

CHAPTER 11

MANAGEMENT FUNCTIONS & DECISION MAKING

NAME: _____ MOD. _____
 DATE HANDED OUT: _____



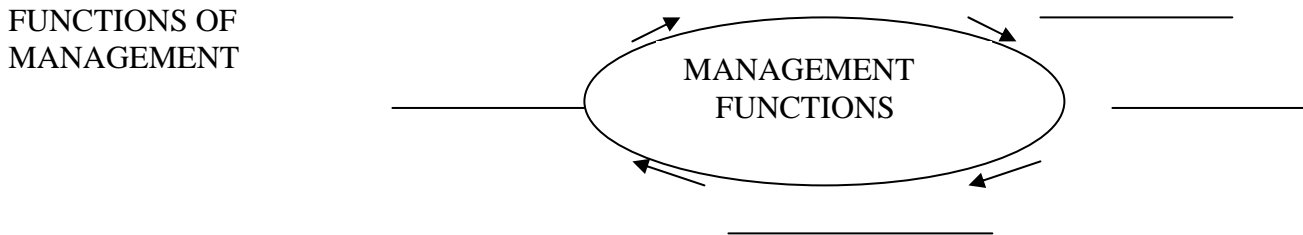
OBJECTIVES: Define the four functions of management.
 Differentiate between management and non-management employees and the various levels of management.
 Describe the five major job responsibilities of supervisors.
 Identify how managers use information and business research in their work.
 Outline the steps in an effective decision-making process.

NBEA STANDARDS: I. Management Functions: Analyze the management functions and their implementation and integration within the business environment.
II. Management Theories: Analyze management theories and their application within the business environment.
III. Business Organization: Analyze the organization of a business.

DISENGAGE _____

MANAGEMENT PROCESS OF ACCOMPLISHING THE _____
 _____ THROUGH THE
 EFFECTIVE USE OF _____

BLOKE _____



PLANNING _____ AND _____
 ABOUT WHAT NEEDS TO BE DONE.
 THE _____ FUNCTION OF MANAGEMENT.

VISION WHERE _____; WHERE _____.

ORGANIZING DETERMINING HOW _____ CAN BE ACCOMPLISHED
 _____ AND _____
 TO COMPLETE WORK. _____ ORGANIZATIONAL
 STRUCTURE OF BUSINESS.

MANAGERIAL RESPONSIBILITY DISTRIBUTE _____ AND _____.

STAFFING

_____, _____, _____
_____, AND _____.
_____ AND KEEPING FILLED WITH _____
PEOPLE IN ALL POSITIONS IN THE BUSINESS .

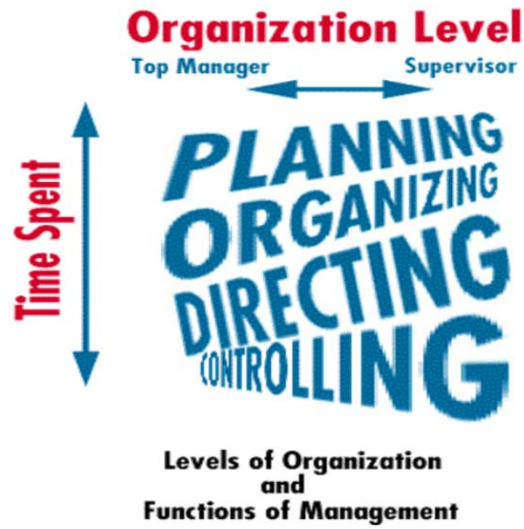
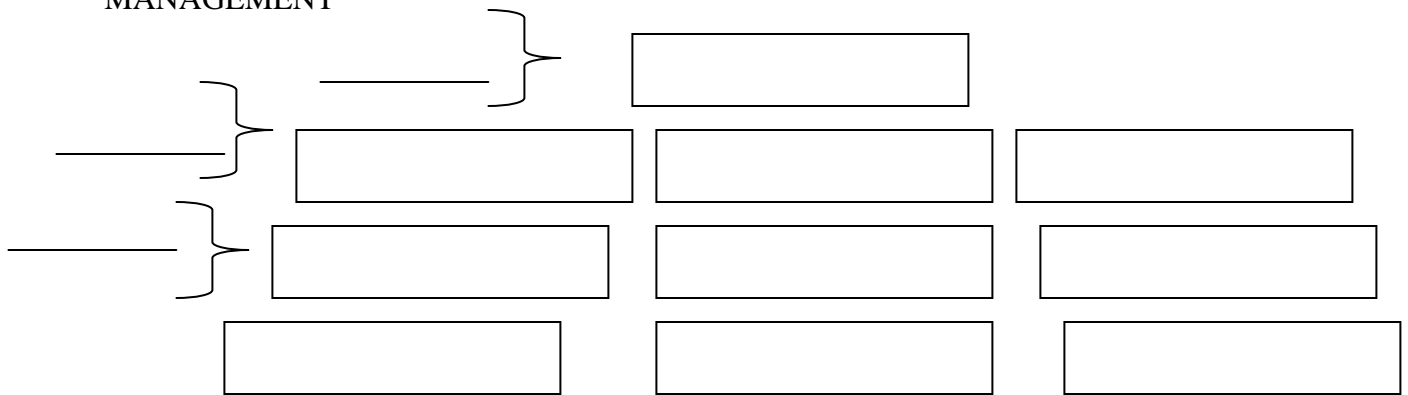
DIRECTING

_____ THROUGH _____,
_____, _____,
AND _____. THE PURPOSE IS:
1)ACCOMPLISH ORGANIZATION'S _____
2)HELP EMPLOYEES ACCOMPLISH_____.

CONTROLLING

_____ RESULTS TO DETERMINE IF THE COMPANY'S
_____ HAVE BEEN _____ AS PLANNED.
_____ & _____ ARE TIED DIRECTLY TO THE
REASONS FOR BEING IN BUSINESS.
SUCCESS REQUIRES TWO THINGS: _____ AND _____.

LEVELS OF
MANAGEMENT

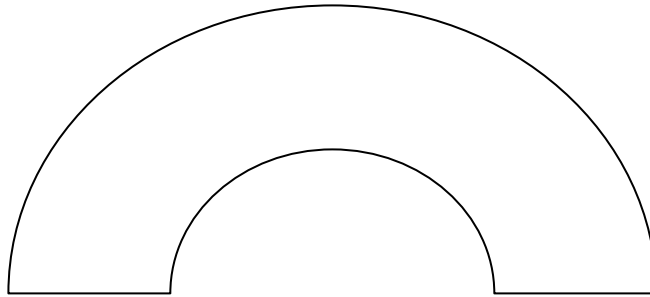


SUPERVISOR _____ LEVEL OF MANAGEMENT. PRIMARY FUNCTION:
_____ & _____ WORK OF
EMPLOYEES

MID MANAGEMENT IMPLEMENTS _____ OF TOP MANAGEMENT

TOP MANAGEMENT DETERMINES _____ AND SETS _____
PRIMARY FUNCTION: _____.

KEYSTONE



WHAT DOES THE ARCH REPRESENT? _____
WHO IS THE KEYSTONE? _____
WHAT HAPPENS WITHOUT THE KEYSTONE? _____

- SUPERVISOR RESPONSIBILITIES
1. COMMUNICATE _____ AND _____ OF MANAGEMENT TO _____ --KEY TO SUCCESS.
 2. _____ EMPLOYEE _____ AND _____ TO MANAGEMENT. SKILL NECESSARY: _____.
 3. _____ AND _____ EMPLOYEE PERFORMANCE. _____ AREA OF EFFECTIVE MGMT.
 4. _____ EMPLOYEES TO DO THEIR _____ WORK. ESSENTIAL ELEMENTS FOR SUCCESS.
 5. USE RESOURCES _____.

FOUR MAIN SUPERVISORY TOOLS:

WORK SCHEDULE WHO WORKS _____ AND _____

TIME SCHEDULE _____ FOR PROJECTS.

MEMO & REPORTS _____ & _____
_____ - MOST IMPORTANT COMMUNICATION SKILL

EVALUATION CHECKLIST TQM _____ WHICH MEANS _____
AT EVERY LEVEL IS RESPONSIBLE FOR _____.

SUCCESSFUL SUPERVISOR 1) _____, 2) _____, 3) _____
4) _____, 5) _____, 6) _____

VARIANCE

Difference between _____ and _____
If positive variance, performance _____ set standards so manager may
have to decide is works can achieve _____ performance.
If negative variance, performance falls _____ of standard so manager may
have to _____ organizational plan to determine if it is
something that can be easily corrected or because it is
a _____ or _____ organizational plan.

PROBLEM
SOLVING
STEPS

- 1) _____
SYMPTOM _____
PROBLEM _____
- 2) _____
BRAINSTORMING _____
- 3) _____
EXAMINE _____
COMPARE _____
- 4) _____
MANAGER _____ OF SELECTED SOLUTION.

Management is efficiency in
climbing the ladder of
success; leadership
determines whether the ladder
is leaning against the right
wall.

--Stephen Covey
(author—writes about
controlling own destiny)