

Week 1 & 2

Introduction to Management and Organization

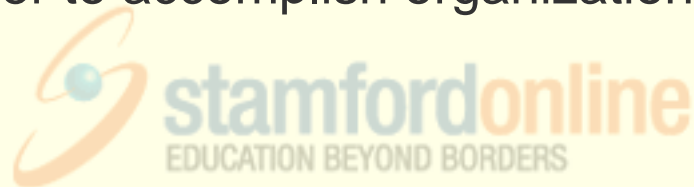
Topic Outline:

1. The concept of Management/Managers
2. Management functions and process
3. Management Roles
4. Management Skills
5. Managing Systems
6. Managing in different and changing situations

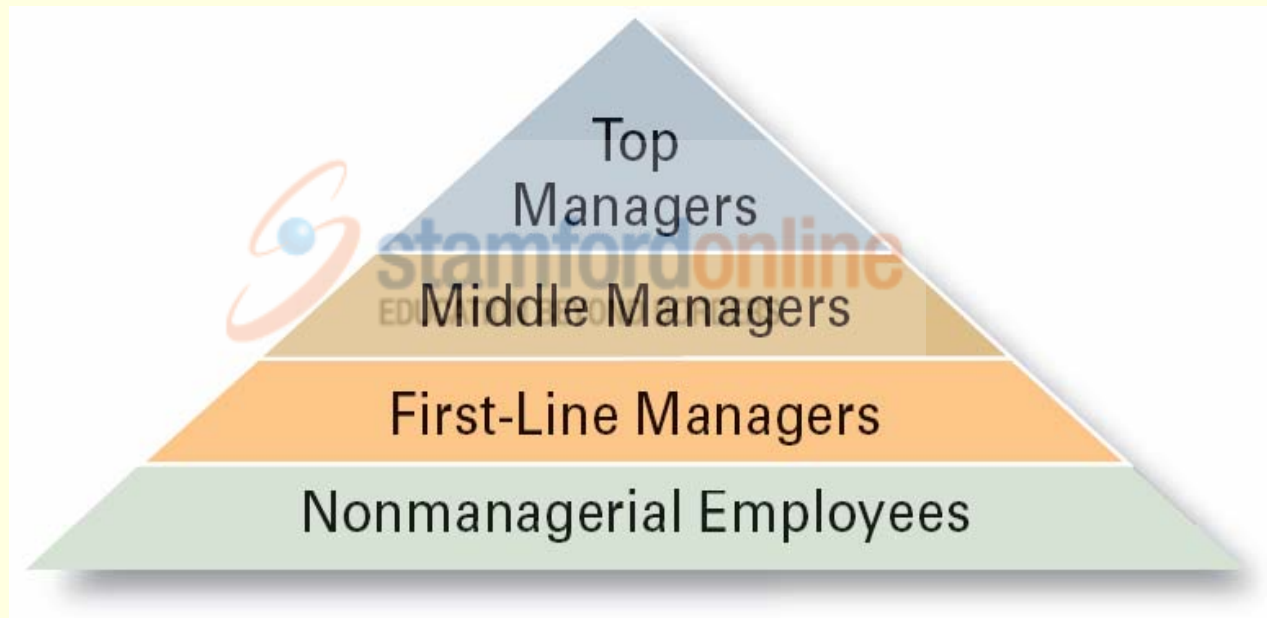


The concept to Management and Organization

Manager – A manager is an organizational member who works with and through other people by coordinating their work activities in order to accomplish organizational goals.



Levels of Managers



What is Management?

Management refers to the process of coordinating and integrating work activities so that they are completed efficiently and effectively with and through other people.

Managerial Concerns:

- Efficiency – “Doing things right” - Getting the most output for the least inputs
- Effectiveness - “Doing the right things” - Attaining organizational goals



What Do Managers Do?

Functional Approach

- **Planning**
 - Defining goals, establishing strategies to achieve goals, developing plans to integrate and coordinate activities.
- **Organizing**
 - Arranging and structuring work to accomplish organizational goals.
- **Leading**
 - Working with and through people to accomplish goals.
- **Controlling**
 - Monitoring, comparing, and correcting work.

Management Roles

- Interpersonal roles –
 1. Figurehead – symbolic head
 2. Leader – responsible for staffing, training and other associated duties
 3. Liaison – Maintains and develops contacts



Management Roles

- Informational Roles:
 1. Monitor – Seeks and receives wide variety of internal and external information
 2. Disseminator – Transmits or receives information from outsiders or subordinates
 3. Spokesperson – Transmits information to outsiders on organization's plans, policies, results, etc.

Management Roles

■ Decisional Roles :

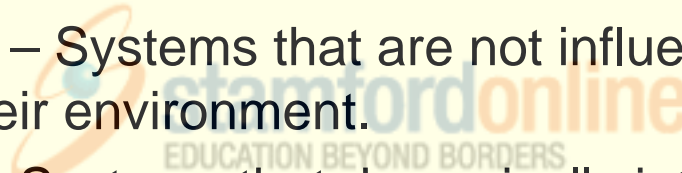
1. Entrepreneur – Searches organization and its environment for opportunities.
2. Disturbance handler – Responsible for corrective action and unexpected disturbances.
3. Resource allocator – Responsible for allocation of organization resources.
4. Negotiator – Representing the organization at major negotiations.

Managing System

- The systems approach

System – A set of interrelated and interdependent parts arranged in a manner that produces a unified whole.

- Closed system – Systems that are not influenced by or do not interact with their environment.
- Open system – Systems that dynamically interact with their environment.



The organization as an open system

- Managers coordinate the work activities of various parts of the organization and ensure that all the interdependent parts of the organization are working together to meet the goals and objectives of the organizations.

Managing in different and Changing Situation

- Changes impacting on manager's job:

Changes

1. Changing Technology

2. Increased Threats
to security

Impact of changes

More mobile workforce
Empowered employees

Globalization concerns
Restructured workplace



Changes Impacting the Manager's Job

continue.....

Changes

3. Increased Emphasis on Organizational and Managerial Ethics

4. Increased Competitiveness

Impact of Changes

Redefined values
Increased accountability

Customer service

Globalization



Universal Need For Management

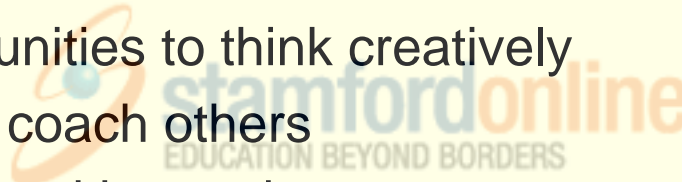
- All series of organization – small → big
- All organizational areas – Marketing, Human Resources, Information system, etc.
- All organization levels
- All types of organizations - from profit to non-profit



Reward and Challenges of Being Manager

Rewards

1. Create work environment for members to work at their best ability
2. Have opportunities to think creatively
3. Support and coach others
4. Receive recognition and status
5. Receive appropriate compensation – salaries, bonuses



Rewards and Challenges of Being a Manager

Challenges

1. Do hard work
2. Have to deal with variety of personalities
3. Often have to do with limited resources
4. Motivate workers in uncertainty situations
5. Success depends on others' work performance