

MANAGEMENT SUMMARY NOTES

Chapter 1: The contemporary workplace

Levels and types of managers

- **Managers:** the people in organisations who directly support and help activate the work efforts and performance accomplishments of others
 - key responsibility is to help other people achieve high performance
- Level of managers:
 - top manager: responsible for the performance of an organisation as a whole, or for one of its larger parts, future oriented strategic thinkers
 - middle managers: in charge of relatively large departments or division units, coordinate with peers to develop and implement action plans consisted with organisational objectives
 - team leader/supervisor: people in charge of small work groups composed of non managerial workers
- Types of managers:
 - line managers
 - staff managers
 - functional managers
 - general managers
 - administrators

Managerial performance

- This is a multidimensional concept that incorporates more than accountability within a firm
- Dual concern for performance and satisfaction is a central theme
- Quality of work life (QWL) is a simple measure or indicator of how much respect people at a work have by offering things such as fair pay, safer working conditions and opportunities to learn

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