

Effective Management

BMGM4000

Week 2: Management Principle

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What we have done last week

- Role and responsibility
- Brigade system
- Restaurant Structure



Aims & Objective

Aim: Understanding the definitions and functions of management

Objectives:

- Understanding definitions of management and leadership
- Understanding functions of management and leadership

Definitions of Management and Leadership

- What is Management?
- What is Leadership?



What is Management?

Kotter (2001) defined the management as a job which takes care of planning, organizing, budgeting, coordinating and monitoring activities for group or organization

Management is about seeking order and stability; leadership is about seeking adaptive and constructive change.

Manager

- Expects Respect
- Gives Instruction
- Accepts
- Prioritize Structure
- Has Authority
- Inspires Fear
- Administrates
- Use people as Resources
- Reacts to change
- Minimize Risks
- Relies on Control

Leader

- Inspire enthusiasm
- Creates Change
- Innovates
- Prioritize Relationship
- Challenges
- Take Risk
- Have Goodwill
- Earns Respect
- Inspire Trust
- Give Encouragement
- Develop People as Talents

Function of Management

- Planning
- Organizing
- Staffing
- Directing
- Controlling



Planning

- Aims to achieve the objectives of the organisation
- Wide range thinking
- External & Internal Factors

e.g. economic climate, location of the business, cash flow, resources

Organizing

- Identifying the tasks
- Authorizing
- Assigning the activities

Organize the Resources!

Staffing

- Skill Matching
- Workload

Right People for Right Job!

Directing

- Responsible for coordinating the entire operation and would delegate duties to team members.

Directing, Leading and Encouraging

Controlling

- Staff
- Budget
- Targets





coffee break Notebook

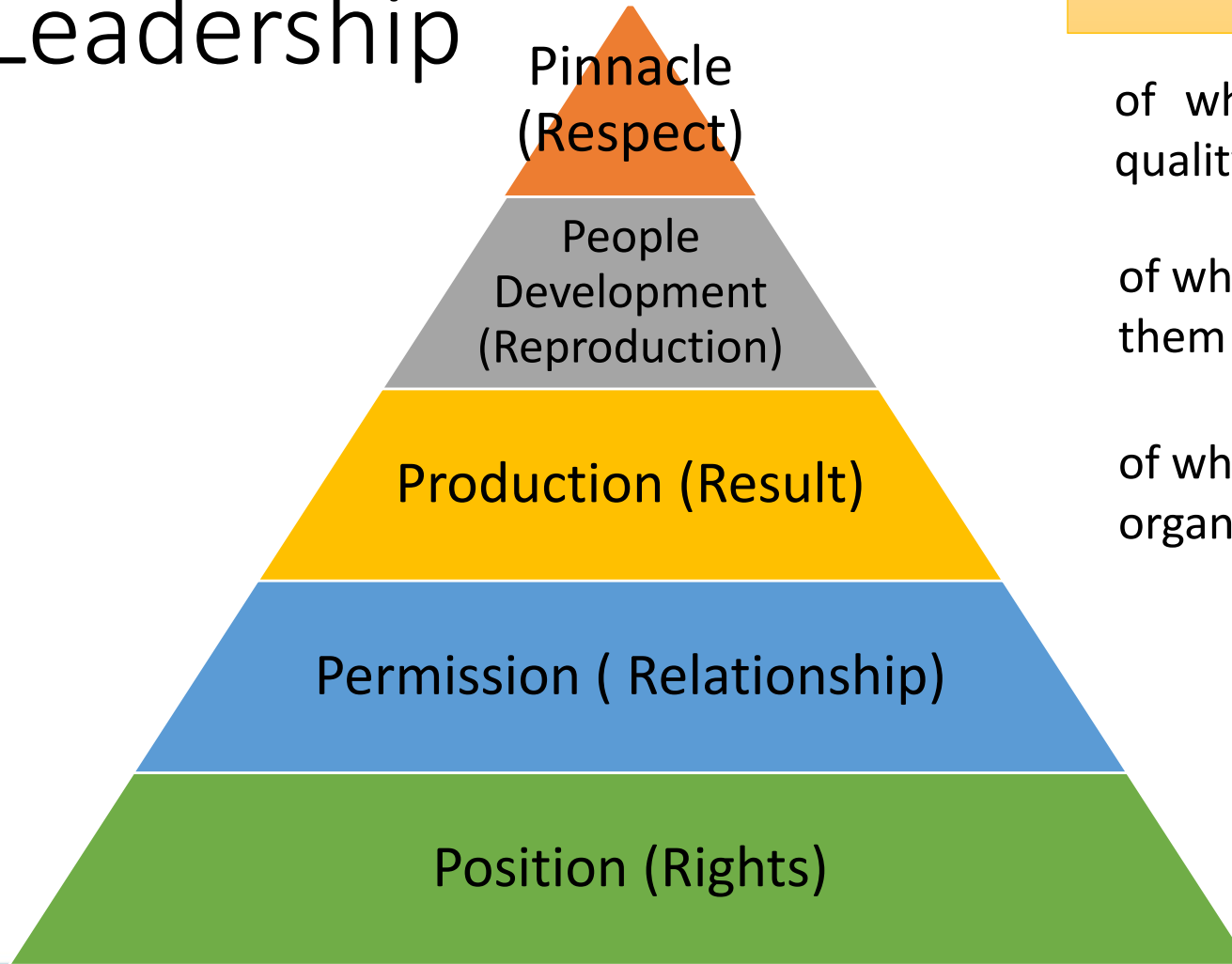


5 Level of Leadership





5 Levels of Leadership



People Follow You
Because...

of whom you are and the
quality you have

of what you have done for
them

of what you have done for the
organization

they want to

they have to

(Maxwell, 2013)

Which level you want to achieve?



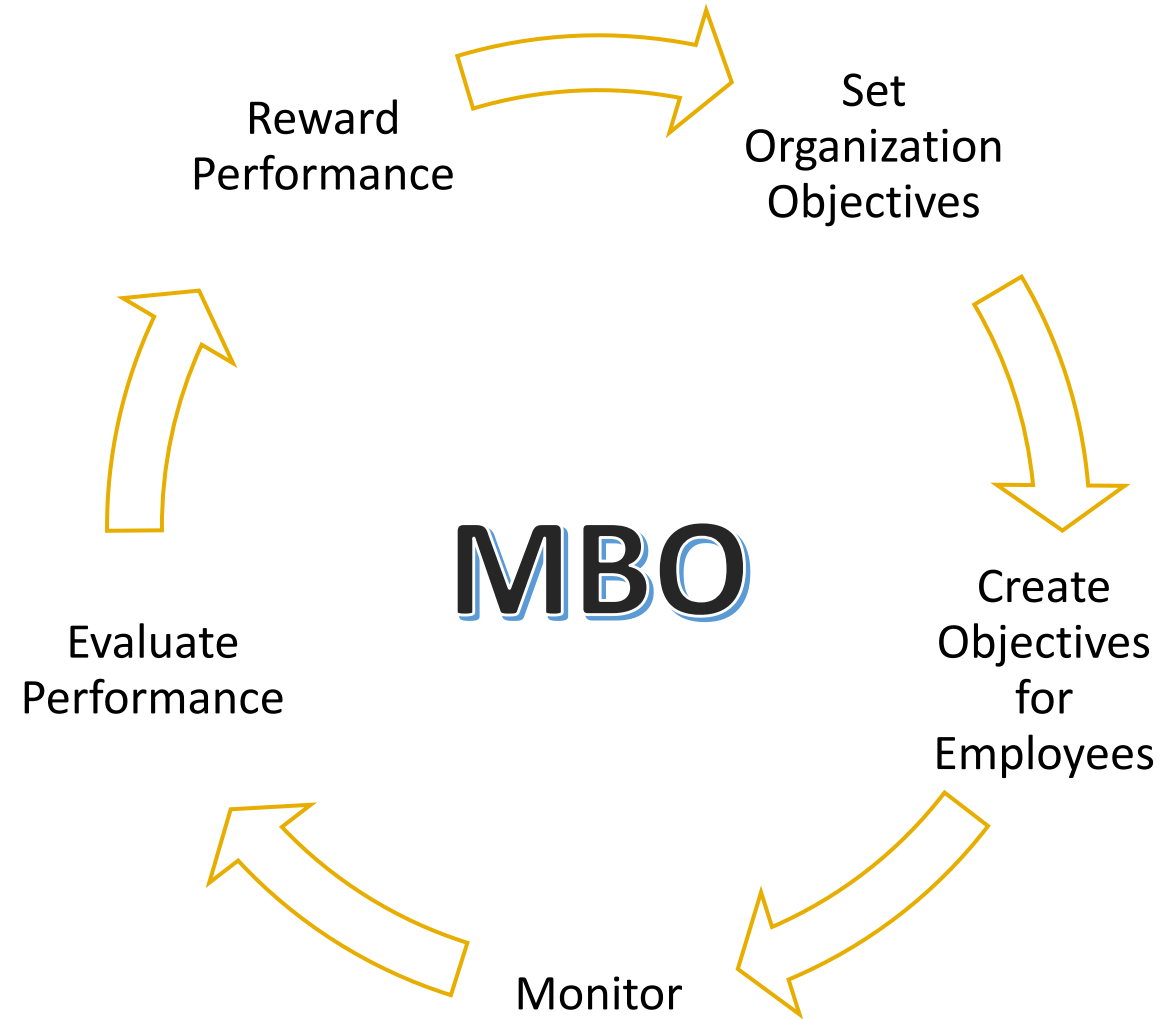
Management by Objectives

Management by objectives (MBO) is a business term for a system of agreeing objectives



(Drucker, 2012)

Process of MBO

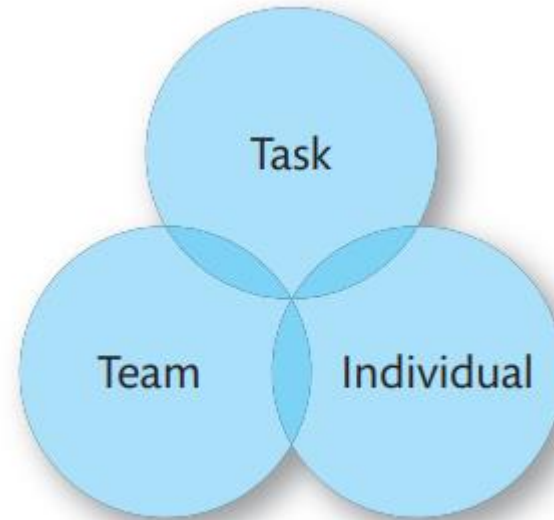


Create Objectives for Employees



Action-centred Leadership model

- Achieving the task
- Managing the team or group
- Managing individuals



John Adair's action-centred Leadership model

(Adair, 1979)

Hell's Kitchen



FULL EPISODE

HELL'S KITCHEN



Activity – Case Study (Hell's Kitchen)

- What is the level of management of Gordon Ramsay?
- Can you suggest any interesting points from the video?



Summary of the Case Study

- Brigade System – Yes, CHEF!
- Cultural Diversity (Wendy versus Andrew)
- Generation Gap

And much more...



It is difficult, but you must understand the importance...

Conclusion

- Difference between Manager and Leader
- The function of management
- Management Tools
- Case Study – Hell's Kitchen

Next Week...

- Importance of Teamwork
- BELBIN's Theory
- MBTI Personality Test



List of Reference



