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What is management?

Management: Coordinating and overseeing the work activities of others so that their activities are completed efficiently and effectively.

- **First line managers:** Lowest level. Manage non-managerial employees. *Often called supervisors or team leaders.*
- **Middle managers:** Manage the work of first line managers. *Regional manager, store manager, division manager etc.*
- **Top managers:** Responsible for making organisation wide decisions. *Managing director, CEO, Chairman*

HENRI FAYOL: Functions of management (1916)

Planning: Setting goals, establishing strategies for achieving those goals, developing plans to coordinate activities.

Organising: Arranging and structuring employee's work to better achieve established goals.

Leading: Influencing individuals or teams as they work, dealing in any way with employee behaviour issues, and work through and with people to achieve goals.

Controlling: Monitoring, comparing and correcting work performance.

