

# Practical Management for Career Readiness



# Fundamentals of Management

## Module 1



with Dave Nagy

# The Manager's Role

**The point of management  
is always the same thing –  
to cultivate performance.**

Marcus Buckingham

Now, Discover Your Strengths

# The Manager's Impact

## Primary Reason You Left Your Last Job?

***Your Boss! Your Boss! Your Boss! Your Boss! Your Boss!***

Saratoga Institute (700 exit interviews),

Gallup Organization (2 million workers/700 companies)

**What is wrong with the boss?**

**Why do people leave?**

# The Manager's Impact

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**Why do people leave?**

**Losing an employee on average costs 50 to 300%  
of employee's annual compensation**

# The Manager's Focus:

What are the manager's primary responsibilities?

Continuing to  
Improve (CIP)

Satisfying  
Customers

Dealing with  
Global Issues

Leading  
Others



Respecting  
Diversity

Acting  
with Integrity

# Satisfying Customers

**Suppliers**

**Peer  
Managers**

**Employees**

**Supervisor**

**Current  
Customer**

**Potential  
Clients**

**Executives**



**Public or  
Neighborhood**

# Satisfying Customers

## Customer

Any individual or group, external or internal to the organization, who buys or uses output from an organization or its members

## Expectation

The anticipation that something will happen

## Alignment

Common understanding; all in the same direction

## Quality

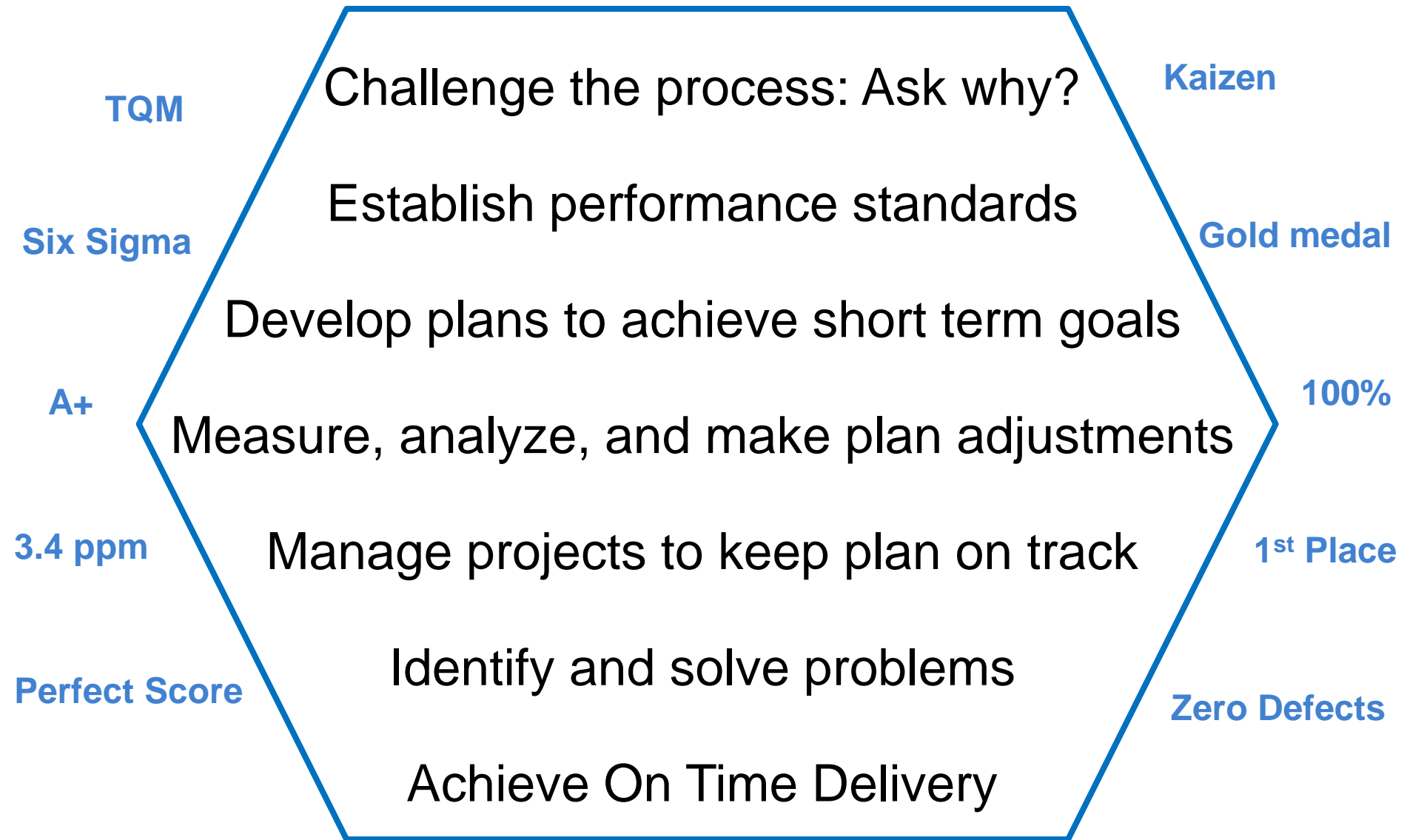
The entire package of features and benefits that satisfy the specifications of a customer through the realization of a product or service.



# Leading Others

- Creating a vision and seeing the steps
- Initiating and staying connected with change
- Getting people to follow voluntarily
- Inspiring others by modeling desired behaviors
- Gaining commitment from employees to achieve company goals
- Providing support

# Continual Improvement Process



# Acting with Integrity

Prevailing standards that guide us to, **do the “right” things “right”**, regardless of the challenges and issues.



# Respecting Diversity

Issues	Examples
<b>Cultural</b>	Language, immigration, customs, food, religious diversity
<b>Disability</b>	Mentally challenged, physically challenged, veteran's challenges
<b>People</b>	Education, learning styles, temperament styles, prejudice,
<b>Trade</b>	Supply chain, logistics, regulations, piracy, import/export, time zones, borders
<b>Workforce</b>	Aging population, ethnic mixes, language mixes, unions, wages, women's rights, child labor,

# Dealing with World Issues

Issues	Examples
<b>Changing business environment</b>	Traditional, functional, new model
<b>Global economy / Finance</b>	Interest rates, exchange rates, inflation, stock markets
<b>World crisis</b>	9/11, war, terrorism, nuclear power issues
<b>Natural disasters</b>	Tsunami, hurricanes/Katrina, earthquakes, floods
<b>Political issues</b>	Religious wars, corruption, protests,
<b>Social issues</b>	Stem cell research, population, world hunger, human rights
<b>Technology</b>	System compatibility, privacy, hacking, social media

# UCI Extension

## Continuing Education