C.A.T ASSIGNMENT MODULE ONE

1. What are the four functions that comprise the management process? Explain briefly how they are related to each other.

Planning, organizing, leading and controlling.

Planning deals with a manager creating a determined action plan aimed at some organizational goal, while organizing determines how one will attribute resources and organize his or her employees according to the plan. In leading one spends time connecting with the employees on an international level while controlling is to super vise the running of.

1. Identify the different kinds of managers by both level and area in an organization?

Top level managers: They are responsible for overseeing the entire organization

Middle level managers: They are responsible for excuting organizational plans with the company’s policies. They act as intermediary between top-level management and low level management.

Low level managers: They focus on controlling directly . They serve as role models for the employees they supervise.

Their area of organization includes:

The top level- The board of directors,president, vice president and the Chief Exacutive Officer.

Middle level managers: General managers branch managers and department managers.

Low level managers: Supervisors, section leads and foremen.

1. Identify the difference skills that help managers succeed giving relevant examples for each category.
   1. Motivation:
2. Empowering employees to take ownership of projects.
3. Creating an energetic and highly motivated work place.
4. Showing proper appreciation for employee accomplishment.
5. Supervising co-workers who are under stress.
6. Providing rewards and incentives for outgoing performance.

Problem solving:

1. Demonstrating resourcefulness in the face of a problem.
2. Anticipating potential issues before they arise.
3. Identifying factors contributing to problems .
4. Interpreting critical industry data.
5. Troubleshooting quickly and effectively.

Professionalism:

1. Providing exceptional customer services with a professional attitude.
2. Identifying diplomatic solutions to workplace issues.
3. Exhibiting strong moral values.
4. Showing initiative.
5. Attending professional development seminars.

Communication:

1. Drafting clear and concise training materials.
2. Maintaining open lines of communication with co-workers.
3. Negotiating successfully to resolve employee dispute.
4. Encouraging communication among reticent employee.
5. Leading efficient meetings that are both productive and sensitive to the constraints.

Technical skills:

1. Providing customer support handling data security.
2. Generating reports and drafting presentations with Microsoft office.
3. Managing website content, social media, accounts or marketing compaigns.
4. Offering technical support to employees and customers.

Innovation:

1. Developing innovative solution for customer’s needs.
2. Identify key shortcomings in manufacturing and drafting solutions to customer’s needs.
3. Constructing research models to test new products ideas.
4. Generating fresh ideas for timely compaigns.
5. Redesigning systems for increased productivity or functionality.
6. What is planning? Explain the objectives and principles of planning.

The ability to decide on courses of action ensuring that the resources required implementing the action will be available , and schedule the programme of work required to achieve a defined end result.

The objectives of planning are:

-Economic growth.

-Attaining economic equality.

-Achieving full employment.

-Attaining economic self-reliance.

-Modernization of various sectors.

-Redressing imbalance in the economy.

1. Explain the planning process.

The development of goals , strategies, task list and schedules required to achieve the objectives of a business. The steps involved are:

1. Develop objectives.
2. Develop tasks to meet those objectives.
3. Determine resources needed to implement tasks.
4. Create a timeline.
5. Determine tracking and assessment method.
6. Finalize plan.
7. Distribute to all involved in the process.

Develop objectives:

The first step in the planning process is to determine what you want to accomplish during the planning period. A long-term strategic plan might focus on specific market share achievements five years in the future, while a department-level operating plan might target implementation of a new method of tracking sales orders in the next quarter.

DEVELOP TASKS TO MEET THOSE OBJECTIVES

The next step is to come up with alist of required tasks to meet the objectives defined.

DETERMINE RESOURCES NEEDED TO IMPLEMENT TASKS

Next, resources to implement the objective need to be determined. In this case, resources both the people need to implement the plan and the supplies or other resources needed to support those people.For the sales department , this might include the salespeople,a sales administrator, various supplies such as brochures, and funds for an advertising campaign to increase the number of prospects in the sales team funnel.

CREATE A TIME TABLE

Here the timing of resources now needs to be determined.

1. What are the different types of plans? Explain them.

These are operational, tactical, strategic and contingency.

Tactical: Concerned with the responsibility and functionality of lower level departments to fulfill their parts of the strategic plan.

Operational: Are those plans that are intended to be used once.

Strategic: Are designed with the entire organization in mind and begin with an organizational mission.

Contigency: They are plans to backup plans that fail.

1. “Failure to plan is planning to fail” Discuss.

This statement means that by failing to prepare, you are preparing to fail by Benjamin Franklin. It is true that if you do not set goals beforehand or plan a head in life, you cannot succeed in life. With so much preparation, one does not lose focus of his or her goals and objectives even when the going gets tough.

1. Take any two international companies and examine how they have succeeded or failed due to poor strategic planning.

Companies A and B succeeded because of the following reasons:

1. They both had defining goals so that to know what has to achieved through their plan.
2. Organizing- They both had decided how the work and the people who carry it out should be organized.
3. Forecasting what sort of work had to be done , how much and when,and how the work-load might change.
4. Prioritizing- deciding the sequence and time scale of operations.
5. Programming the activities and events required to produce results on time.
6. Workforce planning- deciding how many and what type of people are needed and considering the feasibility of absorbing peak loads by means of over-time/temporary staff, subcontracting or outsourcing.
7. Establishing detailed performance requirements- for out-put,sales,time, quality, costs or for any other aspect of the work where performance should be planned, measured and controlled.
8. Procedure planning- deciding how the work should be done and planning the actual operations by defining the systems and processes required.
9. Materials planning- deciding what materials ,bought- in parts or subcontracted work are required and ensuring that they are made available in the right quantity at the right

time.

1. Facilities planning- deciding on the plant, equipment, tools and space required.

Companies A and B might have failed because of the following reasons:

* 1. They both did not prioritize.
  2. They might have not programmed activities.
  3. Poor procedure planning.
  4. Poor material planning
  5. Might not have been focused.
  6. Poor procedure planning.
  7. Poor organization
  8. Might not have established detailed performance requirements.
  9. Might not have set goals.
  10. They both might have not established detailed performance
  11. Poor facilities planning.