

MANAGEMENT 301- EXAM 1 Study Guide 2014

Chapter 1: What is Management

Traditional Pyramid vs. Inverted Pyramid

Traditional Pyramid	Inverted Pyramid
CEO -> Reports to Board of Directors (for profit) or Trustees (non profit)	Customers/ Clients
Senior Managers	Operating Workers
Middle Managers	Team Leaders/Middle Managers
Front-Line Managers	Top Managers
Non Managerial Workers	CEO (Board of Directors/Board of Trustees)

Inverted Pyramid: Customers are on top with higher level managers supporting the employees who serve those customers

Manager: Person who supports and who is responsible for the work of others

Skills of a leader:

Develops
Long range view
Challenges status quo
Innovates

Dudes
Love
Chipotle
In PSU

Develops
Long-range view
Challenges Status Quo
Innovates

Skills of a manager:

Maintains
Relies on control
Structure focus
Short-range view

Men
Rail
Slutty
Sloots

Maintains
Relies of control
Structure focus
Short term view

Skills of a manager according to Robert Katz:

Conceptual skill
Human Skill
Technical Skill

T.
H.
C.

Technical Skill
Human Skill
Conceptual Skill

Career Issues for Managers: Leadership Competencies

-Globalization- Worldwide interdependence of resources; involves markets and business competition; the work world is being changed by recession, etc.

-job migration- global outsourcing: moving jobs to another country

Study Guide For Management

Jianjun Gao



Study Guide For Management:

The Manager's Good Study Guide Sheila Tyler,2007 The Managers Good Study Guide is designed as a handy reference manual for anyone interested in learning to be a better manager whether through a formal programme of study or informally This Third Edition will help you to Become a more effective learner Read with concentration and understanding Construct logical yet persuasive arguments Write fluent and forceful reports Develop a flexible note taking strategy Seek and use information Handle numbers with confidence Prepare and use graphs and diagrams effectively Work with others face to face and online Develop your career New sections on problem solving are included together with a glossary of financial terms and more help with basic mathematics The Manager s Good Study Guide also contains a section on management tools and techniques and a compendium of key management ideas typically covered in management Certificate and Diploma programmes

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