

Name \_\_\_\_\_

Period \_\_\_\_\_

## Management Functions

### Basic Management Functions

#### • Planning

–Deciding \_\_\_\_\_

•Example – A CEO sets a sales goal to increase profits by 10%.

–Should be \_\_\_\_\_

#### • Organizing

–A \_\_\_\_\_ to reach a company's planning goals.

–Involves \_\_\_\_\_, establishing working relationships, \_\_\_\_\_, and directing the work of employees.

–Staffing includes \_\_\_\_\_ new employees.

#### • Controlling

–The process of \_\_\_\_\_ what you planned with \_\_\_\_\_.

–Involves \_\_\_\_\_, evaluating performance according to those standards, and \_\_\_\_\_ revealed by the evaluation.

–**Mission Statement** – describes the \_\_\_\_\_ of a company in a \_\_\_\_\_ or two.

•It is a summary of \_\_\_\_\_.

•Once the goals are established, the company will adopt \_\_\_\_\_ standards.

### Effective Management Techniques

•Give \_\_\_\_\_

•Be \_\_\_\_\_

•Treat employees \_\_\_\_\_

•Be \_\_\_\_\_ when necessary

- Set a \_\_\_\_\_
- \_\_\_\_\_ responsibility
- Foster \_\_\_\_\_
- Be \_\_\_\_\_

### **Employee Motivation**

- The more people \_\_\_\_\_ that they are \_\_\_\_\_, the \_\_\_\_\_ they will work.
- Provide frequent \_\_\_\_\_ to employees.
- Formally \_\_\_\_\_ them each year.
- \_\_\_\_\_ smart work, not busy work. ( \_\_\_\_\_ the work.)

### **Human Resources**

- Most companies have a human resources (HR) department that handles \_\_\_\_\_, and other personnel matters.

### **Recruiting**

- The process of \_\_\_\_\_ and selecting employees from this group
  - Current Employees – \_\_\_\_\_
  - Walk-ins
  - Media \_\_\_\_\_
  - State \_\_\_\_\_
  - \_\_\_\_\_

### **-Discrimination and the Law**

- There are laws that prohibit discrimination on the basis of \_\_\_\_\_
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### **Hiring New Employees**

- \_\_\_\_\_ the applicant to determine whether an individual has the skills and abilities to perform well on the job

- Explain \_\_\_\_\_

- Many employers do some pre-employment \_\_\_\_\_

### **Orientation and Training Programs**

- \_\_\_\_\_ of the company and introduction to coworkers

- Discussion of the company's history, mission, and \_\_\_\_\_

- Description of \_\_\_\_\_

- \_\_\_\_\_ on equipment, such as cash registers and computers

- Information on \_\_\_\_\_ facilities are \_\_\_\_\_

- Information about payroll, benefits, and \_\_\_\_\_

### **Other Human Resources Responsibilities**

- \_\_\_\_\_ Employees

- Handling \_\_\_\_\_ and Grievances

- Assessing \_\_\_\_\_

- Remedial Action – a means of encouraging appropriate workplace \_\_\_\_\_ in order to improve employee performance.

- \_\_\_\_\_ discipline

- \_\_\_\_\_ discipline

- \_\_\_\_\_ Employees

- The \_\_\_\_\_ Interview – provides the opportunity for both the employee and manager to obtain valuable \_\_\_\_\_.