

LECTURE 2

MANAGERS & MANAGEMENT

Who is a Manager?

Manager is the person who supports and takes responsibility for the work of others.

Types of Managers

1.Line manager

Directly contributes to the production of the organisation

2.Functional manager

Responsible for one area of activity

3.Staff manager

Use special technical expertise to advise and support workers

...Types of Managers

4.General manager

Responsible for all the activities of an organisation and solves complex organisational problems.

5.Administrator

Manager who works for a public/non-public profit organisation.

Levels of Management

Top management

Guide the performance of an organisation as a whole. Formulate strategies and objectives.

Middle management

Oversees the work of departments.

Lower level management

Co-ordinate complex projects with available resources.

Management Process

1.Planning

It is a process of setting objectives and determining what should be done to accomplish them.

2.Organising

It is a process of assigning tasks, allocating resources and arranging activities.

...Management Process

3. Leading

It is the process arousing enthusiasm and directing efforts towards organisation goal.

4. Controlling

It is the process of measuring performance and taking actions to ensure desired results.

Managerial Roles-Henry Mintzberg

1.Interpersonal

Tells how a manager interacts with other people.

2.Informational

Tells how a manager exchanges information.

3.Decisional

Tells how a manager uses information in decision making.

Managerial Skills-Robert Katz

1. Conceptual skill

Having the ability to think and solve complex problems.

2. Human skills

Having the ability to communicate effectively with people.

3. Technical skills

Having the ability and knowledge to perform a task.