



University of Wales Trinity Saint David

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Management

Management is the process of planning, organizing, leading, and controlling an organization's resources to achieve specific goals efficiently and effectively according to (Rohlander, D. 2014)

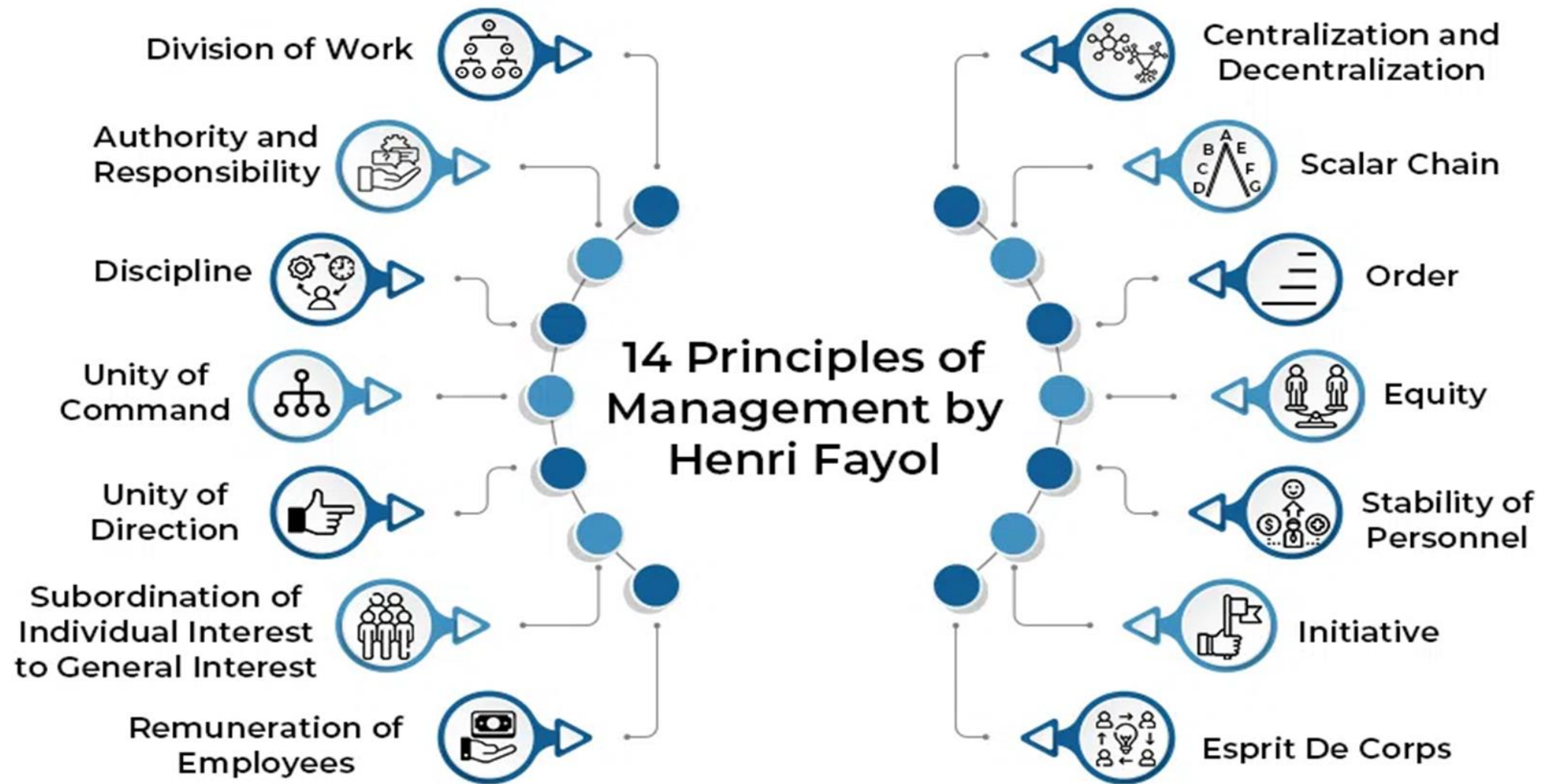


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Modern management is important for several reasons (Stephen P., 2021); I have highlighted those reasons with examples from different organizations:

- Efficient resource Utilisation
- Goal Achievement
- Adaptability to change



As per (Du Plessis, A.P. and Smit, P.J 1994) stated:

- Authority and responsibility
- Unity of command
- Unity of Direction
- Esprit de Corps

Management Functions by Gina Raducan

- Henri Fayol suggest that “to manage is to forecast and plan , to organize , to command , to coordinate and to control” (Fayol , 1916)
- The functions approach suggests that managers should efficiently and effectively coordinate the work of others to perform specific activities or functions are Planning , Organizing , Leading and Controlling

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Planing

- Involved setting the organization's goals and objectives
- Guided decision-making establishing a clear roadmap for an organization and risks
- Alignment with the organization's strategy and objectives.
- Can be long-term, as in strategic and corporate, medium-term, and short-term.

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Process of planning

“Tesco plans seasonal promotions, inventory management, staffing schedules, and sales targets for peak shopping periods.





Organizing

- Involves identifying and grouping tasks
- Delegated responsibility and establishing relationships for efficient work
- It optimises resource utilization and creates growth pathways for companies
- It is crucial for companies to efficiently utilize resources, ensure smooth operation
- Create growth pathways through well-structured administration.

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*process of
organizing (2024) <https://businessjargons.com/organizing.html>.*

Process of Organizing

Tesco organizes its stores with clear departments, centralized control, and specialized staff roles for efficiency.

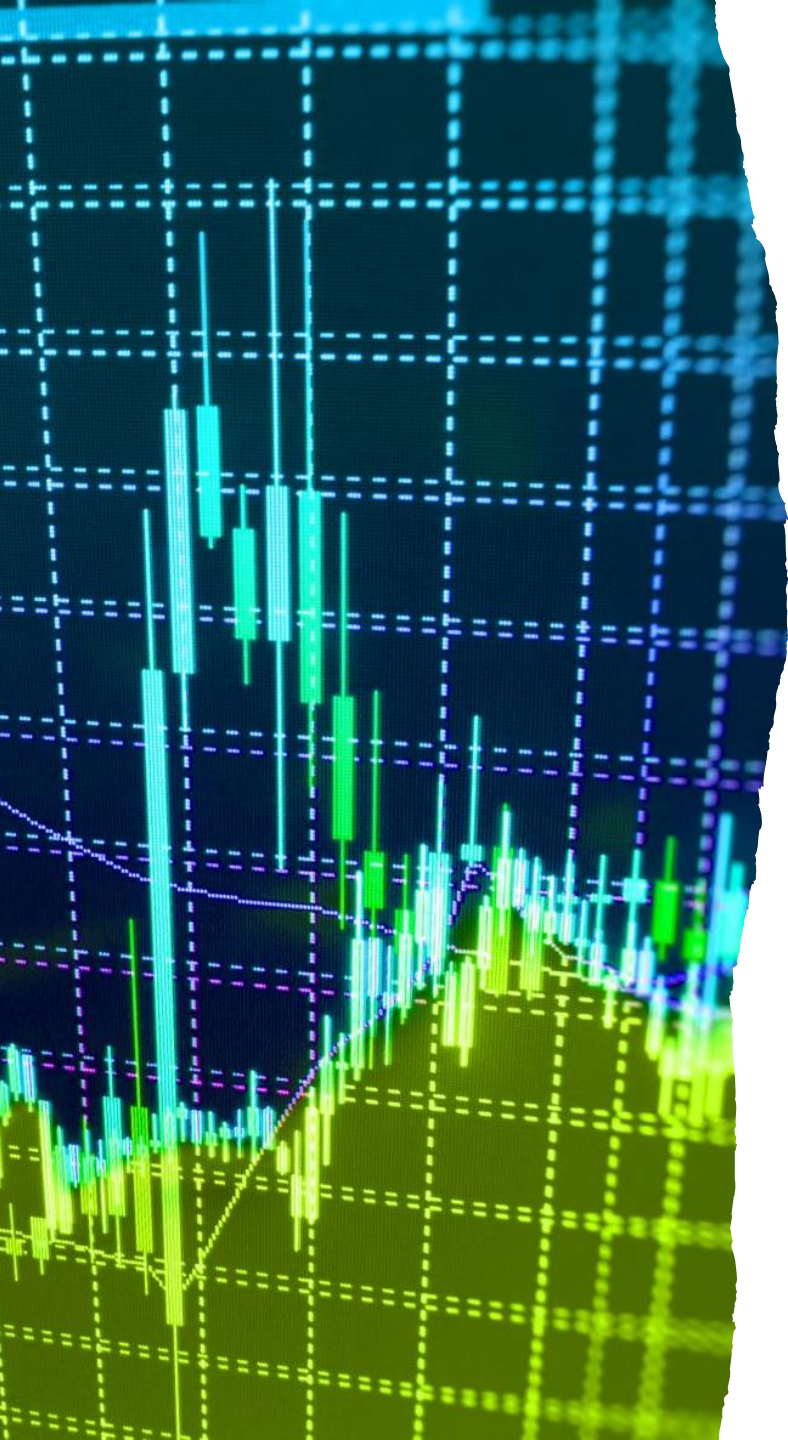
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Leading

- Guiding and directing employees to achieve goals
- Maximizing employee potential
- Maintaining workflow efficiency and achieving stability, and balance
- It involves motivation, inspiring employees, and facilitating effective communication using appropriate tools.

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Controlling

- Monitoring, comparing, and correcting work performance
- Assess performance against established standards
- Identify areas for improvement
- Ensures the organization is on track to achieve its objectives
- It also aids in the efficient use of resources
- Maximizing productivity and providing valuable insights for decision-making.

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Managerial Roles

By Albert Raduca



Henry Mintzberg introduced the concept of managerial roles in his work. “The Nature of Managerial Work” in the late 1960s.

Managers play various roles in an organization, including interpersonal, informational, decisional, and resource allocator activities and responsibilities.

- 1. Interpersonal roles** in management involve ceremonial and symbolic duties.
- 2. Figurehead** represent the organization , performing , important events and signing documents.
- 3. Leaders** guiding and directing teams , providing motivation , and support.
- 4. Managers in the liaison** role facilitate communication and collaboration between organizational and external stakeholders.



Key points : Interpersonal l roles



Interpersonal roles involve building connections with people, both inside and outside the organizations .



Figurehead , leader, and liaison roles are crucial for organizational success, focusing on effective communication, leadership, and networking .



Managers monitor trends, provide decision making, and ensure team alignment .



Disseminators sharing information from external sources or within the organization with team members.

Key points : Informational roles



Informational roles involve managers interacting with external and internal information sources .



Monitors – gather and share information



Disseminator –share it with team members



Spokespersons – represent the organization to stakeholders .

Decisional roles –making significant decisions that impact the organization



- **Entrepreneur**- identify opportunities , initiate project , and take calculate risks
- **Disturbance handler** – promptly resolving conflicts or crises to maintain balance and minimize the impact of crises.
- **Resource allocator** –prioritizing budget allocation , manpower , and time based on needs and objectives
- **Negotiator** – navigating conflicts , establishing partnerships .

Managers behaviours towards employees

A manager's behaviour is important because it sets the tone for the entire team.

A good leader knows that their behaviour directly impacts employee motivation and engagement.

(Williams,2021)



To effectively support employees in their career progression, managers need a blend of technical, interpersonal, and strategic skills (Smith ,2020).

- Here are key skills and examples of how they can be applied

❖ **Supportive and Encouraging**

❖ **Inclusive and Fair**

❖ **Transparent and Honest**

❖ **Empathetic and Approachable**

❖ **Recognition and Appreciation**

❖ **Delegation and Trust**

❖ **Constructive Feedback**

❖ **Conflict Resolution**

❖ **Proactive Problem Solving**

❖ **Flexibility and Adaptability**



- By adopting these behaviors, managers can create a positive work environment that supports employee well-being, productivity, and career development. This leads to higher job satisfaction, better team performance, and a more motivated workforce.

Manager's behavior towards employees

Importance of decent treatment

- **Employee Well-Being** – according to Deci and Ryan (2000), treating staff members with respect improves their wellbeing and level of job satisfaction
- **Productivity and Engagement** – as stated by Cameron (2012), receiving positive treatment boosts both productivity and engagement, which helps the organization reach its objectives
- **Retention** – providing good care, lowers the loss of staff members, keeping important personnel in the company (Robbins & Judge, 2019)



Impact on Vision and Mission



Alignment and Motivation – workers who are made to feel important are more likely to share the organization's vision and mission and to be driven to realize it (Drucker, 2008).



Organizational Culture – long term success depends on an environment of support, which can be promoted by positive manager behaviours (Schein, 2010).



In order to improve productivity, retention and wellbeing and to further align the workforce with the goals of the company, it is imperative that employees receive acceptable treatment (Deci and Ryan, 2000; Cameron 2012). That is why achieving an organization's vision and objective requires a delicate balance between capable management and strong leadership.



In conclusion, an organization's vision and mission of a business are greatly impacted by both management and leadership styles.



Great managers make sure that the strategy is carried out effectively, and strong leaders motivate and inspire.



Sustainable success and organizational performance depend on striking a balance between these behaviours that are consistent with moral principles.

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THANK YOU ALL FOR
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ANY QUESTIONS?!