

Chapter 1

•**Organization:** group of people who work together to achieve some specific purpose

>Management:

- The pursuit of organizational goals
 - Efficiency**- use resources wisely and cost effectively
 - Ex. People, money, raw materials
 - Effectiveness**- achieves results, make right decisions & successfully carry out to achieve the organizational goals.
- Integrating the work of people through:
 - Planning
 - Organizing
 - Leading
 - Controlling organizations resources

>Rewards of Studying Management:

1. Dealing with organizations from the outside
 - We are in constant interaction with other organizations
 - May give us some defensive skills that can help deal with certain Situations
2. Learn to relate to supervisors
 - Understand the pressure they deal with and how they will respond
3. Learn to interact with coworkers
 - Understand team work, cultural differences, negotiations, etc
4. How to manage yourself in the workplace
 - Insight on yourself: values, personality, emotions, needs and goals
 - Help build skills: listening, handling stress, avoiding group think

>Rewards for practicing management

1. Sense of accomplishment
 - Personal satisfaction and of employees who helped
2. Stretch abilities and magnify range
 - Promotion up the hierarchy challenges your skills
3. Build a catalog of successful products/ services
 - Help run your own business, becomes a monument
4. \$\$\$

> 7 Challenges to being an exceptional manager

1. Managing for **competitive advantage**: ability to produce goods or services more effectively than competitors do
 - Being responsive to customers: without customers there would be no organization, they are the justification of the organization's existence
 - Innovation**: finding new ways to deliver better goods or services
 - Quality**: the customer will only put up with mediocre quality when there is no other choice

-Efficiency: companies strive to produce goods/ services as quickly as possible using the fewest employees as possible

2. Managing for diversity

-The challenge is to maximize the contributions of employees diverse in gender, age, race and ethnicity

3. Managing for globalization

-Gestures and symbols don't have the same meanings

-Not understanding such differences can effect how organizations manage Globally

4. Managing for information technology

-By 2015 1.4 trillion will be spent online, that is a 13.5% rise

-*e-business*: using the internet to facilitate every aspect of running a business

-Implications of e-business

a. far-ranging e-management & e-communication

-21st century managers will find themselves responsible for creating, motivating, and leading specialists around the world

-Will required them to master organizational communications, create concise, powerful emails & voice-mail message

b. Accelerated decision making, conflict, and stress

c. Changes in organizational structures, jobs, goal setting and knowledge management

-*Knowledge management*- implanting of systems and places to increase the sharing of knowledge and information

-*Collaborative computing*- state of the art computer software and hardware, will help work better together

5. Managing for ethical standards

-With the pressure to meet sales, production and other challenges, managers can find themselves in ethical dilemmas.

-Ethical behavior is an important part of business

6. Managing for Sustainability (the business of green)

-Defined as economic development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

7. Managing for your own happiness and life goals

-Some may not find it fulfilling, caught in between subordinates and bosses.

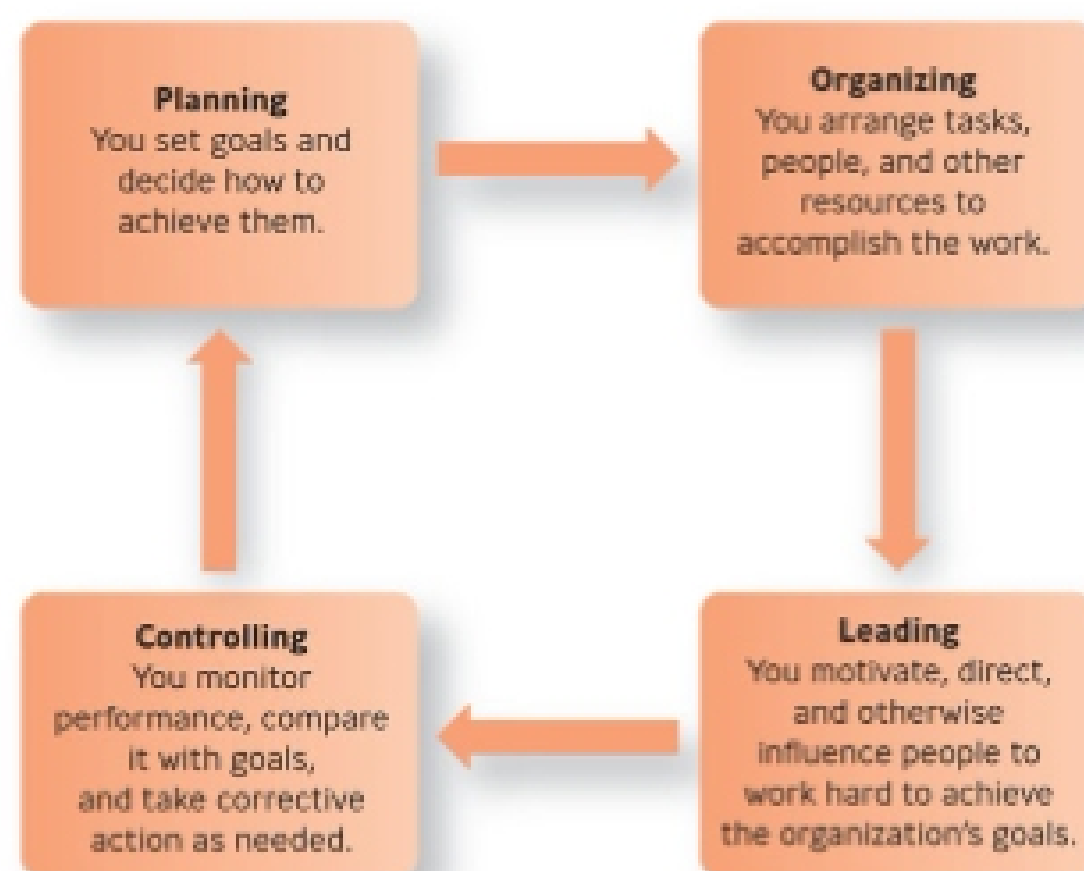
>Four Principle functions of managers

1. **Planning**: defined as setting goals and deciding how to achieve them

2. **Organizing**: arranging tasks, people and other resources to accomplish the work

3. **Leading**: motivating, directing, and influencing people to work hard to achieve goals

4. **Controlling:** monitoring performance, comparing it with goals and taking corrective actions



> 3 Level of management

1. **Top managers-** (CEO- chief executive officer or COO-chief operating officer)
-Make long-term decisions about the overall direction to the organization and establish the a. objectives b. policies & strategies to deal
2. **Middle managers-** implement the policies and plan of the top managers above them and supervise the coordinate the activities of the first time managers below them
3. **First-time managers-** make short-term operating decisions, directing the daily tasks of no managerial personnel.