

MANAGEMENT



MANAGEMENT

Definition

This is the ability to achieve results through people. It involves Planning Organising, Controlling the work to be completed and requires the skills of leadership Motivation and Communication

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MANAGEMENT



MANAGERS

Definition

These are the people who are responsible for achieving the goals of the business.

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INDUSTRIAL DISPUTES

Definition

This is a legal term used to describe any conflict between workers and employees

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LEADERSHIP

Definition

This involve directing staff, setting a clear example of what is expected of others and delegating work

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DELEGATION

Definition

This means giving authority to subordinates to carrying out tasks

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MOTIVATION

Definition

This is the willingness of people to work hard and to contribute their best efforts

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COMMUNICATION

Definition

This refers to the transfer of information between people. It can be done oral written or visual and can be upward, downward and horizontal

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MANAGEMENT SKILLS

**Leadership** - The Manager must be able to influence people and get them to work towards the goals of the business

**Motivation** - The manager must be able to get their staff to contribute best to achieve the goals of the business.

**Communication** - The manager must be able to give clear instructions, so the employees know what must be done and how it should be done

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PLANNING

Definition

This means clearly setting out the goals for the organisation and how these are to be achieved.

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ORGANISING

Definition

This means bringing people and resource together to implement the plans and achieve the company goals.

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CONTROLLING

Definition

This is the continuous monitoring and checking of results to see if they are inline with the target and standards set out in the plan

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MANAGEMENT ACTIVITIES

**Planning** - The manager must be able to set target/goals for the business.

**Organising** - The manager must be able to put together resource to make the plans happen. The must bring together people, finance, equipment items that are need

**Controlling** - The manager must ensure that the plans stay on target. This is done by regular monitoring of progress and staff performance

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COMPARABILITY CLAIM

Definition

This is where employees want similar pay and condition to workers doing the same job in a different company.

**For Example** - Bus Drivers what the same pay as LUAS Drivers

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RELATIVITY CLAIM

Definition

This is when one group of workers want to keep higher pay gap than another group.

**For Example** - Floor Staff get a wage increase - Chefs want a wage increase too to keep the pay gap

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PRODUCTIVITY CLAIM

Definition

This occurs when workers seek an improvement in pay and condition as a reward for increasing their output

**For Example** - workers in a warehouse meet increase target - so they want a wage increase for their hard work

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MANAGEMENT



WHERE IS MANAGEMENT RELEVANT

1. At Home - Parents have to POC, LCM
2. In school - Principal have to POC and LCM
3. Local Community -leadership to run activities, keep people motivated
4. In Business - keep ahead of competition, control finance, motivate staff
5. Public Service - control finance, communicate and motivate staff

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MANAGEMENT



CHRACTERISTICE OF A MANAGER

1. Problem Solvers.
2. Confident and Inspirational.
3. Decisive.
4. Good Communicators.
5. Good with people.
6. Good time manager.

NOTE - Compare to characteristic of entrepreneurs

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SIMILARITIES BETWEEN ENTREPRENEURS AND MANAGERS

1. Ideas Energy
2. Risk Taking
3. Manage day to day

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## MANAGEMENT



### DIFFERENCE BETWEEN ENTREPRENEURS AND MANAGERS

#### **Entrepreneur**

1. They have the ideas, energy and initiative to start a new business
2. They give up their own time, take personal & financial risks
3. Like the excitement of setting up something new

#### **Manager**

1. They have few ideas new ideas. Their energy is put into routine tasks
2. They don't take financial risks. They don't have ownership in the business
3. Their day is routine and structured