

Welcome

CJM Training & Development

What Managers Do

Managers (or *administrators*)

Individuals who achieve goals through other people.

Managerial Activities

- Make decisions
- Allocate resources
- Direct activities of others to attain goals

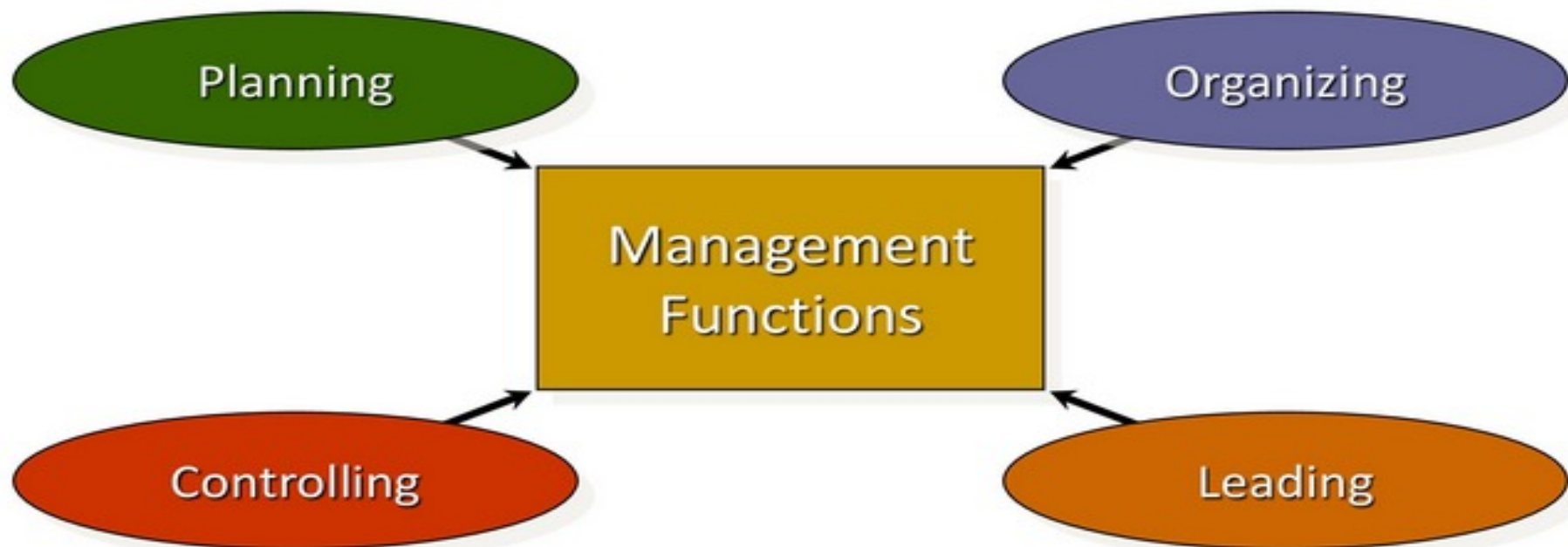
Where Managers Work

Organization

A consciously coordinated social unit, composed of two or more people, that functions on a relatively continuous basis to achieve a common goal or set of goals.



Management Functions



Management Functions (cont'd)

Planning

A process that includes defining goals, establishing strategy, and developing plans to coordinate activities.



Management Functions (cont'd)

Organizing

Determining what tasks are to be done, who is to do them, how the tasks are to be grouped, who reports to whom, and where decisions are to be made.



Management Functions (cont'd)

Leading

A function that includes motivating employees, directing others, selecting the most effective communication channels, and resolving conflicts.



Management Functions (cont'd)

Controlling

Monitoring activities to ensure they are being accomplished as planned and correcting any significant deviations.



Mintzberg's Managerial Roles

Interpersonal

Figurehead

Symbolic head; required to perform a number of routine duties of a legal or social nature

Leader

Responsible for the motivation and direction of employees

Liaison

Maintains a network of outside contacts who provide favors and information

Mintzberg's Managerial Roles (cont'd)

Informational

Monitor

Receives wide variety of information; serves as nerve center of internal and external information of the organization

Disseminator

Transmits information received from outsiders or from other employees to members of the organization

Spokesperson

Transmits information to outsiders on organization's plans, policies, actions, and results; serves as expert on organization's industry

Source: Adapted from *The Nature of Managerial Work* by H. Mintzberg. Copyright © 1973 by H. Mintzberg. Reprinted by permission of Pearson Education.

Mintzberg's Managerial Roles (cont'd)

Decisional

Entrepreneur	Searches organization and its environment for opportunities and initiates projects to bring about change
Disturbance handler	Responsible for corrective action when organization faces important, unexpected disturbances
Resource allocator	Makes or approves significant organizational decisions
Negotiator	Responsible for representing the organization at major negotiations

Management Skills

Technical skills

The ability to apply specialized knowledge or expertise.

Human skills

The ability to work with, understand, and motivate other people, both individually and in groups.

Conceptual Skills

The mental ability to analyze and diagnose complex situations.



Thank you!

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- PLEASE TAKE THE QUIZ