**Manage This!**

Concept of Management

Workbook

**What Is This Thing Called Management?**

**The Gray Zone, p.4**

1. Should the CEO and top executives be held responsible for the collapse of their country? Explain.
2. Were top executives compensated fairly, given their high-level positions with the company, or were they grossly overpaid? Explain.
3. Of the 5 function of management, which one was neglected in the management process of the decline of the business?

4. Incorporating the 5 functions of management, how could the business recover from the decline?

**Total Recall, p. 5**

1. What is management?
2. Why is it important for managers to understand the jobs of the workers they manage?
3. Describe the five functions of management.

 1.

 2.

 3.

 4.

 5.

1. Explain the three categories of skills that managers need to be successful.

 1.

 2.

 3.

1. Which skill(s) did management lack that aided to the decline of the business in “The Gray Zone?” Which skill(s) could have aided in the success of the business?

**Who Are the Managers?**

**Total Recall, P. 8**

1. Explain the responsibilities of top-level management.
2. Who are these top-level managers?
3. Describe the functions of middle managers?
4. Who are these middle managers?
5. What are the responsibilities of first-line managers?
6. Who are these first-line managers?
7. Describe the four types of resources that managers manage.

 1.

 2.

 3.

 4.

1. Which management level is responsible for the decline of the company in The Gray Zone?
2. Which type of resource(s) was eliminated in the decline of the company in The Gray Zone?

**Management Match-Up, p.27**

Directions: Match the descriptions in the left-hand column with the management terms in the right-hand column (vocabulary).

\_\_\_\_ 1. Level responsible for goal-setting and strategic planning

\_\_\_\_ 2. Can include money owed to the business by its customers

\_\_\_\_ 3. Function that involves determining employee compensation

a. Management

b. Manager

c. Planning

d. Organizing

e. Staffing

f. Directing

g. Controlling

h. Technical skills

i. Interpersonal skills

j. Conceptual skills

k. Top-level management

l. Mid-level management

m. First-line management

n. Human resources

o. Financial resources

p. Material resources

q. Information

\_\_\_\_ 4. Ability to communicate and build relationships with others

\_\_\_\_ 5. Ability to understand how the parts of an organization are interrelated

\_\_\_\_ 6. Function that involves establishing lines of authority

\_\_\_\_ 7. Ability to understand the specialized aspects of jobs

\_\_\_\_ 8. Level responsible for tactical planning and implementing

 top management goals

\_\_\_\_ 9. Equipment and supplies required to produce and/or

 sell products

\_\_\_\_ 10. Process of coordinating resources to accomplish an

 organization’s goals

\_\_\_\_ 11. Function that involves determining organizational goals

\_\_\_\_ 12. People who work to produce goods and services

\_\_\_\_ 13. Function that involves evaluating employee performance

\_\_\_\_ 14. Function that involves developing team spirit

 among employees

\_\_\_\_ 15. Individual who carries out management functions

\_\_\_\_ 16. Facts, statistics, and opinions that can be either internal or

 external in nature

\_\_\_\_ 17. Level responsible for the day-to-day activities of employees who carry out

**Management Evaluation, p. 29**

Directions: As a guide, use either the business for which you work or a business with which you are familiar. Then, answer the following questions based on what you know about the business.

Place of employment or name of business with which you are familiar

Questions:

1. What levels of management are found in the business?
2. List the title of at least one type of manager in each level.

 1.

 2.

 3.

3. Provide one example of a manager performing each of the following functions:

a. Planning

b. Organizing

c. Staffing

d. Directing

e. Controlling

4. Explain how one of the managers in the business uses technical, interpersonal, and conceptual skills.

1. Identify one manager, and explain the types of resources that person manages

7. In your opinion, are the managers effective? Why or why not?

**Management Case Study, p. 30**

Directions: Read the management case and based on this information and your knowledge of management, what would you recommend that Nicole do?

Nicole White is the owner and president of the Nicole’s Own clothing company. She has been in business for many years and built the company from scratch to annual sales of $6 million. Nicole is involved in all aspects of the business on a daily basis. She directs the efforts of her five-person sales force and even calls on several major clients herself. Nicole has a human resources manager, but he is not allowed to hire workers until Nicole tells him to do so. Nicole has an accounting manager as well, but she must get Nicole’s permission to pay the bills and send out clients’ invoices. Nicole recently hired a production manager to run her factory, which includes cutting, sewing, finishing, and shipping departments. However, Nicole still schedules the crews and decides in which order the various garment styles will be produced. In the evenings, she reads trade journals to keep up on trends in the industry. Nicole’s goal is to increase sales to $10 million annually, but she doesn’t know when she will have the time to do that because of her current responsibilities.

Consider the following questions to help Nicole solve her management problem.

1. How many levels of management currently exist in this business? Who are the employees at each level?
2. How would you describe Nicole’s current role and responsibilities with the company?
3. What resources are each of the managers currently responsible for managing?
4. What management functions should the owner delegate?
5. Would another level of management benefit the business?
6. How will making the changes you have identified help the owner to achieve her goal?

**Make It Pay!**

Directions: Read the summation, “Make It Pay!” and after all of the readings and exercises completed reflect on your personal experience and write a three paragraph reflection on “Are You Ready To Manage” give pros and cons and support your reflection with the “What Is This Thing Called Management?” and “Who Are The Managers?” sections.

Are You Ready To Manage