

Introduction to Leadership and Management –LCBB4008

Group presentation

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Introduction

Definition of Management:

- It is the process of executing and overseeing activities in a certain business to attain certain goals in the best way possible (Hohenlohe *et al.* 2021).

OR

- Planning, arranging, directing, and regulating resources to efficiently and successfully accomplish organisational objectives is the process of management (Mancilha Da Silva and Pinho, 2021).

Overview of Presentation:

- This presentation will discuss the importance of management, as well as its fundamental ideas and roles



Management Importance

- Management is the way of maximizing the efficient utilization of resources by promoting goal congruence for achieving organizational goals in a competitive environment.
- It offers the guidance and focus necessary to manage various issues, ideate, and secure the organization's continuous development (Radu and Bungau, 2021).

Examples from Organizations:

- Apple Inc.: Apple's strategic management by Tim Cook has preserved its innovation monopoly in the technology sector, hence relying on efficient management to release useful technologies such as the iPhone and iPad (Schermerhorn *et al.* 2020) .
- Toyota: Toyota process improvement practices are considered as the new thinking in production management, which has given Toyota the capacity to produce high-quality vehicles at considerably low costs anywhere in the world.

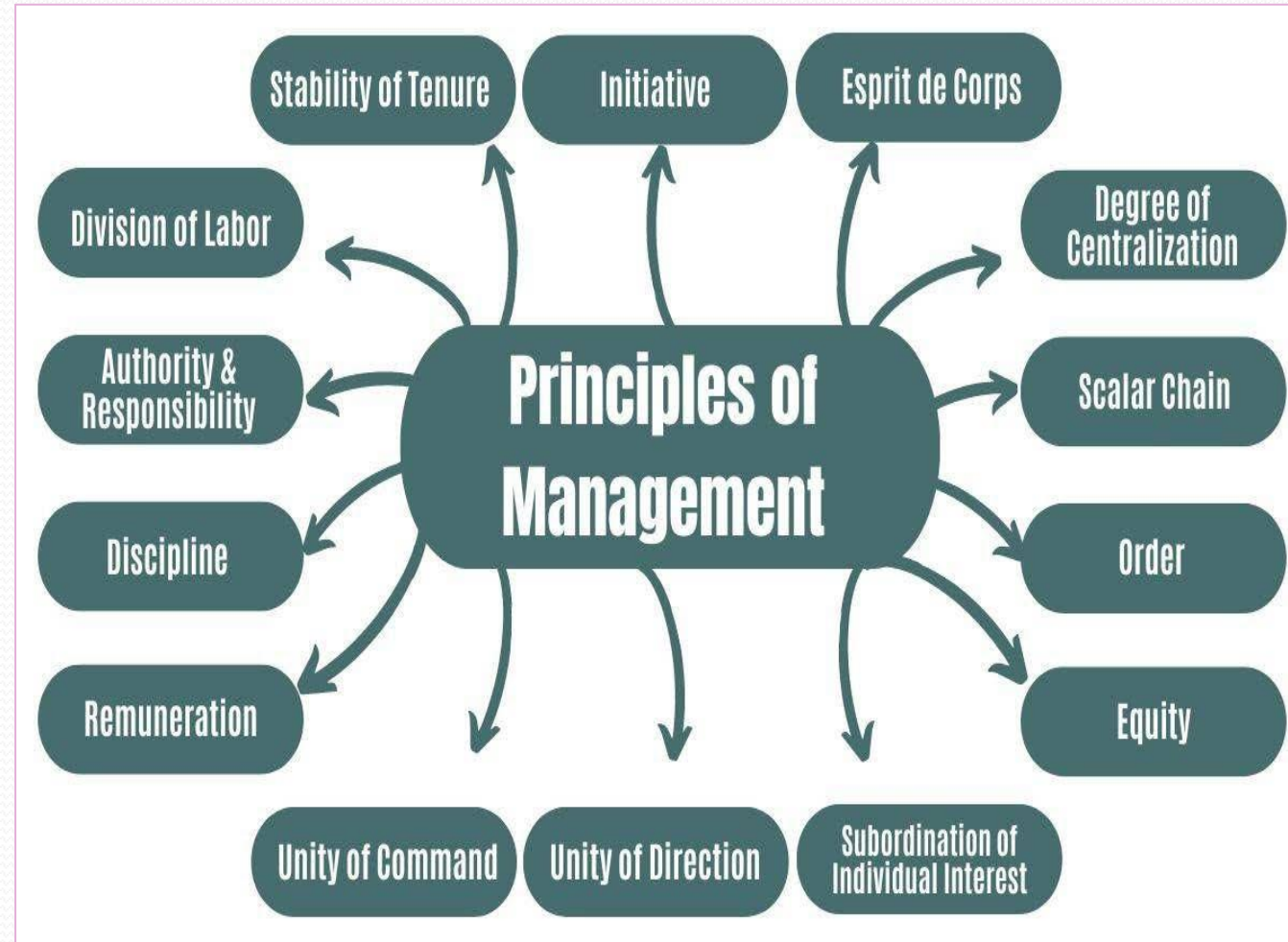


Management Principles

- Management principles are basic rules that guide the management in companies to arrive at their decisions and perform their duties (Worth, 2020). It allows for the management of organizations by prescribing how leaders should ensure that organisational goals are achieved.

Examples from Organizations:

- McDonald's: They also involve principles such as division of work that helps to increase the effectiveness of work done while at the same time holding unity of command that helps to reduce confusion in the chain of command (Wisner *et al.* 2021).
- Google: Focused principally on innovation and openness in the working process that manifests as creativity and work in the modern technological environment.



Management Principles

Principle 1

- **Division of Labour:** Productivity is boosted by specialisation. Assembly line personnel in an automobile manufacturing factory, for example, concentrate on particular jobs to increase productivity (Wren and Bedeian, 2023).

Principle 2

- **Authority and Responsibilities:** In addition to having the power to issue commands, managers also need to be accountable for making sure tasks are finished. A project manager, for example, assigns work and makes sure deadlines are reached (Wren and Bedeian, 2023).

Principle 3

- **Discipline:** Workers must abide by the policies and procedures of the company. For example, to uphold customer service standards, a retail shop emphasises timeliness (Bhanje, 2023).

Principle 4

- **Unity of Command:** Only one superior should be able to give commands to employees. For example- To avoid misunderstandings and conflicts, team members in the marketing department, for instance, report directly to the marketing manager (Bhanje, 2023).



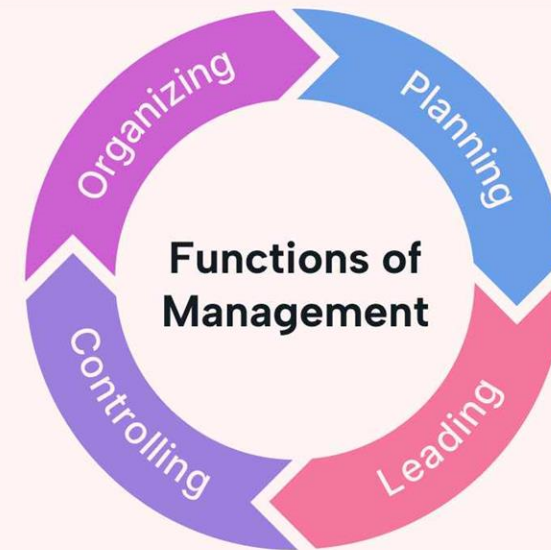
Management Functions

Explanation of Managerial Functions:

- The four general functions of managers include **planning, organizing, leading, and controlling** (Yadati *et al.* 2020).

Examples from Organizations:

- Amazon: Sustains good coordination as evident through its Prime delivery and the numerous AWS services, it also sustains excellent division of work through engaging logistic and distribution systems (Zhang and Chen, 2024).
- Tesla: It demonstrates solid leadership in innovation and market disruption through Elon Musk in developing electric vehicles and energy businesses.



Management Functions

Function 1

- **Planning**- is determining what to do to reach the objectives once to set them. An IT startup, for instance, places its marketing plan and agenda for the introduction of its product (Griffin, 2022).

Function 2

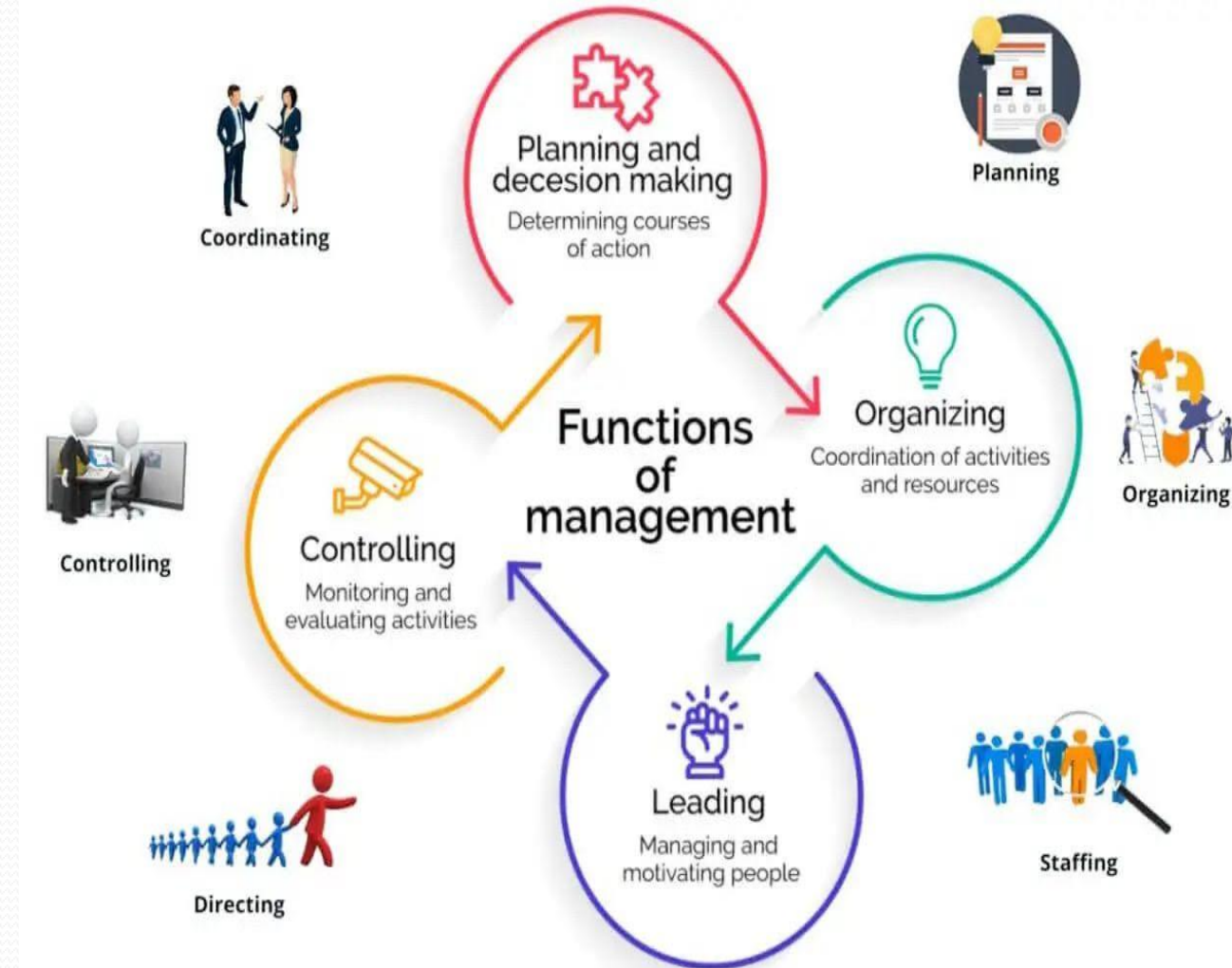
- **Organizing**- is the procedure of setting up activities and resources to attain goals. Example: In preparation for a busy weekend, a restaurant manager arranges inventory and personnel schedules (Griffin, 2022).

Function 3

- **Leading**- is guiding and inspiring others to achieve firm objectives. For example-, a sales manager motivates their staff by defining goals and offering rewards (Schermerhorn, Bachrach and Wright, 2020).

Function 4

- **Controlling**- entails keeping an eye on performance and regulating as essential. A financial manager, for example, checks monthly budget reports and adapts expenses to keep within allocated funds (Schermerhorn, Bachrach and Wright, 2020).

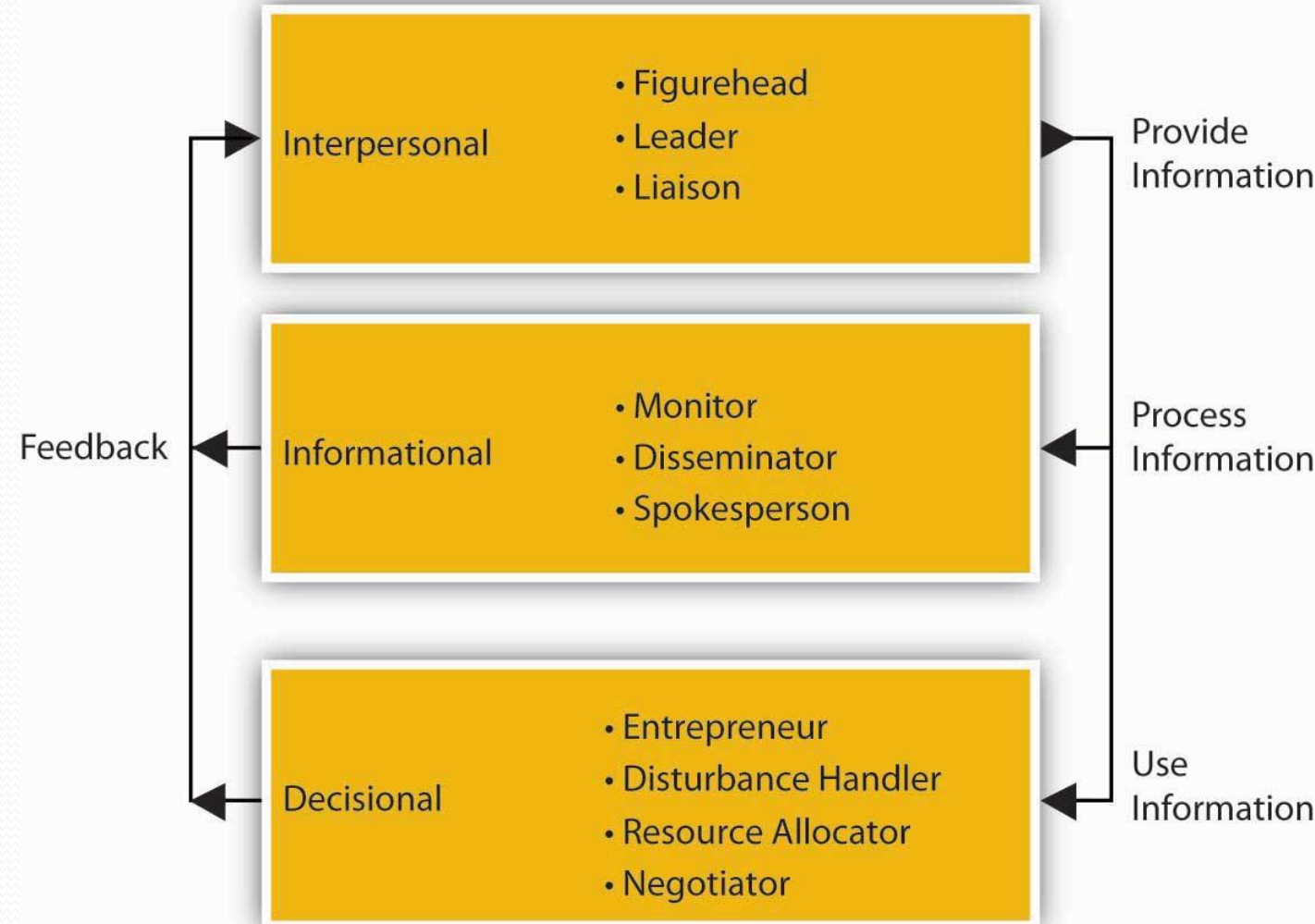


Managerial Roles

Interpersonal roles- are figurehead, leader, and liaison; Information processing roles include monitor, disseminator, and spokesperson; decision roles include the entrepreneur, disturbance handler, and resource allocator (Abbas *et al.* 2021).

- Example: Microsoft, CEO Satya Nadella does informational roles through sharing news of technological advancement and market trends, improving strategizing and adaptation in the organization (Di Vaio *et al.* 2021).

Henry Mintzberg Managerial Roles



Managerial Roles

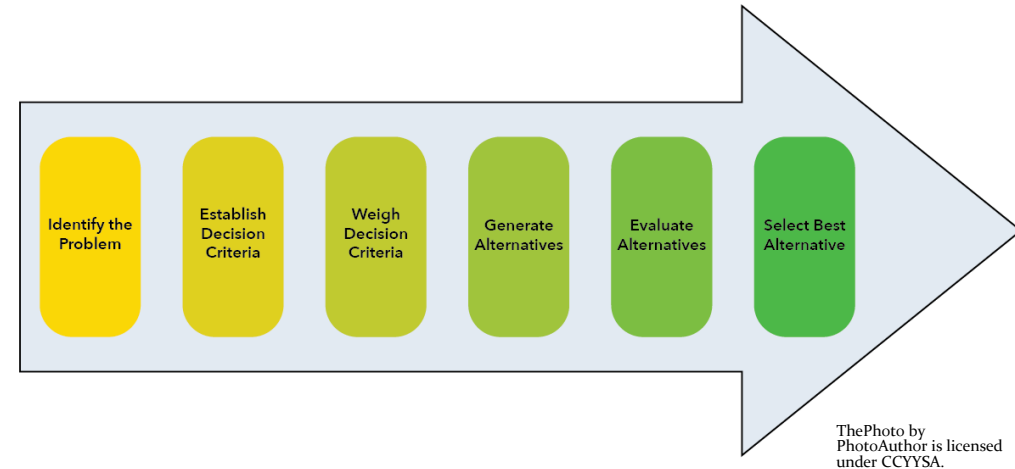
Informational Role- Information collecting and dissemination are components of the informational role.

- Example: A marketing manager studies trends of market and provides the team with visions so that tactics might be adapted (Belbin and Brown, 2022).

Decisional Role -The four decisional roles are entrepreneur, disturbance handler, resource allocator, and negotiator. Manager's involvement in making choices and decisions that significantly impact the organization.

- Example: To fulfil deadlines, a project manager indicates to devote more resources to a vital project phase (Anglin *et al.* 2022).

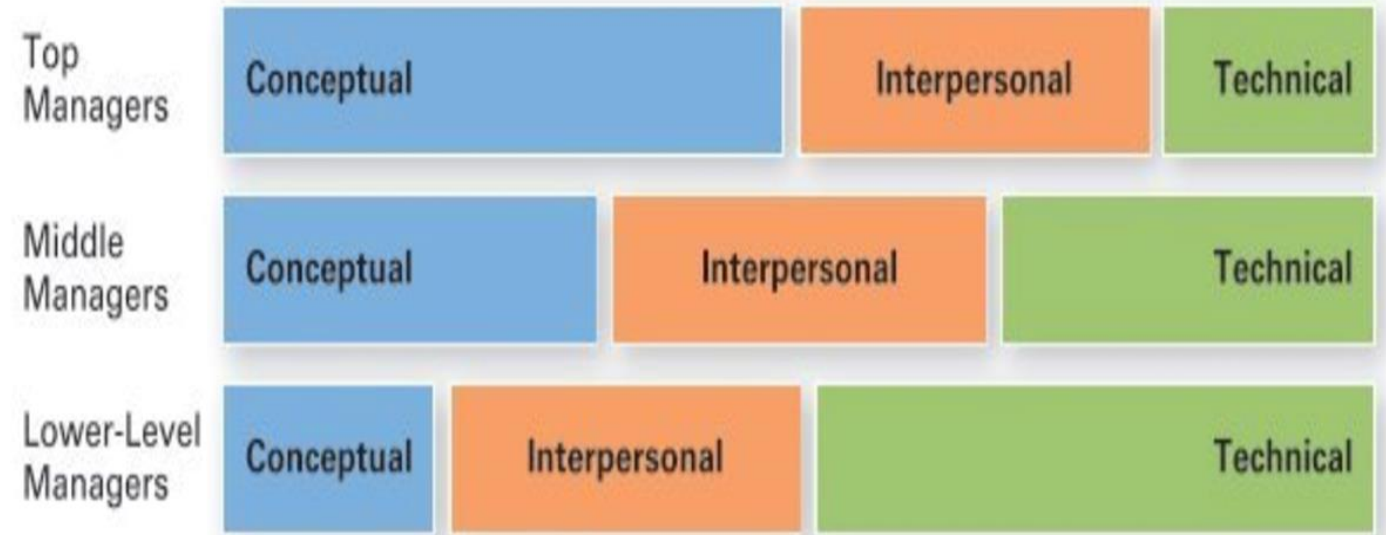
The Rational Decision-Making Process



Managers behaviours towards employees (Skills)

According to Katz's model, In 1974, he outlined three essential types of managerial skills these abilities may have varied relative value depending on the management level.

(Cole, G.A et al. 2020)



(Robbins et al., 2021)

Technical skills are the capacity to apply specialized knowledge and experience to carry out activities associated with a certain profession or sector. (Jung et al. 2021)

The capacity to collaborate successfully, comprehend the wants and requirements of others, and effectively communicate with them is known as **Interpersonal or Human skills**. (Jung et al. 2021)

Conceptual skills are the aptitude for problem-solving, strategic thinking, and complicated scenario analysis and diagnosis. (Jung et al. 2021)

Managers behaviours towards employees (Skills)

Effective Communication: Effective communication fosters the connection of the employee's personal goal to organisational goals, improving teamwork and role understanding. Google stresses feedback as an ongoing process to keep on checking on alignment and growth (Jung *et al.* 2021).

Coaching and Development: Managers assume the roles of trainers and provide feedback and training needs analysis on the subordinates (Jung *et al.* 2021).

Empathy and Emotional Intelligence: The feelings of employees are known which is helpful for trust and also conflicts are addressed effectively with sensitivity (Ellinger *et al.* 2023).



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(Weng, F.C. 2017)

Managers behaviours towards employees (Importancy)

- Why It Is Important to Treat Employees Decently: Therefore, it appears that the influence of the three elements crucial for creating a knowledge management system is loaded in the direction of the formal and structural prescriptions of design (Cherian *et al.* 2021).
- Employee Engagement and Retention: Equal treatment promotes productivity and company loyalty whereby Zappos profits from both and has a solid culture (Cherian *et al.* 2021).



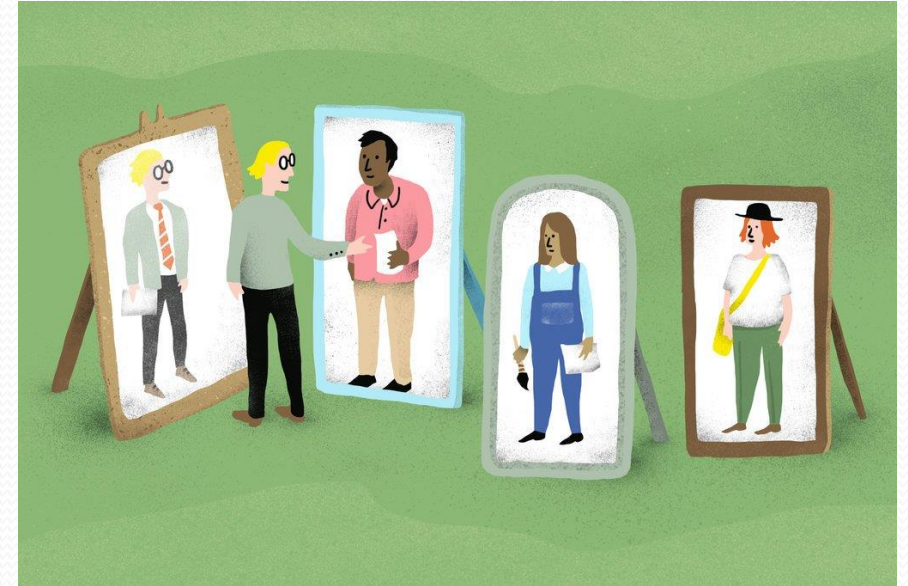
Managers behaviours towards employees (Importancy)

- **Organizational Culture:** Decent treatment also ensures that there is a good culture that enhances teamwork and innovation (Kör *et al.* 2021).
- **Productivity and Performance:** Respect strengthens efficiency and decreases the rate of illness, which was observed at Google (Kör *et al.* 2021).
- **Legal and Ethical Obligations:** Proactive fairness means such practices correspond to legal and ethical requirements, supporting the company's reputation and attracting the best employees, as happened in the case of Patagonia (Kör *et al.* 2021).



Conclusion

- Summary of Key Points:
- Management of communications and coaching, rewards and appreciation, understanding of others and dealing with conflict improve employees and the environment in the organization.
- Affectionate and polite treatment helps increase the level of participation, attendance, and morale within the company hence productivity and performance are likely to increase.
- Ensuring fairness complies with the law and ethical expectations, improves an organization's image and attracts and retains high-quality staff.



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Thank You