

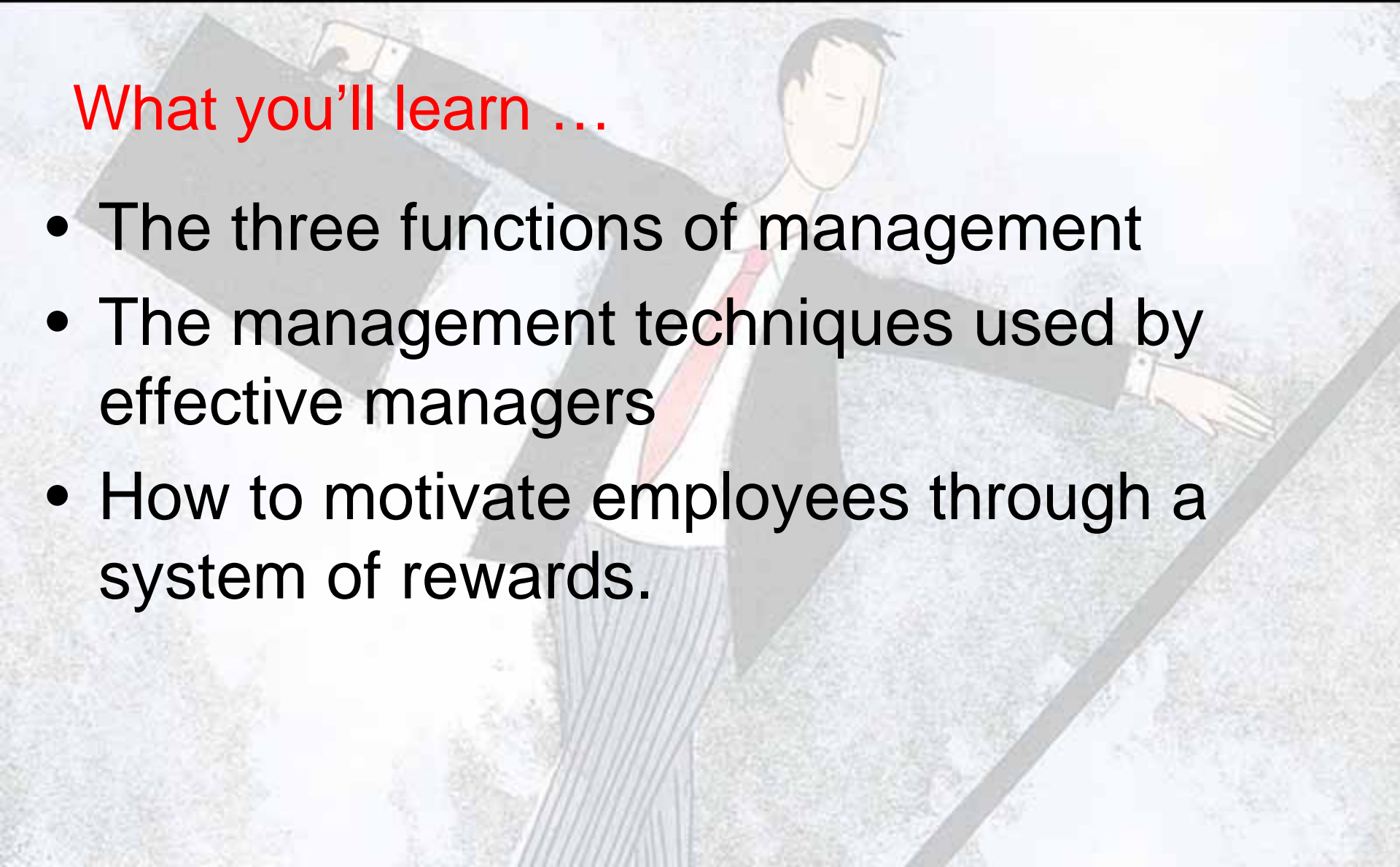


Management Skills

Management Functions

What you'll learn ...

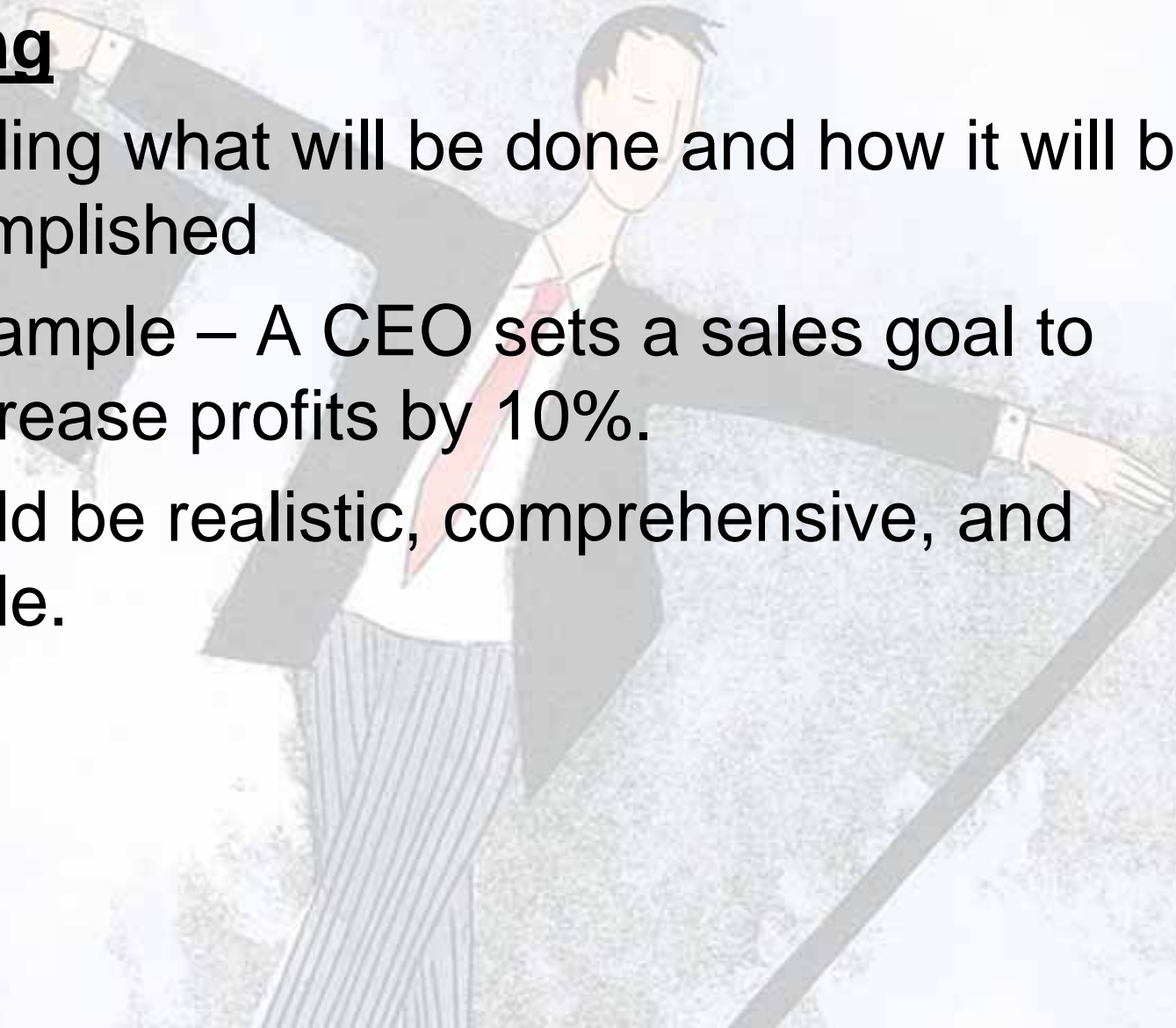
- The three functions of management
- The management techniques used by effective managers
- How to motivate employees through a system of rewards.



Basic Management Functions

- **Planning**

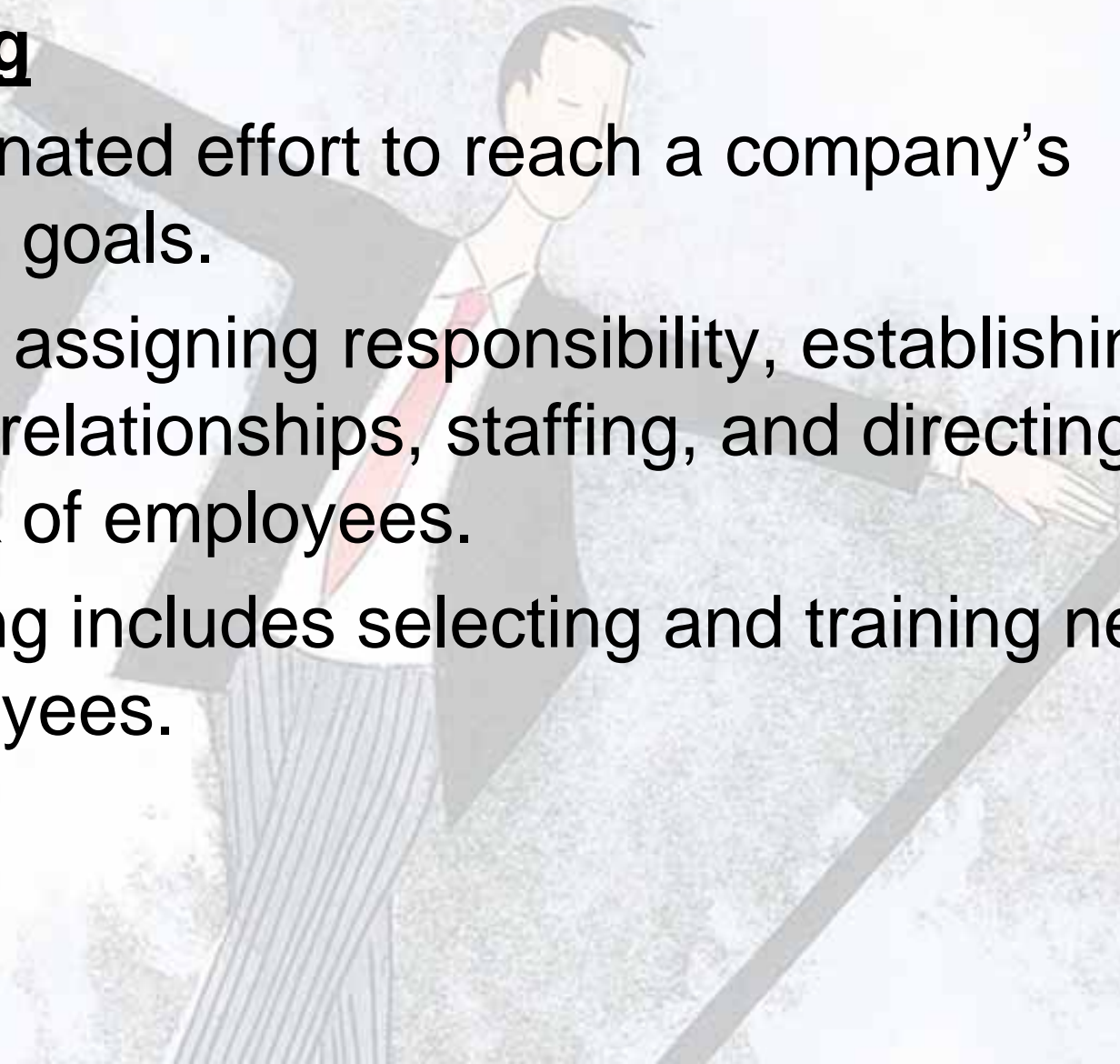
- Deciding what will be done and how it will be accomplished
 - Example – A CEO sets a sales goal to increase profits by 10%.
- Should be realistic, comprehensive, and flexible.



Basic Management Functions

- **Organizing**

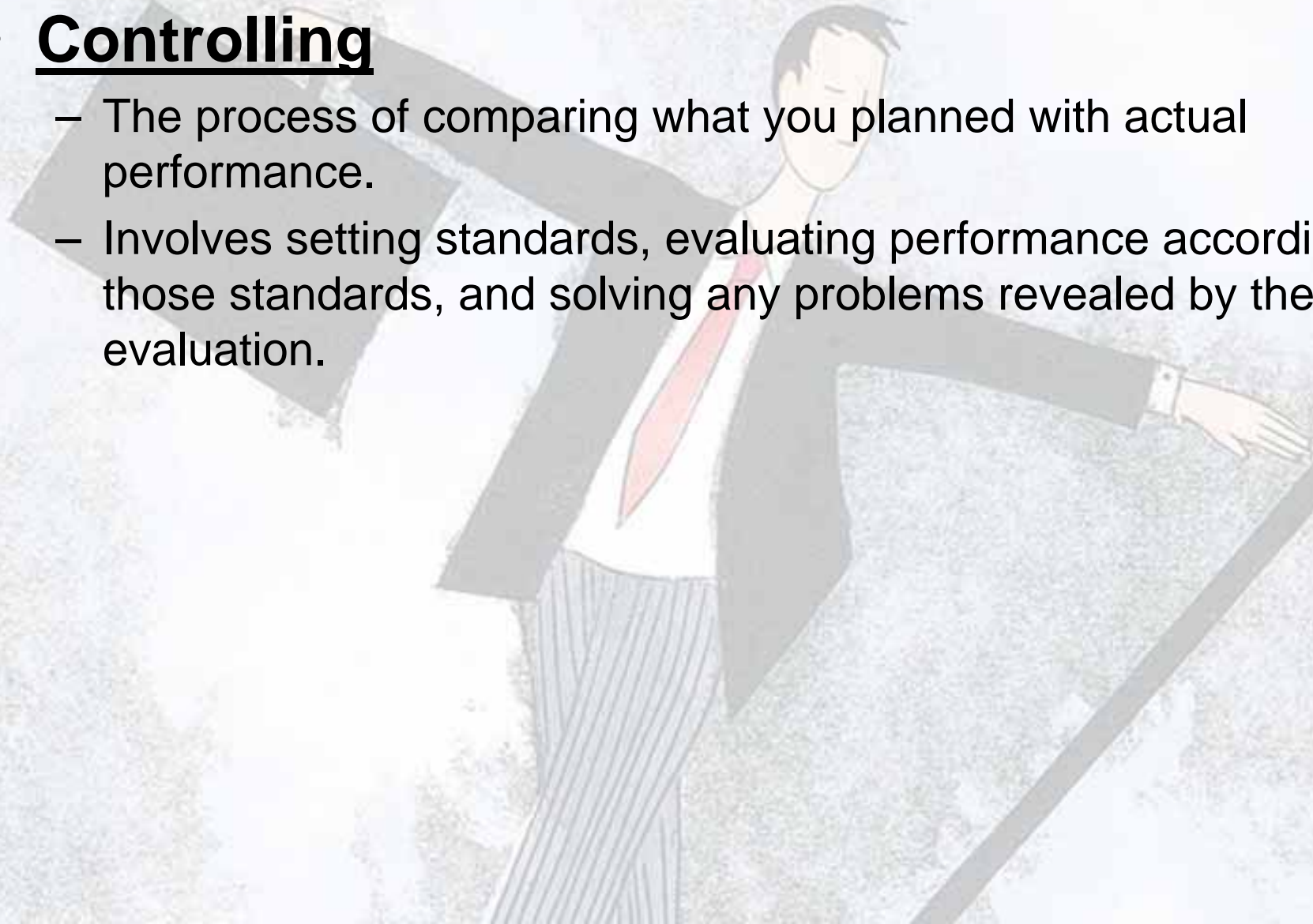
- A coordinated effort to reach a company's planning goals.
- Involves assigning responsibility, establishing working relationships, staffing, and directing the work of employees.
 - Staffing includes selecting and training new employees.



Basic Management Functions

- **Controlling**

- The process of comparing what you planned with actual performance.
- Involves setting standards, evaluating performance according to those standards, and solving any problems revealed by the evaluation.



Basic Management Functions

- **Mission Statement** – describes the ultimate goals of a company in a brief paragraph or two.
 - It is a summary of why a company exists.
 - Once the goals are established, the company will adopt consistent standards.

Click the logos to see the company mission statement



Effective Management Techniques

- Give clear directions
- Be consistent
- Treat employees fairly
- Be firm when necessary
- Set a good example
- Delegate responsibility
- Foster teamwork
- Be ethical



TEAMWORK IS THE ABILITY
TO WORK TOGETHER
TOWARD A COMMON VISION...

IT IS THE FUEL THAT
ALLOWS COMMON PEOPLE TO
ATTAIN UNCOMMON RESULTS.

Employee Motivation

- The more people feel that they are appreciated, the harder they will work.
- Provide frequent feedback to employees.
- Formally evaluate them each year.
- Reward smart work, not busy work (Simplify the work.)

Can you think of some ways to reward good employees?

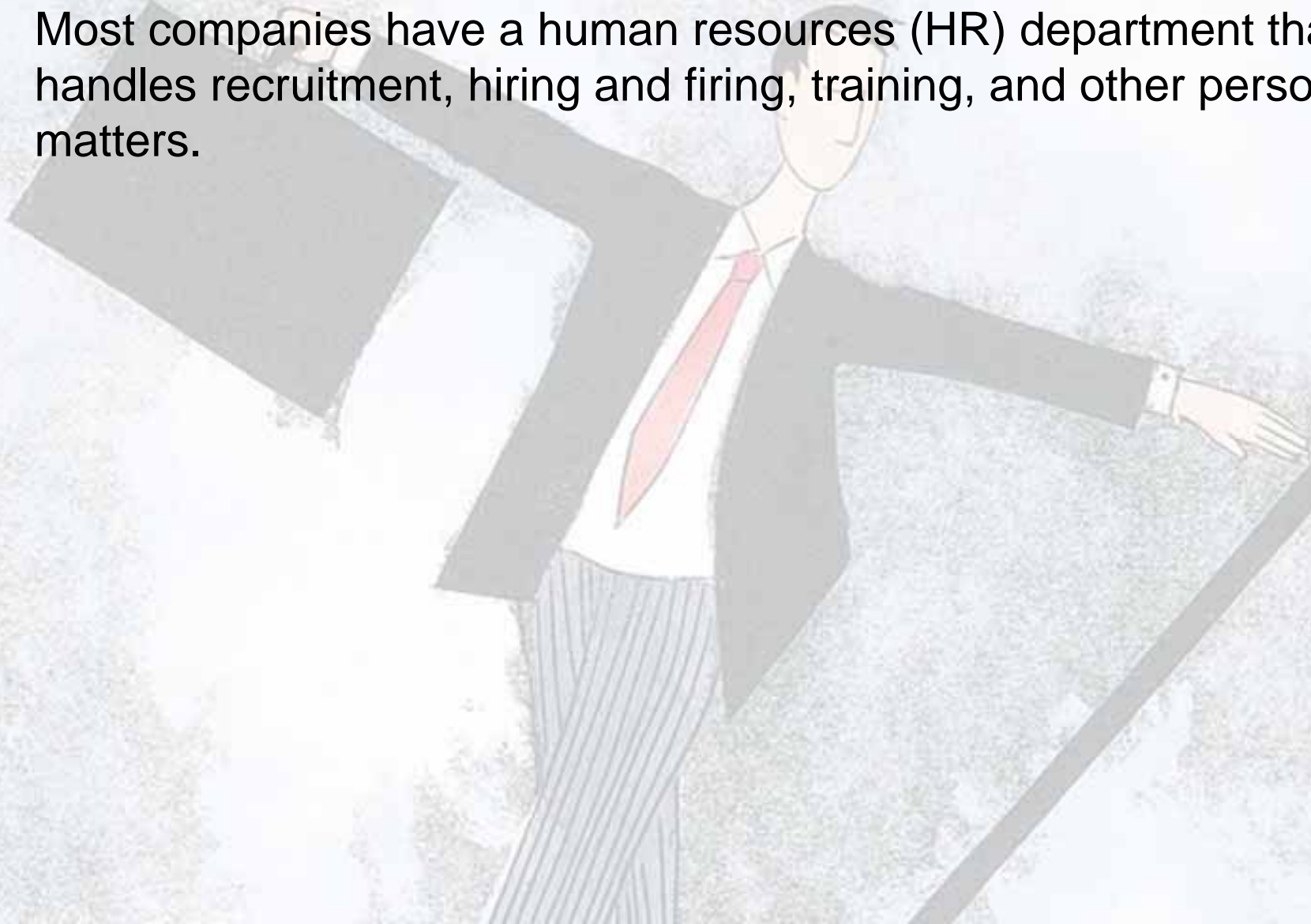
Employee Motivation

- Rewards
 - Reward smart work, not busy work
 - Identify workers who value quality
- Encourage Creativity
 - Do not let conformity stifle creativity



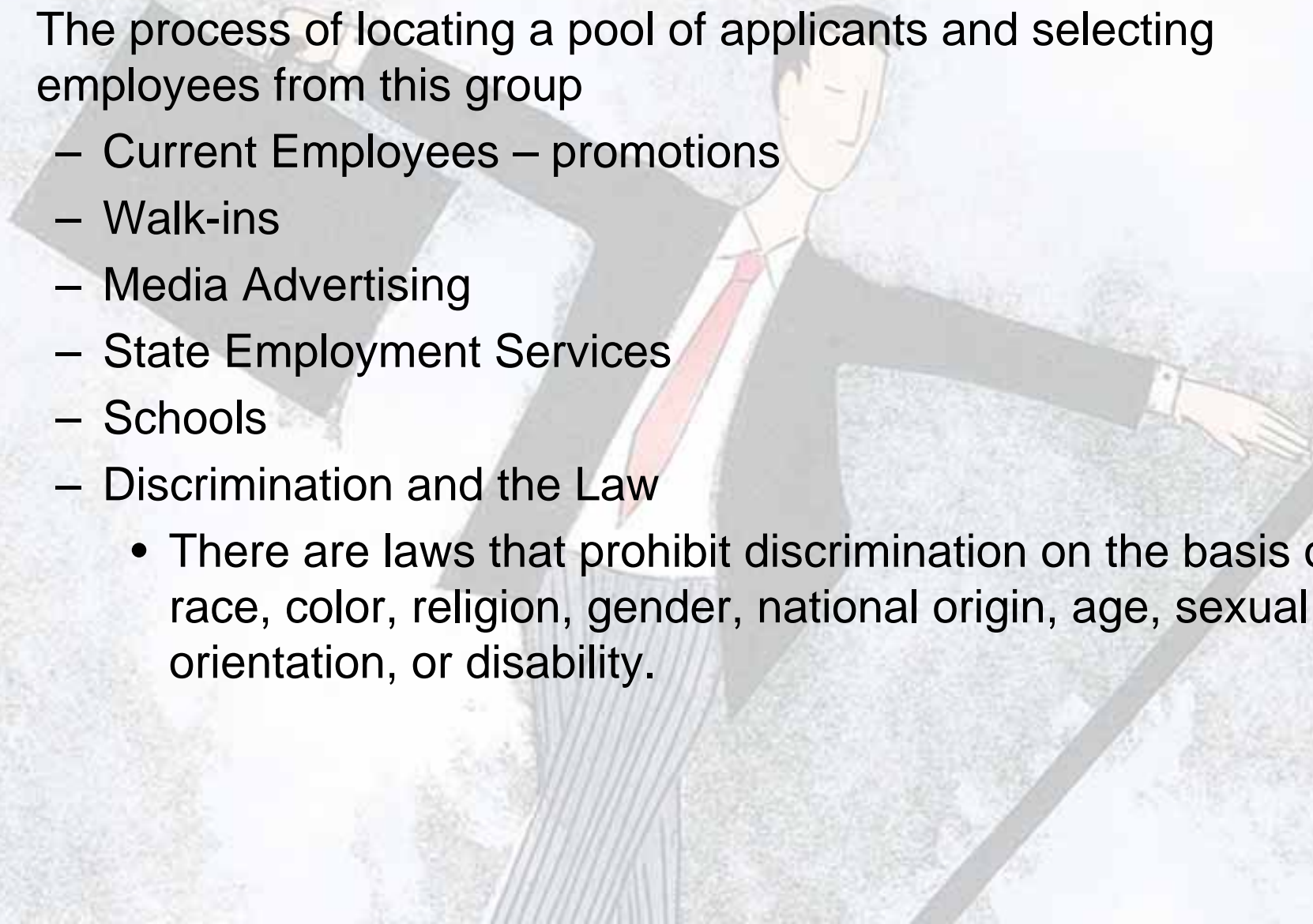
Human Resources

- Most companies have a human resources (HR) department that handles recruitment, hiring and firing, training, and other personnel matters.



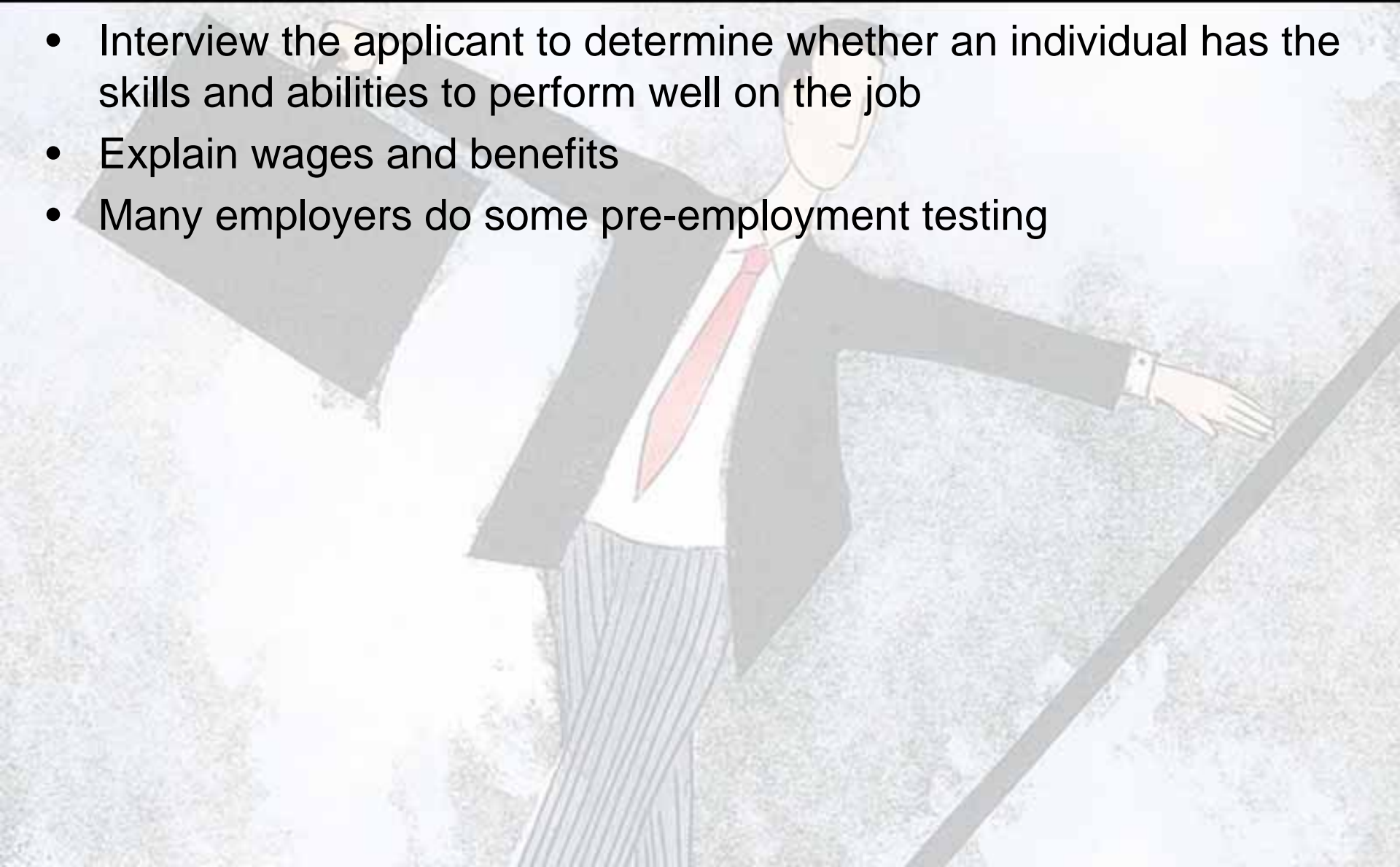
Recruiting

- The process of locating a pool of applicants and selecting employees from this group
 - Current Employees – promotions
 - Walk-ins
 - Media Advertising
 - State Employment Services
 - Schools
 - Discrimination and the Law
 - There are laws that prohibit discrimination on the basis of race, color, religion, gender, national origin, age, sexual orientation, or disability.



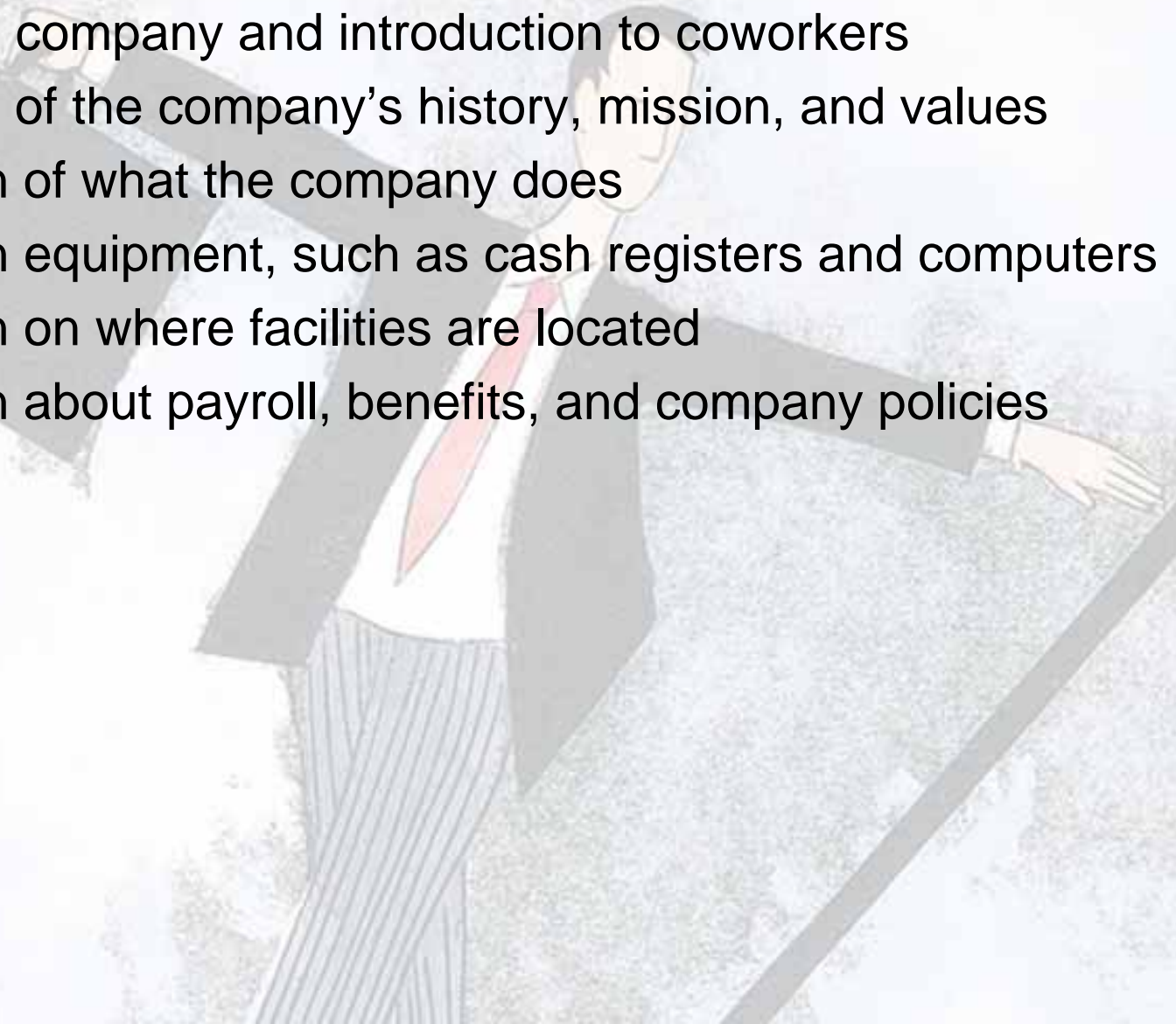
Hiring New Employees

- Interview the applicant to determine whether an individual has the skills and abilities to perform well on the job
- Explain wages and benefits
- Many employers do some pre-employment testing

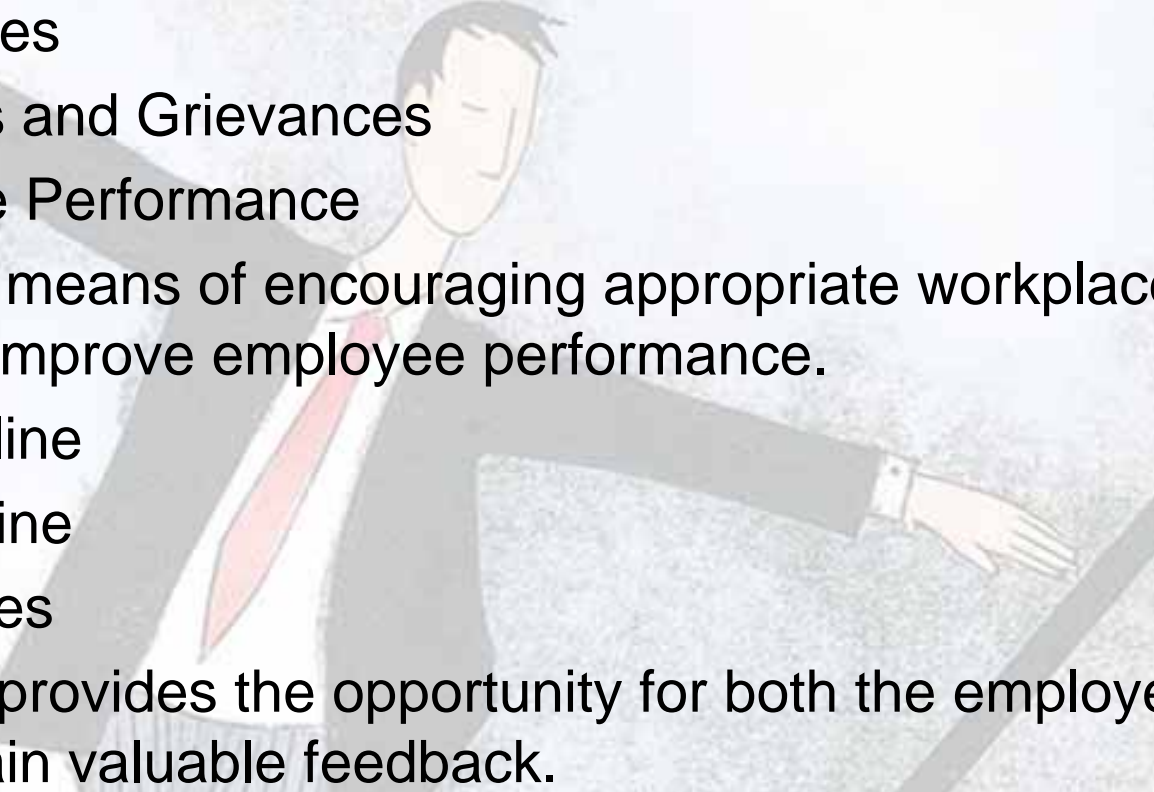


Orientation and Training Programs

- Tour of the company and introduction to coworkers
- Discussion of the company's history, mission, and values
- Description of what the company does
- Training on equipment, such as cash registers and computers
- Information on where facilities are located
- Information about payroll, benefits, and company policies



Other Human Resources Responsibilities

- Scheduling Employees
 - Handling Complaints and Grievances
 - Assessing Employee Performance
 - Remedial Action – a means of encouraging appropriate workplace behavior in order to improve employee performance.
 - Preventive discipline
 - Corrective discipline
 - Dismissing Employees
 - The Exit Interview – provides the opportunity for both the employee and manager to obtain valuable feedback.
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- A stylized illustration of a man in a dark suit, white shirt, and red tie, walking towards the right. He is carrying a briefcase in his right hand. The background is a light, textured surface with a diagonal grey line.