

<b>WHAT IS MANAGEMENT</b>
---------------------------

**Management** <sup>Def</sup> 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

**Managers** <sup>Def</sup> These are the people who are responsible for achieving the goals of the business

<b>WHAT ARE THE MAIN MANAGEMENT SKILLS?</b>
---

There are 3 skills of management. They are

**1. Leadership**

**Leadership** <sup>Def</sup> This involve directing staff, setting a clear example of what is expected of others and delegating work

**Delegation** <sup>Def</sup> This means giving authority to subordinates to carrying out tasks

The Manager must be able to influence people and get them to work towards the goals of the business. They must be confident, decisive and capable of getting the trust and respect of others. It is important that they are a role model for employees and lead by example.

**2. Motivation**

**Motivation** <sup>Def</sup> This is the willingness of people to work hard and to contribute their best efforts

The manager must be able to get their staff to contribute best to achieve the goals of the business. This is usually done by providing them with rewards and incentive to do better such as money or A title like assistant manager

**3. Communication**

**Communications** <sup>Def</sup> This refers to the transfer of information between people. It can be done oral written or visual

The manager must be able to give clear instructions, so the employees know what must be done And how it should be done. Communication is also listening to the employees and what they have to say. Some employees might have great ideas to make the business more effective and more profit

<b>WHAT ARE THE MAIN MANAGEMENT ACTIVITIES</b>
--

There are 3 Activities of management. They are

### 1. Planning

**Planning** <sup>Def</sup> This means clearly setting out the goals for the organisation and how these are to be achieved.

The manager must be able to set target/goals for the business. This involves identifying trends and make plans to take advantage of the opportunity but also try to avoid the treats. Once the plans are made they must be broken down into smaller manageable steps and then communicated to the employees.

### 2. Organising

**Organising** <sup>Def</sup> This means bringing people and resource together to implement the plans and achieve the company goals.

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. They also must decide who does what in the plan and make sure it is done in an effective and efficient manner.

### 3. Controlling

**Controlling** <sup>Def</sup> 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

The manager must ensure that the plans stay on target. This is done by regular monitoring of progress and staff performance. It is important that the manger does be a autocratic and too controlling is they are they might smother employee initiative and potential.

## WHERE IS MANAGEMENT RELEVANT

Just like enterprise, management is relevant in the following areas

#### 1. In home and Personal Life

Parent are the managers at home, and they have to show leadership to their children, motivate them to do well, communicate with everyone so things get done, plan for family holidays and events, organised the house for example cooking cleaning. They also need to control the finance of the house.

#### 2. In school

School principals show leadership to teachers and students. They also motivate them to do their best. They need to have effective communication to avoid misunderstanding. They need to plan timetables and organised students into classes and events during the year They also need to control the school budget and make sure money is available for all spending

### 3. In the local Community

Leadership is needed in the local community to run local activities, festivals and competitions.

Motivation is needed to keep people interested and communication is important to make sure that everyone understands what needs to be done. They also need to plan the dates and who will be available. They also need to control the finances and resources available to them.

### 4. In business

Businesses need to plan to keep ahead of the competition, they need to organise resources, control finances and the quality of the product being produced. They also need to provide leadership to the employees, so they know what to do. They will also need to motivate staff to do their best and have good communication with all stakeholders.

### 5. In public Service

Politicians need to provide leadership and motivate the staff in their departments. They need to have clear communication skills to inform the public about new policies. The need to plan and control the finances to run the country and state bodies need to organise resources to accomplish the business goals.

#### WHAT ARE THE CHARACTERISTICS OF EFFECTIVE MANAGERS?

Effective managers will have the following characteristics:

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

TIP – It is a good idea to compare these with the characteristics of an entrepreneur and to be able to explain each of the characteristics that were just mentioned.

#### WHAT ARE THE SIMILARITIES AND DIFFERENCES BETWEEN MANAGERS AND ENTREPRENEURS?

	<b>Entrepreneurs</b>	<b>Managers</b>
Ideas and Energy	<ol style="list-style-type: none"> <li>1. They have the ideas, energy and initiative to start a new business</li> <li>2. They put their energy into new projects</li> </ol>	<ol style="list-style-type: none"> <li>1. They have few ideas or develop new ideas</li> <li>2. Their energy is put into routine tasks</li> </ol>

Personal Risk Taking	<ol style="list-style-type: none"> <li>1. They give up their own time and take personal and financial risks</li> <li>2. They operate on their own</li> </ol>	<ol style="list-style-type: none"> <li>1. They don't take financial risks</li> <li>2. They don't have ownership in the business</li> </ol>
Manage Day to day Business	<ol style="list-style-type: none"> <li>1. Like the excitement of setting up something new</li> <li>2. Don't delegate the decision making</li> </ol>	<ol style="list-style-type: none"> <li>1. Their day is routine and structured</li> <li>2. Delegation is important</li> </ol>
Control	<ol style="list-style-type: none"> <li>1. The entrepreneur has full control and makes all the decisions</li> <li>2. They don't consult if they don't need to</li> </ol>	<ol style="list-style-type: none"> <li>1. They must get approval before doing certain activities</li> <li>2. May need to report to the entrepreneur regularly</li> </ol>