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## Chapter One--SUPERVISORY MANAGEMENT ROLES AND CHALLENGES

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### 1. Explain why management is needed in all organizations.

Managers are needed in all fields of business. From healthcare to retail management is an intricate part of a business's success or failure. When ever there is a collective of people forming a organization, certain individuals and structure to insure that the organization is run effectively and properly.

### 2. Describe the different levels of management

Large organizations have the minimum of three levels of management. Top management is responsible for the complete operations needed to run smoothly. Middle management is responsible for a much smaller part through different division or department. Supervisory management controls a smaller unit or group of the organization.

### 3. Discuss what managers do? All levels of management have the same responsibility but to different degrees.

The functions performed by my management are the same, such as planning, organizing, staffing, leading, and controlling. While performing these functions mangers pay attention to different and inconsequential activities that require them to play different roles within the organization.

Enrichment of relationships, managers represent the organization as a figurehead. A figurehead is a representative of the company to act as a leader and liaison between all the different departments. These roles and responsibilities include acting as a monitor, disseminator, and/or spokesperson. Creating decision making roles require the manager to be an independent thinker, a conflict resolution negotiator and resource allocator.

### 4. Explain the basic skills required for effective management

To be an effective manager you must master basic skills that require to manage effectively.

One of those basic skills is conceptual skills. Conceptual skills is the mental ability to become aware of and can identify relationships within different pieces of information. These skills are needed to be able to acquire, interpreting, and analyzing information logically. Another of important skill is understanding human relations. Which involves understanding other people and interacting with them effectively. Administrative skills, which another basic skill that provides the ability to complete tasks in a effective manner. The final skill needed to manage effectively is technical skills. These skills consist of understanding and ability to supervise the processes, practices, or techniques needed for specific jobs within the organization.

### 5. Explain where supervisors come from?

For the most part supervisory positions are filled majority with internal applicants. The advantage to this hiring process is that the applicants will understand and already be aware of the working environment and culture of the company, especially if they are promoted with the organization. Their knowledge of task, personnel and other supervisors.makes employeement transtion smoother.

#### 6. Clarify the different relationships supervisory managers have with others?

Supervisory managers have three sets of relationship. Of course, their personal relationship with family and friend are at the forefront. Secondly, managers will in occasion have conflicting organizational relationships with the company, such as lower-level employees, fellow supervisors, and higher management. The third and largest group of relationships are external relationship with outsiders. External relationships can consist of business owners, customers, suppliers, union representatives, governmental-authorities, and leaders of environmental and advocacy groups.

#### 7. Discuss the emerging position of supervisory managers

Through evolution of time important changes would occur in quest of improving quality through supervisory management. Initially success in management was measured by a more authoritarian role. Those changes have concluded that top management commitment and involvement of rank-and-file employees would improve quality and lead that charge. Instead of managing with fear an intimidation manager should focus work as a unit. A supportive role that facilitates various skills which encouraging change, listen skills, shared responsibility for all outcomes with the their per. Utilizes your team with input to help with problem solving. Most importantly used growth as a motivation tool to encourage employees not intimidating and unethical scare tactics.

#### 8. Discuss some trends challenging supervisors

Supervisory positions have grown in importance and necessity as trends emerge and change. Trends have made the ability to supervise at times challenging to perform their duties. The more important trends challenge supervisors are dealing with a more diverse workforce. Coping and navigating supervision with a technological explosion. Adjusting to the shifts in occupational and industry trends. Meet required global challenges facing supervisors. As always, improve the quality and productivity of supervisor's responsibility unit. Improve ethical behavior and instate policy to protect employees from ethical abuses and also understand the proper respond to crises.