

# MGC1010 Notes

## Week 1: Chapter 1 – The Contemporary Workplace

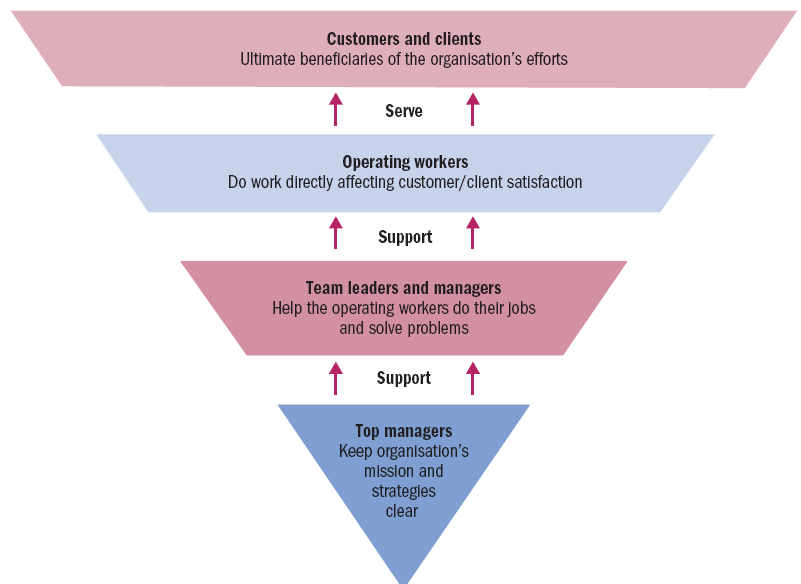
### Levels & Types of Managers

**Managers:** are the people in organisations who directly support & help activate the work efforts & performance accomplishments of others

**Top Managers:** guide the performance of the organisation as a whole or one of its major parts. Common job titles include chief executive officer, chief operating officer, managing director & director

**Middle Managers:** project managers, functional managers, department managers

**Lower Managers:** team leaders or supervisors



### Types of Managers

- **Line Managers:** directly contribute to the production of the organisation's basic goods or services
- **Staff Managers:** use special technical expertise to advise & support line workers
- **Functional Managers:** are responsible for one area of activity, such as finance, marketing, production, human resources, accounting or sales
- **General Managers:** are responsible for complex organisational units that include many areas of functional activity
- **Administrators:** are managers who work in public or not-for-profit organisations

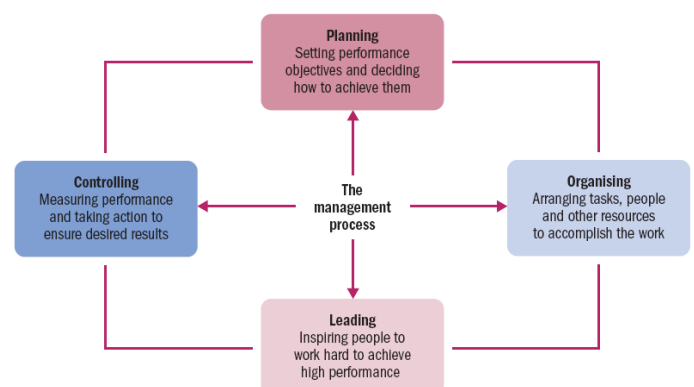
### Functions of Management

**Planning:** is the process of setting objectives & determining how to accomplish them

**Controlling:** is the process of measuring performance & taking action to ensure desired results

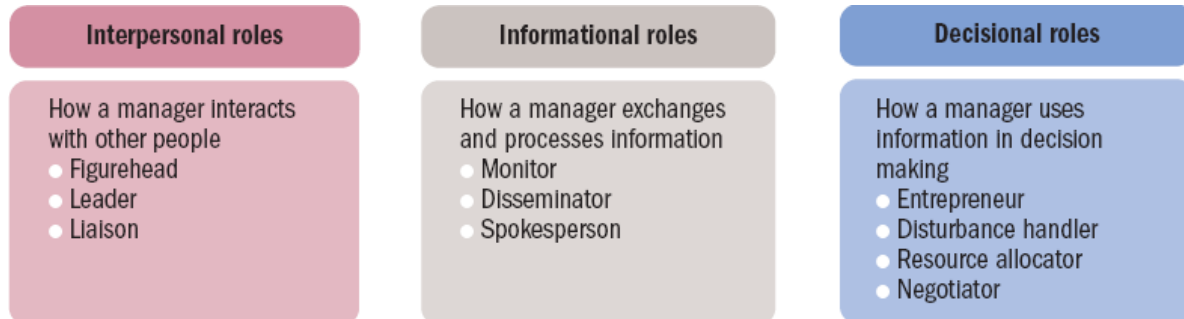
**Organising:** is the process of assigning tasks, allocating resources & arranging activities to implement plans

**Leading:** is the process of arousing enthusiasm & directing efforts towards organisational goals



## Managerial Activities & Roles

- **Interpersonal Roles:** how a manager interacts with other people
- **Informational Roles:** how a manager exchanges & processes information
- **Decisional Roles:** how a manager uses information in decision making



## Essential Management Skills

**Conceptual Skills:** the ability to think analytically & achieve integrative problem solving (needed by higher managers)

**Human Skills:** the ability to work well in cooperation with other people

**Technical Skills:** the ability to apply expertise & perform a special task with proficiency (needed by team leaders)

