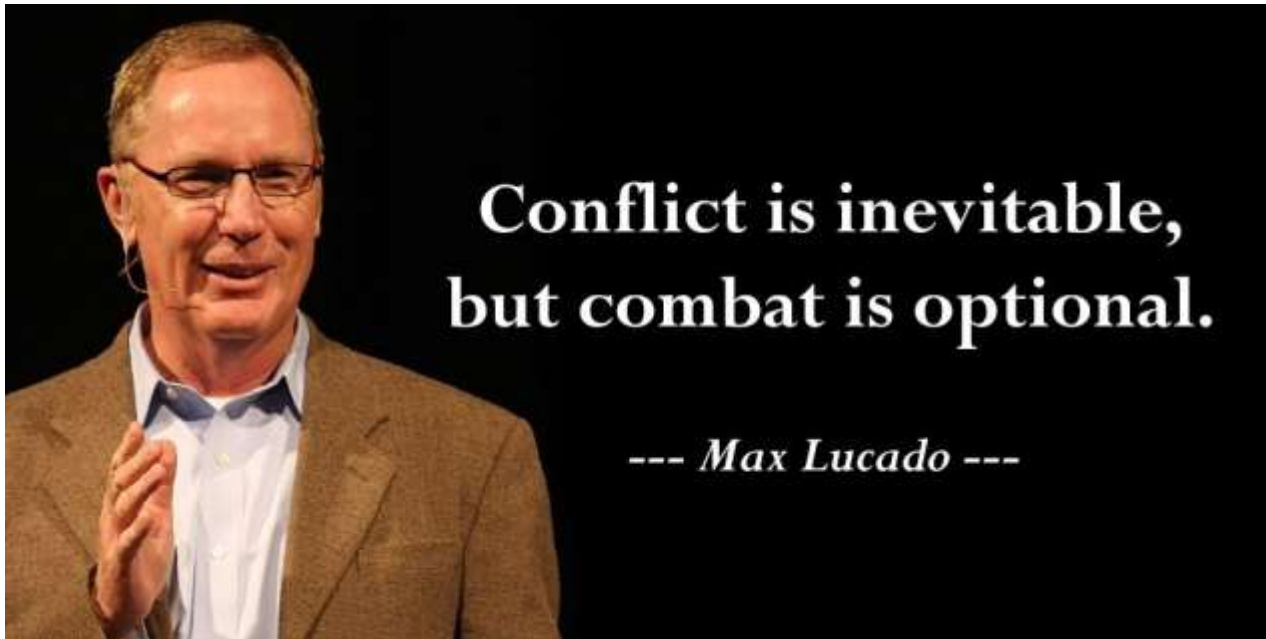
Good or bad?

Conflict Management

Concept of Conflict



Conflict: Evitable or Inevitable?



Conflict Management

Causes of Conflict



- Different perspectives
- Poor communication
- Expectations
- Stress
- Scarcity mentality
- Incompatible values
- Inability to let go

Conflict Management

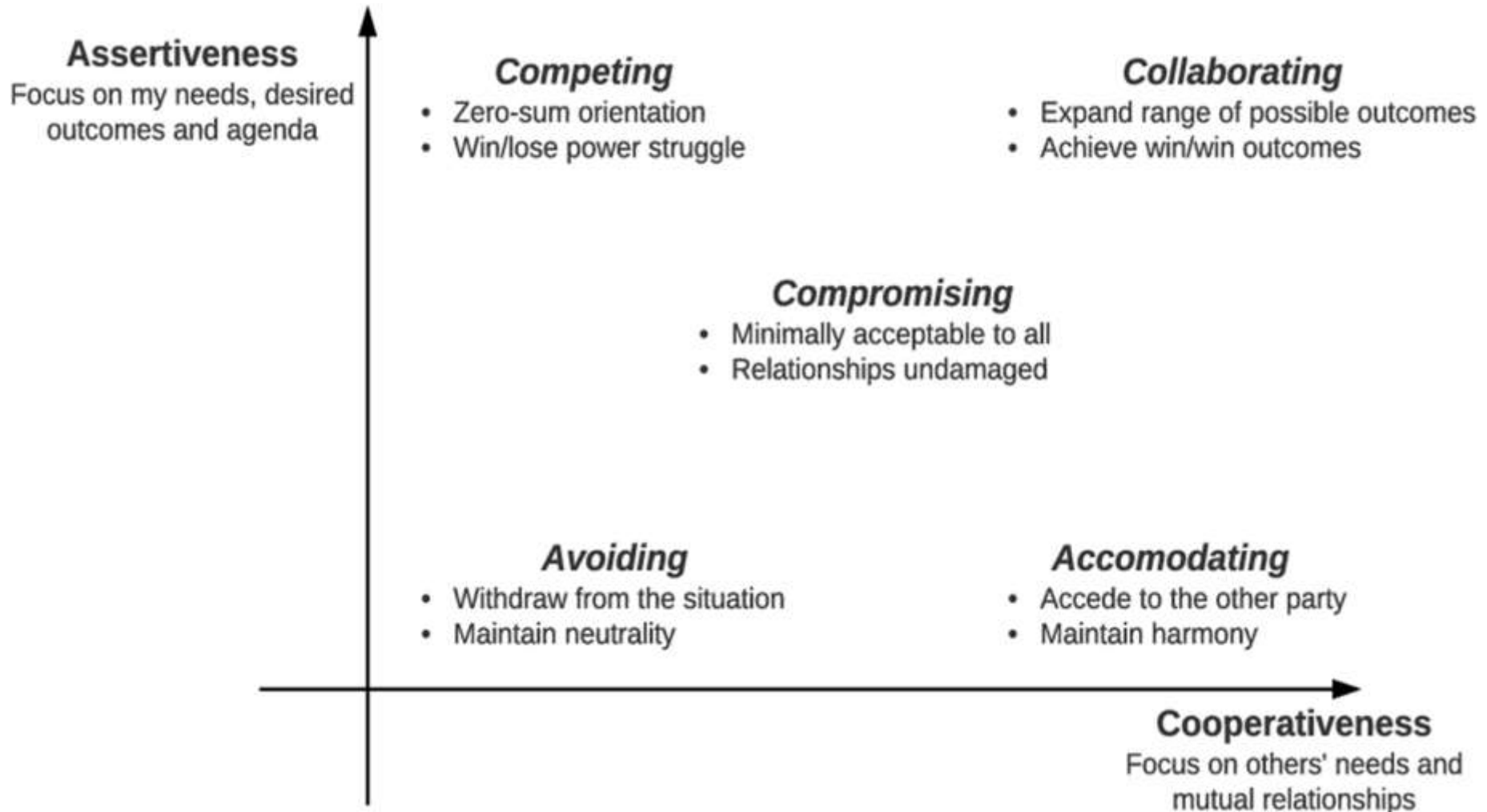
Methods of Conflict Management



- Setting Norms
- Thomas - Kilmann Instrument

Conflict Management

Methods of Conflict Management



Conflict Management

Methods of Conflict Management



- Avoiding: I lose, you lose - Silent treatment in relationships
- Accommodating: You win, I lose - “I will bring you the thing you want because I do not want to fight”
- Competing: I win, You lose - “I will end the fight only when I get what I want”
- Compromise: We meet halfway - “You want red, I want white. Let’s settle for pink.”
- Collaboration: I win, You win - “My wife does not want to live with my mother, so we moved just next door.”

Stress Management

Concept of Stress



- The dictionary definition of stress includes hardship, strain, physical, emotional or mental pressure.
- It is, therefore, a response to pressure, and particularly an inappropriately high level of pressure.
- Stress, as most people understand the term, is a reaction to excess pressure. This may come from life events, work, or simply a feeling of being a bit out of control. The vast majority of people will suffer from stress at least once in their lives, and many live with it much of the time.

Stress Management

Causes of Stress



- Feel under lots of pressure
- Face big changes in your life
- Are worried about something
- Don't have much or any control over the outcome of a situation
- Have responsibilities that you find overwhelming
- Don't have enough work, activities or change in your life
- Experience discrimination, hate or abuse
- Are going through a period of uncertainty

Stress Management

Causes of Stress



- Many things can cause stress in different areas of our lives. These may include:
 - Personal:-
 - Illness or injury
 - Pregnancy and becoming a parent
 - Infertility and problems having children
 - Bereavement
 - Experiencing abuse
 - Experiencing crime and the justice system, such as being arrested, going to court or being a witness
 - Organising a complicated event, like a holiday
 - Everyday tasks, such as household chores or taking transport

Stress Management

Causes of Stress



➤ Friends and Family

- Getting married or civil partnered
- Going through a break-up or getting divorced
- Difficult relationships with parents, siblings, friends or children
- Begin a career

➤ Employment and study

- Losing your job
- Long-term unemployment
- Retiring
- Exams and deadlines
- Difficult situations or colleagues at work
- Starting a new job

Stress Management

Causes of Stress



➤ Housing

- Housing problems, such as poor living conditions, lack of security or homelessness
- Moving house
- Problems with neighbours

➤ Money

- Worries about money or benefits
- Living in poverty
- Managing debt

Classifications of Products

Causes of Stress



➤ Social factors

- Having poor access to services such as medical care, green spaces or transport
- Living through a stressful community-wide, national or global event, like the coronavirus pandemic
- Experiencing stigma or discrimination

Stress Management

Method of Stress Management



➤ **Tips for managing stress**

- Be kind to yourself
- Try to find time to relax
- Develop your interests and hobbies
- Spend time in nature
- Look after your physical health

❖ **Dealing with Stress**

➤ **Recognising Stress**

- ✓ Learn to recognise the signs that you are becoming stressed
- ✓ Identify your personal 'stress triggers'

Stress Management

Method of Stress Management



➤ Avoiding Stress

- ✓ Look after yourself physically
 - Regular Exercise
 - Balanced Diet
 - Getting Enough Sleep
- ✓ Manage Your Time
- ✓ Learn to say No
- ✓ Be more realistic about your capabilities
- ✓ Make time for fun and relaxation
- ✓ Develop techniques that will help you to feel in control of your life
- ✓ Rest if you are ill

Stress Management

Method of Stress Management



➤ Reducing Stress

- ✓ Focus on just two to three stressors at a time
- ✓ Build strong positive relationships with people who make you feel good & avoid those who don't
- ✓ Talk to someone
- ✓ Avoid of caffeine, alcohol, and nicotine
- ✓ Try relaxation techniques

➤ Living with Stress

- ✓ Treat it & deal it with Positive manner



THANK YOU

UNIT:-4

Organization Management

Concept of Management

Definition



- Management is the process of planning, organizing, staffing, leading, motivating & making decision to achieve organizational behaviour.
- Management may be labelled as the art of getting work done through people, with satisfaction for employer, employees and the public.
- For getting the work done (of an enterprise) through the efforts of other people, it is necessary to guide direct, coordinate and control human efforts towards the fulfilment of the goals of the enterprise

Concept of Management

Definition



- Management may be called an art as well as Science.
- Management has scientific basis because management techniques are susceptible to measurement and factual determination.
- Management is an art because management means coordinating and getting work done through others.
- **Management is the force which leads, guides & directs an organization in the accomplishment of pre-determined objectives.**

Management word can be divided as
 $\text{Manage} + \text{Men} + \text{T(tactfully)} = \text{Management}$

Concept of Management

Characteristics



- To maintain discipline and to keep control over the employees.
- To distribute work and machines among the workers in such a way as to secure the max output.
- To keep co-ordination among the staff at various levels.
- To improve efficiency, management keeps sufficient watch and strict inspection.
- To suggest new ideas and improvements.
- To arrange for the efficient storing and recording.

Concept of Management

Characteristics



- To make the arrangement of payments and their records etc.
- To provide good training to staff for attaining high skill in all fields.
- To impart the instruction timely and to provide consistent guidance.
- By adhering to high standards of performance it must be able to provide facilities and wages to the workers and reduce the prices.

Functions of Management

Functions



- Forecasting
- Planning
- Organising and Staffing
- Directing
- Motivating
- Co-ordinating
- Controlling
- Communication
- Leadership
- Decision-making

Concept of Organization

Definition



- Organisation is the machinery which establishes the co-ordination between administration and management.

Concept of Organization

Characteristics



- Division of Work
- Co-Ordination
- Common Objectives
- Co-operative Relationship
- Well-Defined Authority-Responsibility Relationships

Organization Structure

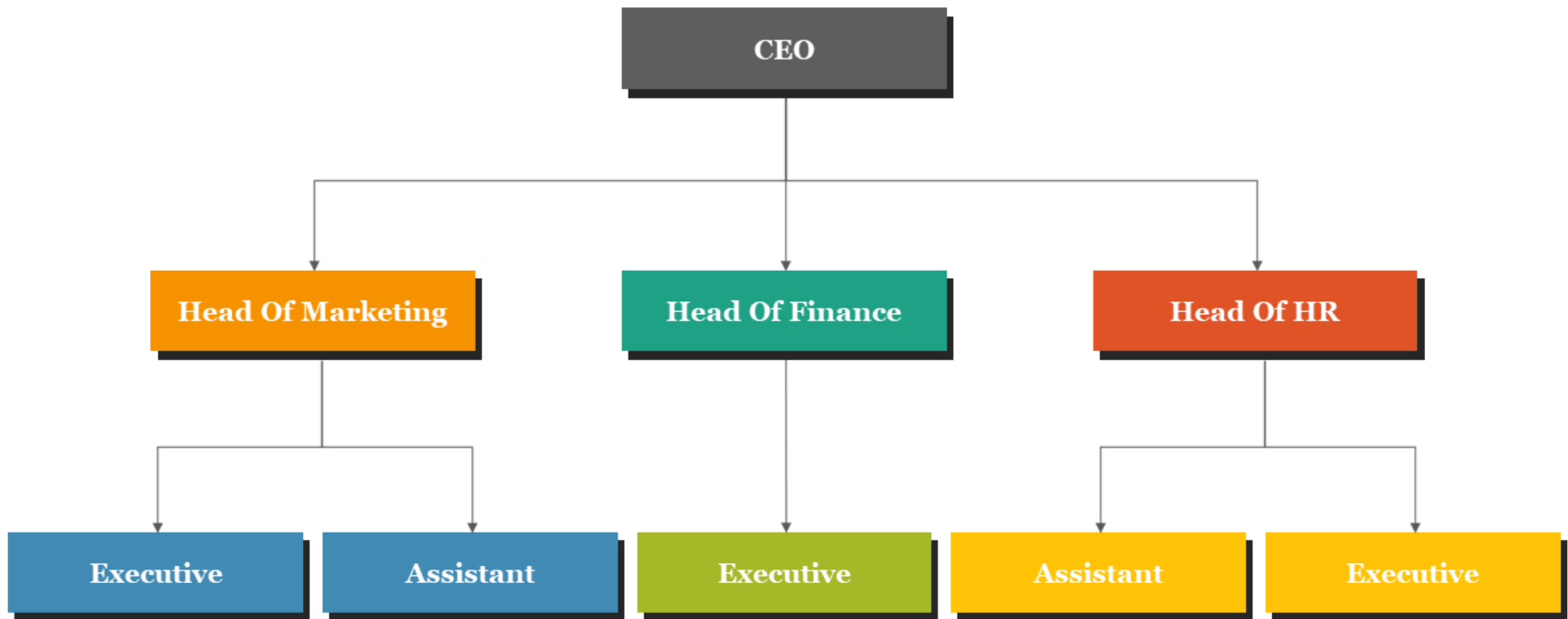
Organization Chart



- It is the result of organisation design. It shows the following.
- The position and interrelation of department of the industry.
- The lines of control - authority and responsibility of employees.
- The names of the managers and the number of persons they supervise.
- It can serve as a training device and as a guide for further expansion.

Organization Structure

Organization Chart



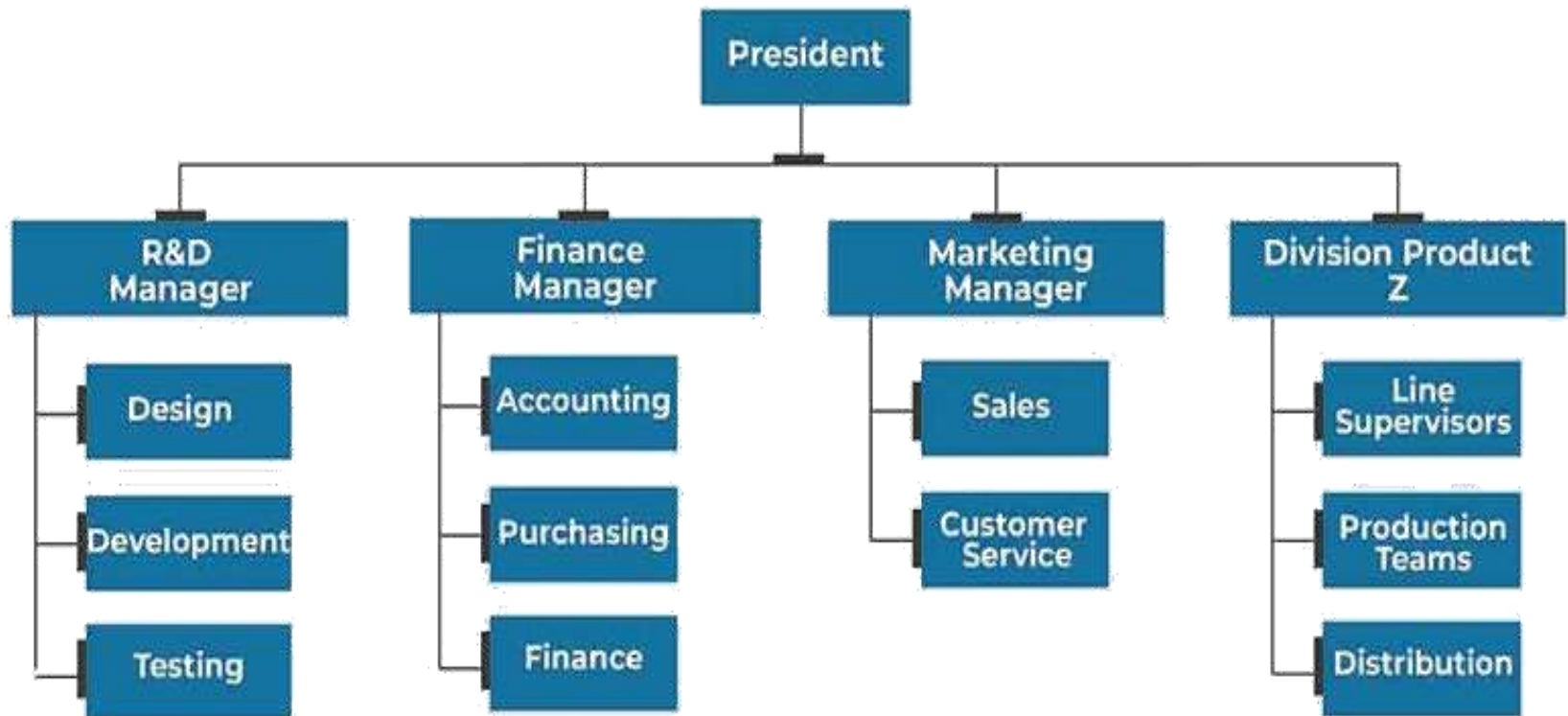
Types & Level of Organization

Line Organization



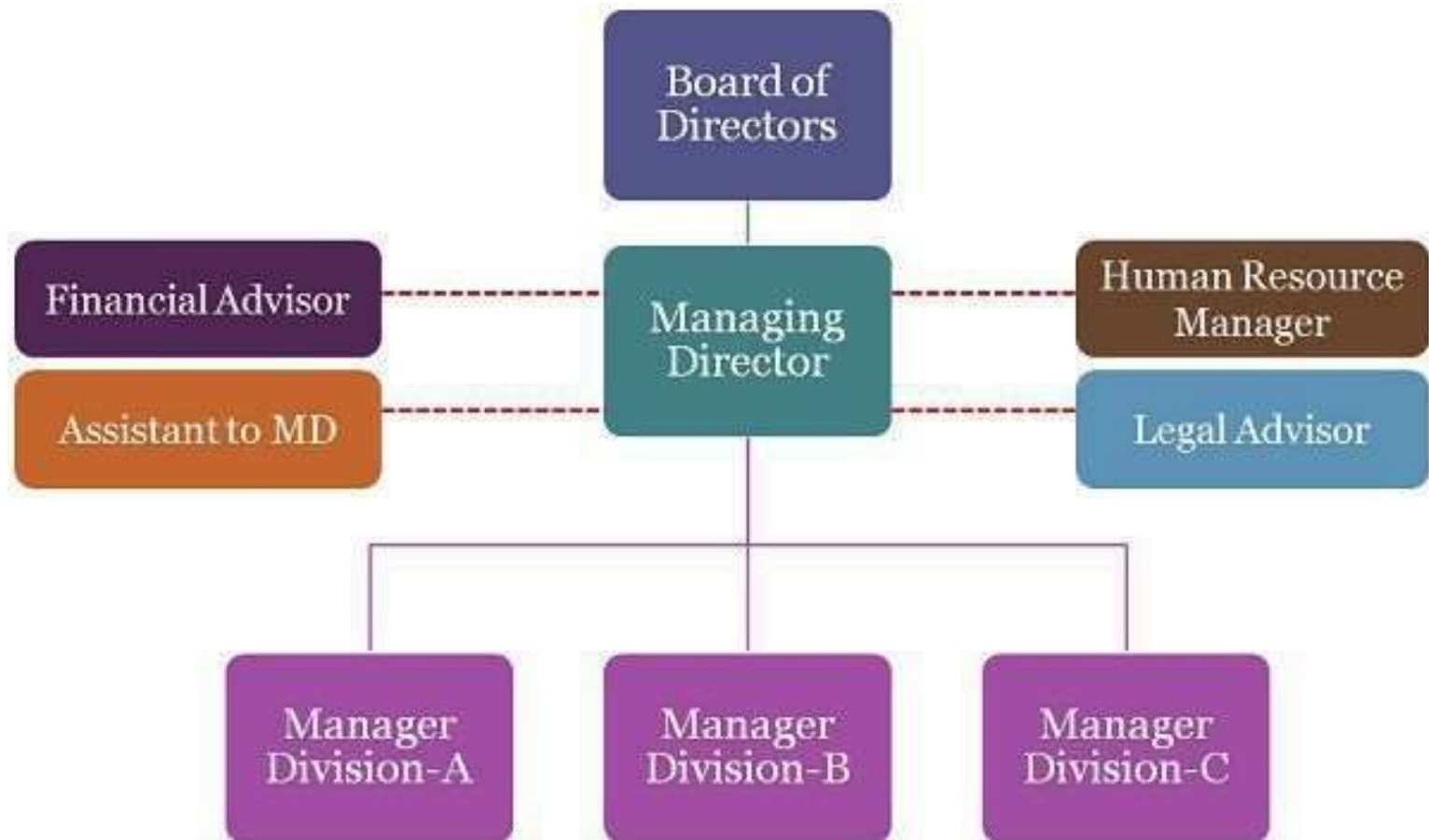
Types & Level of Organization

Functional Organization



Types & Level of Organization

Line & Staff Organization





THANK YOU