

Introduction to Leadership & Management (LCBB4008_LON)



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Component 2: Practical Group Presentation

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Introduction

- ▶ “The process of planning, organizing, leading, and controlling the efforts of organization members and using all other organizational resources to achieve stated organizational goals”(Ducker, 1973)
- ▶ “To forecast and to plan, to organize, to command, to coordinate, and to control.”(Fayol, 1949)



Important of Management

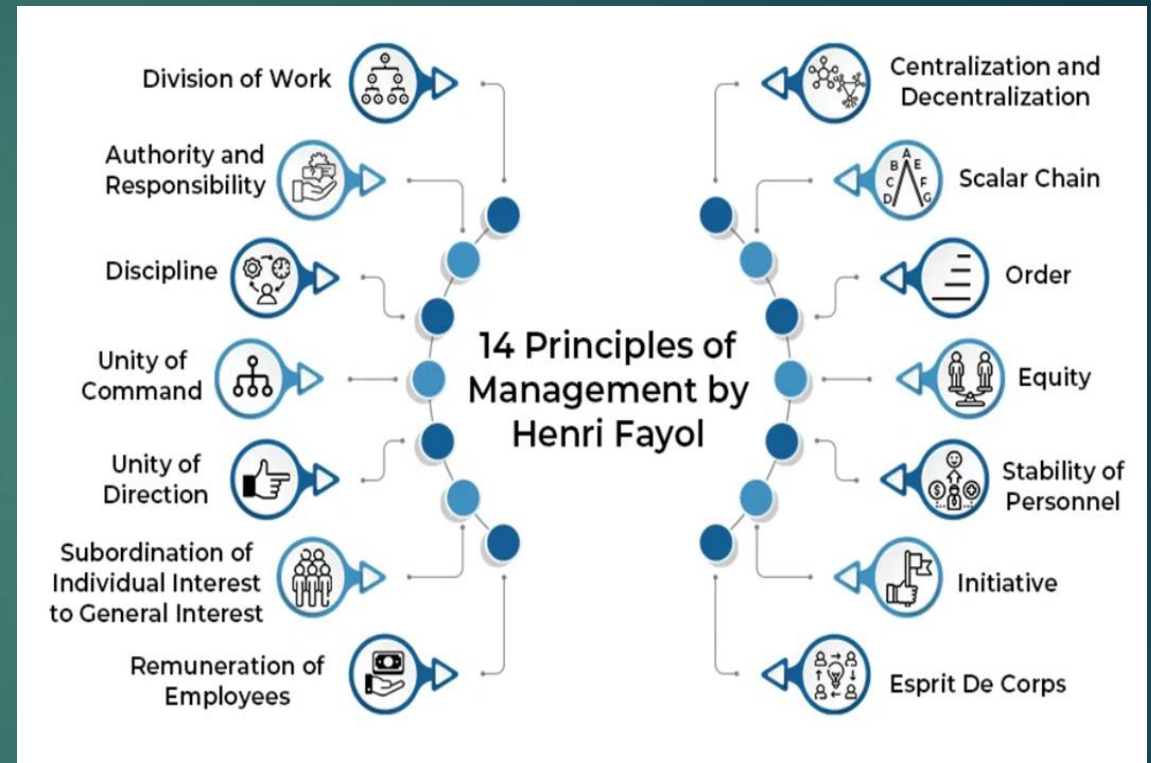
Management is essential in contemporary organizations due to several reasons, supported by examples from various industries:

1. **Strategic Direction:** Management provides vision and direction for organizations, guiding them towards their long-term goals. For example, Tim Cook's strategic leadership at Apple Inc. has led the company to focus on innovation, sustainability, and expanding its ecosystem of products and services, maintaining its position as a global leader in technology (Financial Times,2023)
2. **Operational Efficiency:** Effective management ensures efficient operations, maximizing productivity and minimizing waste. Toyota's implementation of the Toyota Production System (TPS) under management principles such as Just-In-Time (JIT) manufacturing and Total Quality Management (TQM) has enabled the company to achieve high levels of efficiency and competitiveness in the automotive industry (Toyota Motor Corporation,2024).
3. **Resource Optimization:** Management oversees the allocation and utilization of resources, including human capital, finances, and technology. Google's management of its diverse portfolio of products and services, such as search engine, advertising, and cloud computing, exemplifies effective resource optimization, enabling the company to generate substantial revenues and maintain market dominance in the tech sector.

Management principles

► 14 Management Principles

- Division of work
- Authority and Responsibility
- Discipline
- Unity of command
- Unity of Direction
- Subordination of individual interest to general interest



Management Principles

- Remuneration of employees
- Centralization and Decentralization
- Scalar chain
- Order
- Equity
- Stability of personnel
- Initiative
- Esprit du corps



Introduction to Managerial Functions

Managerial functions refer to the essential tasks and responsibilities that managers perform to achieve organizational goals effectively and efficiently. These functions are crucial for planning, organizing, directing, coordinating, and controlling activities within an organization.

Managerial Functions:

Planning: Setting goals, defining strategies

Organizing: Structuring resources, tasks, and responsibilities

Commanding: Guiding and motivating employees

Coordinating: Harmonizing activities and resources

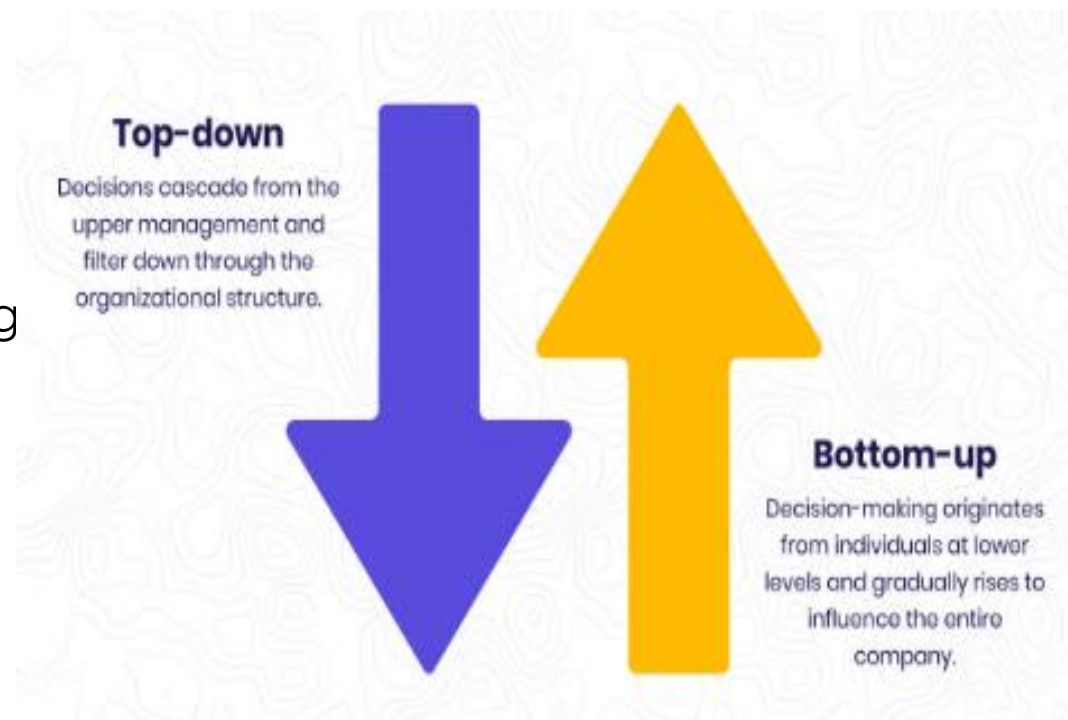
Controlling: Monitoring performance & comparing results with objectives



(Fayol, 2016)

Application of Managerial Functions in Organizations

- **Planning:** Google sets annual goals with a mix of top-down and bottom-up approaches for new market expansion. (Autio et al., 2018)
- **Organizing:** Apple's clear departmental roles fuel innovation and product development. (Podolny and Hansen, 2020)
- **Commanding:** Amazon's leadership principles, emphasizing customer obsession and ownership, drive effective team management.
- **Coordinating:** Toyota's production system stresses collaboration and continuous improvement for efficient operations. (Shih, 2022)
- **Controlling:** Walmart uses real-time data analytics to optimize inventory and sales strategies, meeting customer demand effectively.



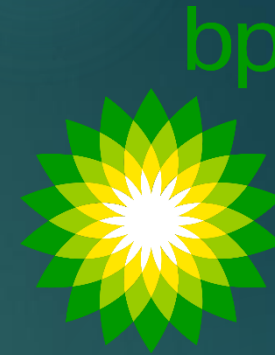
Managerial Roles part1

- ▶ **Interpersonal Roles:** Such relations comprise of the interplay between a manager and the people, either inside or outside the organization. This encompasses being an ambassador, Principal and link person, coordinating teamwork, linking people, and lessening the conflict.
- ▶ **Informational Roles:** Managers are the nerves of the teams they are leading, or the organizations they are working for. They gather and receive information and in turn relay the information to the team or organization. Through this, they will have the role of the monitor, the disseminator and the spokesperson in order for them to play to their part appropriately.
- ▶ **Decisional Roles:** These roles cover up the aspect of making decisions that can affect the organization. Managers hold the positions of entrepreneurs, disruption coordinators, resource managers, and negotiators who make tactical policy decisions, resolve conflicts, and allocate resources effectively (Parker et al., 2020).
- ▶ **Analytical Roles:** It includes appraisal of an organization strategy, tactic, and environment for all the decision making. This includes processing of information, recognizing areas that need improvement, and coming up with new development strategies for the future.



Managerial Roles part 2

- ▶ Tesco PLC: Leaders and intermediaries managers work as leaders and liaisons who will inspire their employees and collaborate with communities to establish corporate responsibility initiative.
- ▶ BBC: Managers oversee the updates on industry trends, serve as the spokesmen and women, and supervise the content according to the needs of audiences and government regulations.
- ▶ BP: Managers deal with climate issues through investments in renewable, management of problematic situations and allocation of funds for green projects (Gabrielova and Buchko, 2021).
- ▶ AstraZeneca: Analyzes the trends in health and invests in R&D in drug development, aiming at innovation and strategic development (e.g. the COVID-19 vaccines development).



Managers behaviours towards employees Part 1

Management's evolving role is crucial in supporting employee growth and development, underscoring the importance of fostering a conducive environment for progress (Needle & Burns, 2019).

- **Effective Communication:** Ensuring clear, open, and transparent communication channels.
- **Empathy and Understanding:** Recognising individual employee needs and challenges.
- **Continuous Feedback and Coaching:** Providing regular, constructive feedback and coaching sessions.
- **Empowerment:** Encouraging employees to take ownership of their work and decisions.
- **Skill Development:** Encouraging and facilitating continuous learning and professional development.



Managers behaviours towards employees'

part 2

- ▶ **Enhanced Productivity and Performance:** Google's supportive culture, which offers benefits like wellness programs and flexible schedules, has garnered praise. This fosters high job satisfaction, driving the company's innovation and industry-leading performance (Forbes,2018).
- ▶ **Retention :** With a turnover rate below 6%, Costco Wholesale has a 94% employee retention rate and higher wages and benefits. This shows Costco's success in creating a supportive workplace that retains employees and benefits the company financially (Booth,2019).
- ▶ **Improves Team Cohesion and Morale:** Southwest Airlines promotes respectful and fair management and democratised decision-making at all levels. This strategy, key to their success, boosts morale and creates a collaborative environment where every employee takes part in innovation and growth, highlighting their role in the company's success (Forbes,2020).



Conclusion

- ▶ We have integrated fundamental management theories (Henry Fayol, Drucker) with real-world applications (Apple, Google, Toyota).
- ▶ Highlighted the significance of managerial functions and roles in operational efficiency, strategic direction, and resource optimisation according Henry Mintzberg Theory .
- ▶ Google, Costco, and Southwest Airlines have demonstrated the impact of supportive workplaces on productivity and morale.
- ▶ Emphasised the alignment between theoretical concepts and practical implementation for organisational success according Robbins(2020).
- ▶ Underlined the importance of innovation, leadership, and adaptable management strategies for future challenges.



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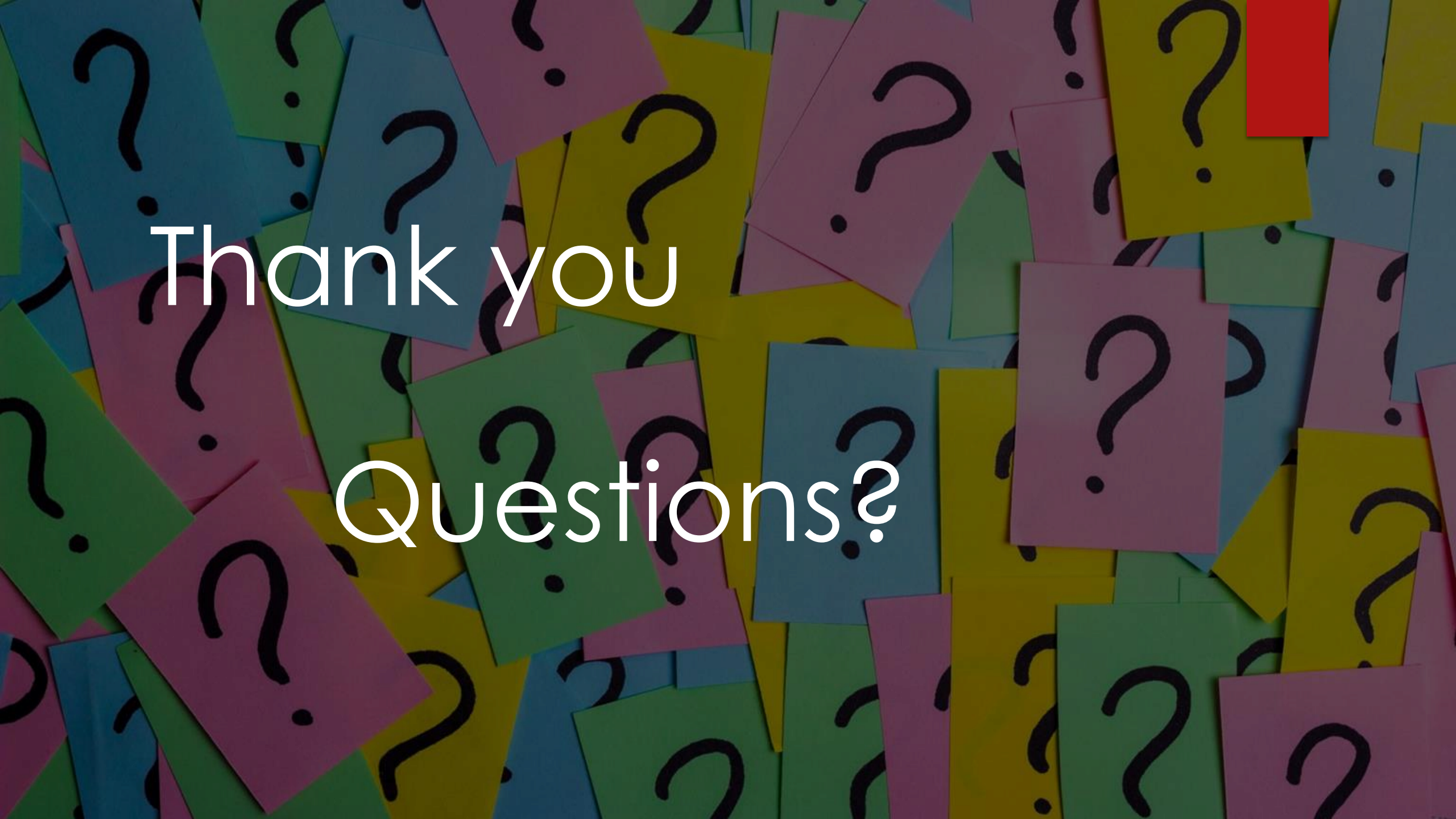
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The background of the slide is a dense, overlapping collage of numerous small, rectangular sticky notes. These notes are in various colors including teal, olive green, dusty rose, and a small patch of red in the upper right. Each sticky note features a large, bold, black question mark. The text 'Thank you' is centered in the upper half of the image in a white, sans-serif font.

Thank you

Questions?