

MANAGERS IN THE WORKPLACE

Chapter 1

WHY ARE MANAGERS IMPORTANT?

- **Organizations need their managerial skills and abilities more than ever in these uncertain, complex, and chaotic times.**
- **Managerial skills and abilities are critical in getting things done.**
- **The quality of the employee/supervisor relationship is the most important variable in productivity and loyalty.**

WHO ARE MANAGERS?

- **Manager: Someone who coordinates and oversees the work of other people so that organizational goals can be accomplished.**

EXHIBIT 1-1

LEVELS OF MANAGEMENT



CLASSIFYING MANAGERS

- **First- line Managers:** Individuals who manage the work of non-managerial employees.
- **Middle Managers:** Individuals who manager the work of First-line managers.
- **Top Managers:** Individuals who are responsible for **making organization-wide decisions** and **establishing plans and goals that affect the entire organization.**

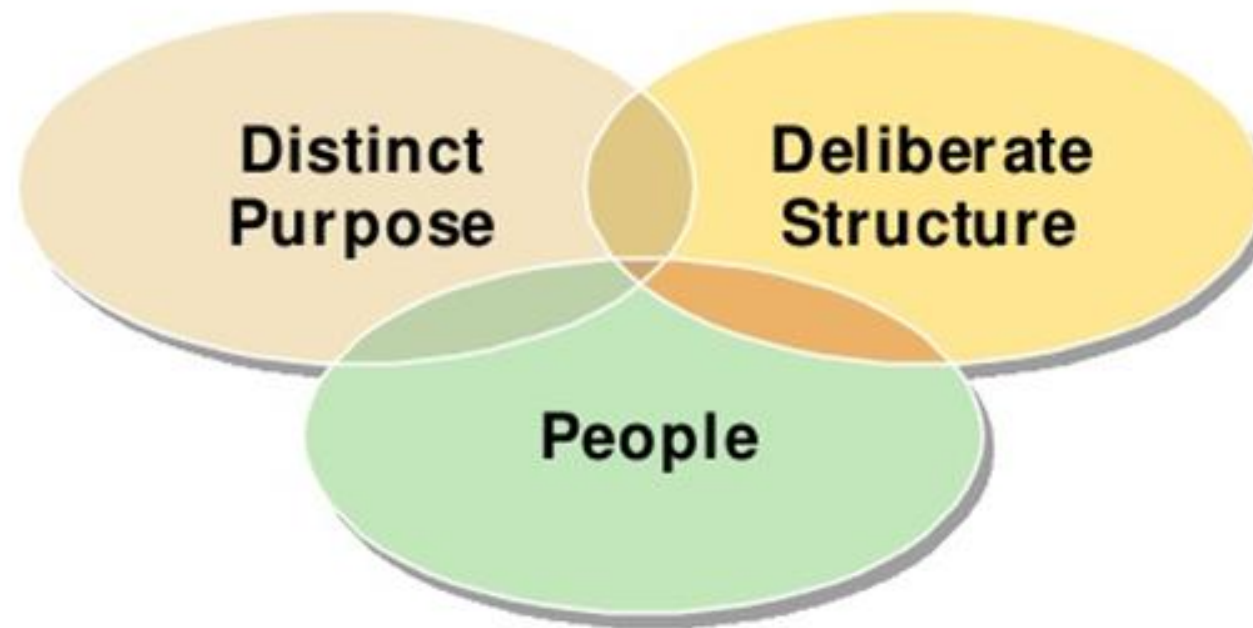
WHERE DO MANAGERS WORK?

jukti shonggoto bhaba shajano

- Organization- A **deliberate arrangement** of people assembled to accomplish some specific purpose (that individuals independently could not accomplish alone).
- Common Characteristics of Organizations-
 - Have a distinct purpose (goal)
 - Are composed of people
 - Have a deliberate structure

EXHIBIT 1-2

CHARACTERISTICS OF ORGANIZATIONS



WHAT DO MANAGERS DO?

- **Management involves coordinating and overseeing the work activities of others so that their activities are completed efficiently and effectively.**

EFFICIENCY AND EFFECTIVENESS

- **Efficiency:** **Doing things right,** or getting the most output from the least amount of input.
- **Effectiveness:** **Doing the right things,** or doing those work activities that will result in achieving goals.

EXHIBIT 1-3

EFFICIENCY AND EFFECTIVENESS IN MANAGEMENT

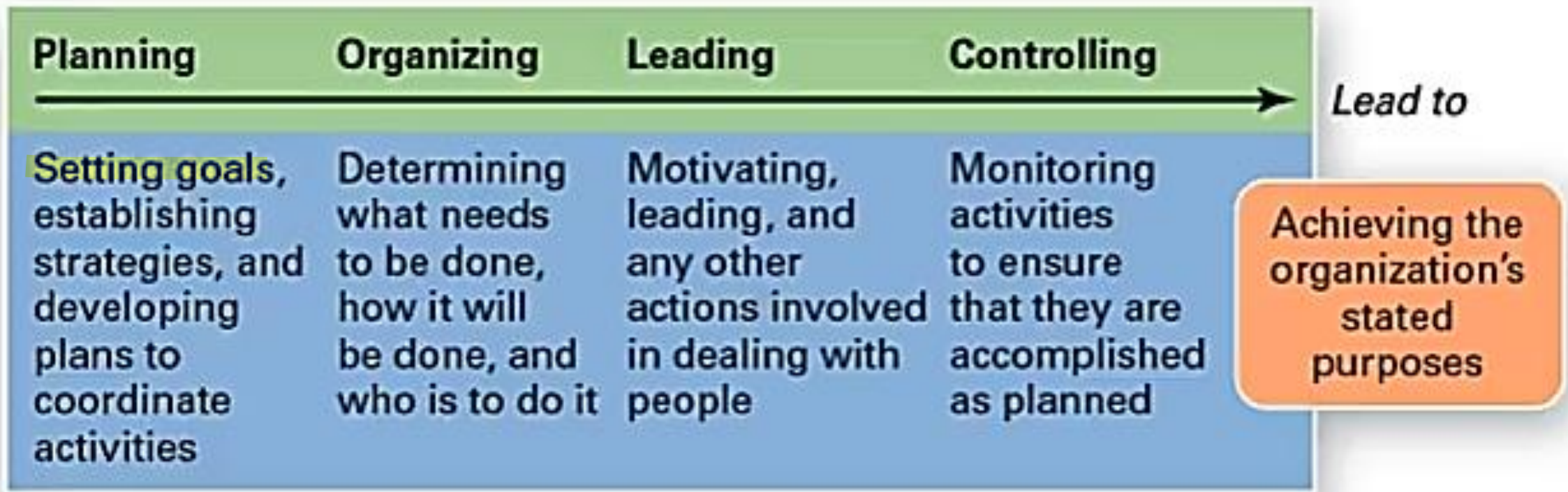


MANAGEMENT FUNCTIONS

- **Planning:** Defining goals, establishing strategies to achieve goals, and developing plans to integrate and coordinate activities.
- **Organizing:** Arranging and structuring work to accomplish organizational goals.
- **Leading:** Working with and through people to accomplish goals.
- **Controlling:** Monitoring, comparing, and correcting work.

EXHIBIT 1-4

FOUR FUNCTIONS OF MANAGEMENT



MANAGEMENT ROLES

- **Specific actions or behaviors expected of and exhibited by a manager.**
- **Mint berg identified 10 roles grouped around interpersonal relationships, the transfer of information, and decision making.**

THREE TYPES OF ROLES

1. Interpersonal roles

- Figurehead, leader, liaison

2. Informational roles

- Monitor, disseminator, spokesperson

3. Decisional roles

- Entrepreneur, disturbance handler, resource allocator, negotiator

EXHIBIT 1-5

MINTZ BERG'S MANAGERIAL ROLES



SKILLS MANAGERS NEED

- **Technical skills**
 - Knowledge and proficiency in a specific field
- **Human skills**
 - The ability to work well with other people
- **Conceptual skills**
 - The ability to think and conceptualize about abstract and complex situations concerning the organization

EXHIBIT I-6

SKILLS NEEDED AT DIFFERENT MANAGERIAL LEVELS



EXHIBIT I-7

IMPORTANT MANAGERIAL LEVELS



THE IMPORTANCE OF CUSTOMERS

- **Customers:** the reason that organizations exist
 - Managing customer relationships is the responsibility of all managers and employees.
 - Consistent high quality customer service is essential for survival.

THE IMPORTANCE OF SOCIAL MEDIA

- **Social media**
 - Forms of electronic communication through which users create online communities to share ideas, information, personal messages, and other content.

THE IMPORTANCE OF INNOVATION

- **Innovation**

- Doing things differently, exploring new territory, and taking risks.
- Managers should encourage employees to be aware of and act on opportunities for innovation.

THE IMPORTANCE OF SUSTAINABILITY

- **Sustainability** – a company's ability to achieve its business goals and increase long-term shareholder value by integrating economic, environmental, and social opportunities into its business strategies.

Thank You!