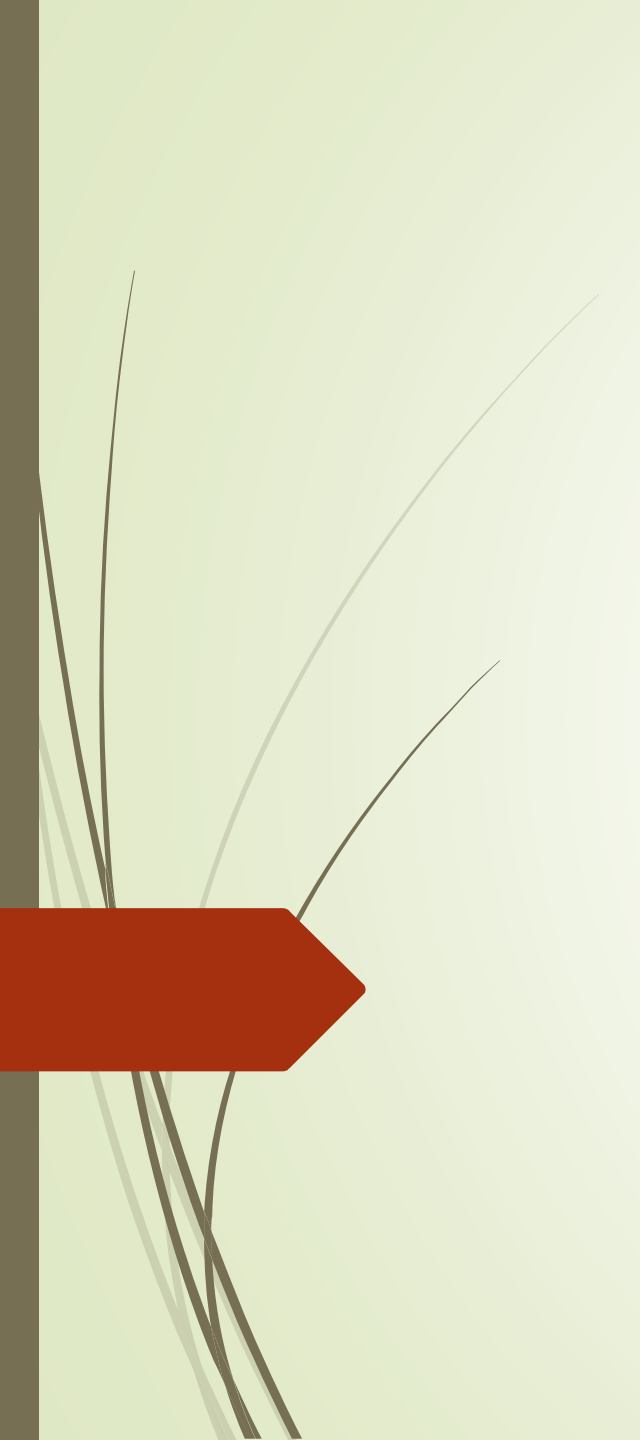
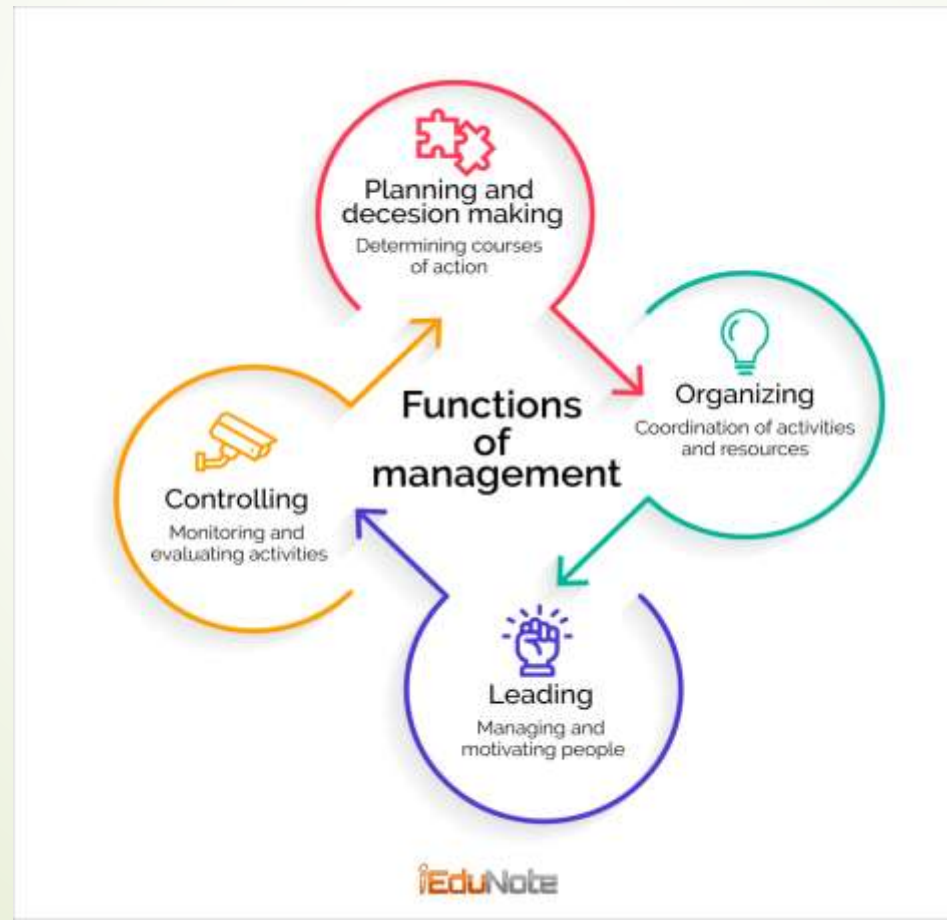




Management

Management:

- It means a specific process of planning, organizing, staffing, directing & controlling the efforts of the people in business organization to attain predetermined objectives.



Henry Fayol's Principles of Management:

Henri Fayol's 14 Principles of Management

- 1 • Division of Work
- 2 • Authority and Responsibility
- 3 • Discipline
- 4 • Unity of Command
- 5 • Unity of Direction
- 6 • Subordination of Individual Interest
- 7 • Remuneration
- 8 • The Degree of Centralization
- 9 • Line of Authority/Scalar Chain
- 10 • Order
- 11 • Equity
- 12 • Stability of Tenure of Personnel
- 13 • Initiative
- 14 • Esprit de Corps/Team Spirit



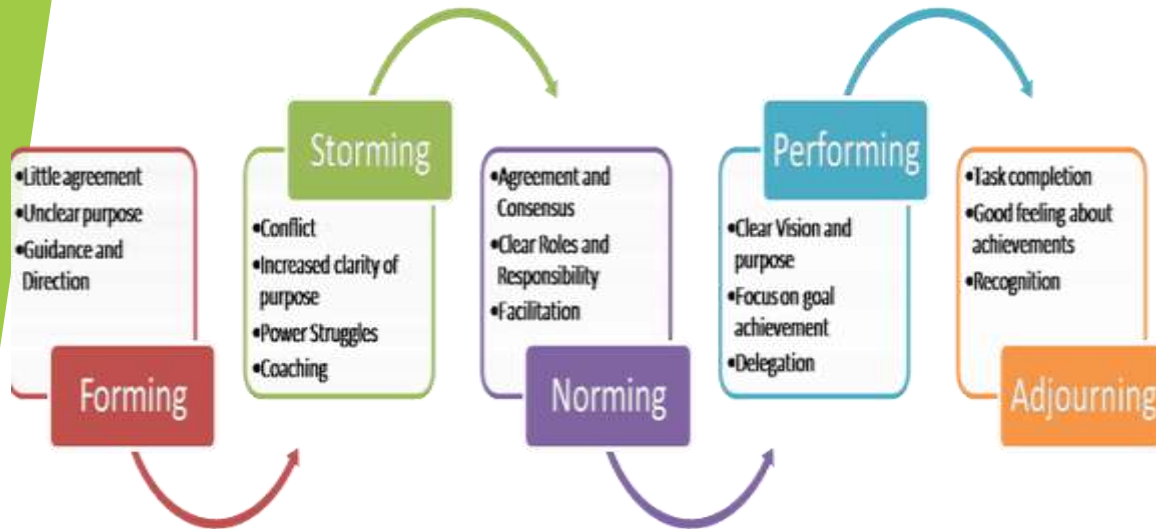
Managerial Qualities:

1. Managers should have more intelligence level than his subordinates.
2. Manager should be a good leader of his team.
3. He should have the self-confidence and sense of obligation.
4. He should implement various techniques to achieve the desired objectives.
5. Manager should be emotionally stable.
6. He should not lose patience when things are not moving the way he wants.
7. He should possess skills in human relations.
8. Manager should possess moral integrity.
9. Manager has to sacrifice his personal life by putting long-working hours.
10. Manager should be able to withstand criticism.



Team & Group

TEAM & GROUP



- **Team** : Team is a group of people working towards a common objective.
- **Teamwork** is the concept of working together with co-operation.
- **Group**: A group is defined as two or more individuals connected by social relationships.
- **Team Building**

Comparison of Team & Group:

GROUP	VERSUS	TEAM
Group refers to a number of people who are connected by some shared activity, interest, or quality		Team refers to a number of persons associated together in work or activity
May not share a common goal		Share a common cause or goal
Specific roles and duties are not assigned to individuals		Specific tasks are assigned to each individual
Members are independent		Members are interdependent
Members may not know each other		Members are aware of each other's weaknesses

Leadership



Functions, Qualities and Styles of Leadership

Leadership is defined as the process of influencing and motivating others to achieve organizational goals

Following are the important functions of a leader:

- ❖ Setting goals
- ❖ Organizing
- ❖ Initiating action
- ❖ Co-ordination
- ❖ Direction and motivation
- ❖ Link between management and workers

Qualities of a Good Leader:

- Good personality
- Intelligence and technical knowledge
- Sound education and professional competence
- Initiatives and creative thinking
- Sense of purpose and responsibility
- Good understanding and sound judgement
- Communicating skills
- Social skills
- Knowledge of human relations
- Honesty and integrity of character
- Emotional stability
- Empathy

Styles of Leadership

1. Autocratic Leadership
2. Democratic Leadership
3. Laissez-Faire Leadership
4. Strategic Leadership
5. Transformational Leadership
6. Cross Cultural Leadership
7. Charismatic Leadership
8. Visionary Leadership

Autocratic Leadership:

In this, leaders make decisions without consulting the subordinates. Leader holds all authority and responsibility. He takes decisions, communicate them to subordinates and expect prompt implementation. Autocratic work environment does not have flexibility.

Example of autocratic leader

- One person has control over all of the workers or followers. Hitler is in complete control and no one is permitted to make any suggestions or offer any opinions, no matter how it may benefit the group.



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Laissez-Faire Leadership:

This leadership gives freedom and authority to employees. This style can be used when employees are knowledgeable, motivated, goal directed & independent.



Democratic Leadership:

In this, subordinates are involved in making decisions. The unique feature of this leadership is that communication is active upward and downward. This is the most preferred type of leadership. It involves fairness, competence, creativity, confidence, courage, intelligence & honesty.





Communications



Communication:

- It is the process of sharing our ideas, thoughts, feelings with other people
- In communication, we speak, listen and observe

Special Features of Communication:

- Communication is a 2-way traffic
- It is a social process
- It's a continuous process
- It is unavoidable
- It is universal



Barriers of Communication

1. Organizational Barriers:

- ➡ Organization rules
- ➡ Organization culture
- ➡ Hierarchy
- ➡ Poor timing
- ➡ Poor choice of channel



2. Physical Barriers:

- Noise
- Improper time
- Distance
- Information overload
- Marked boundaries



3. Psychological barriers:

- ➡ Perception
- ➡ Egoism
- ➡ Emotions
- ➡ Attitude
- ➡ Premature opinion



4. Receiver related barriers:

- ➡ Poor listening
- ➡ Misinterpretations
- ➡ Mistrust
- ➡ Distractions



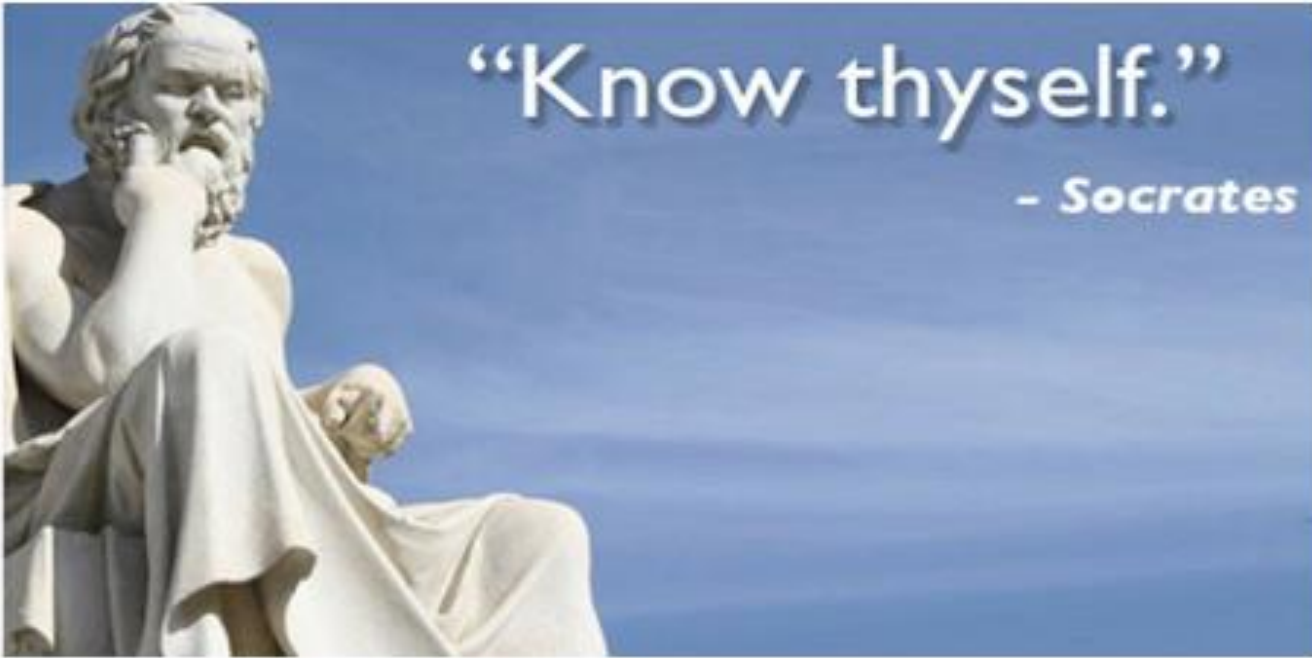
5. Sender related barriers:

- Faulty planning
- Vague presentation
- Filtering of information



6. Semantic Barriers;

- Unknown language
- Unknown word
- Unknown symbols
- Unknown signs
- Unknown pronunciation



Know thyself/ Self discovery

- Know Thyself is a term coined by the great Greek Philosopher Socrates meaning Know Yourself.
- By knowing yourself it is possible to know your strengths, weaknesses, fears and so on.
- Knowing yourself Is a lifelong process. You need to remove all the multiple personalities that you put on from different people at different times. You need to get rid of your false images and false assumptions.²

Importance of Knowing Yourself:

By knowing oneself it is possible to:

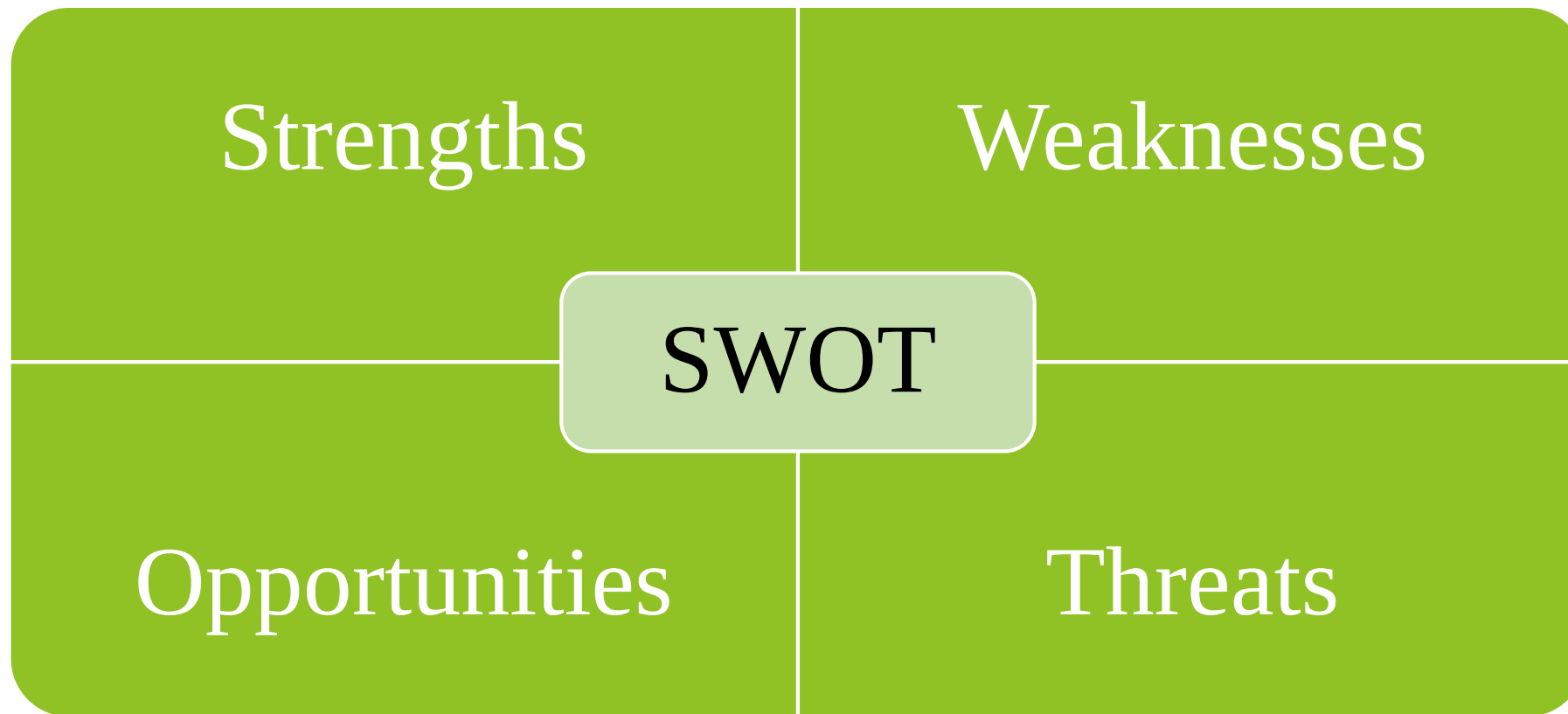
- ▶ Control Emotions
- ▶ Reach your goal
- ▶ Take better decisions
- ▶ Improve relationship
- ▶ Realize and improve your full potential
- ▶ Experience happiness and joy
- ▶ Lead your life in a better way
- ▶ Improve personality
- ▶ Become more competent and acceptable by others
- ▶ Change your attitudes and improve your values.

Process of Knowing Yourself:

To know oneself, the following steps may be followed. The given steps are in general and can be modified to our convenience and usefulness:

- ▶ Maintain personal diary
- ▶ Practice meditation
- ▶ Practice yoga
- ▶ Exercise regularly
- ▶ Go for walk regularly
- ▶ Going out for sight-seeing
- ▶ Develop some hobbies like painting, music, gardening
- ▶ Develop new interests

SWOT analysis:



- It is a framework for analyzing strengths, weaknesses, opportunities, and threats.

Examples:

1. **Strengths:** Hardworking, studious, attending the classes regularly maybe your strengths to get the good score in the examination.
2. **Weaknesses:** Not attending the classes regularly, not studious, less writing, less concentration, poor communication maybe your weaknesses leading to get less marks in the examination.
3. **Opportunities:** Having good score 95% or more enables to get at a BE seat in reputed engineering college or to get a job or to become an entrepreneur.
4. **Threats:** Competition, limited vacancies, failure in the examination may lead to loss of a year.

Benefits of SWOT analysis:

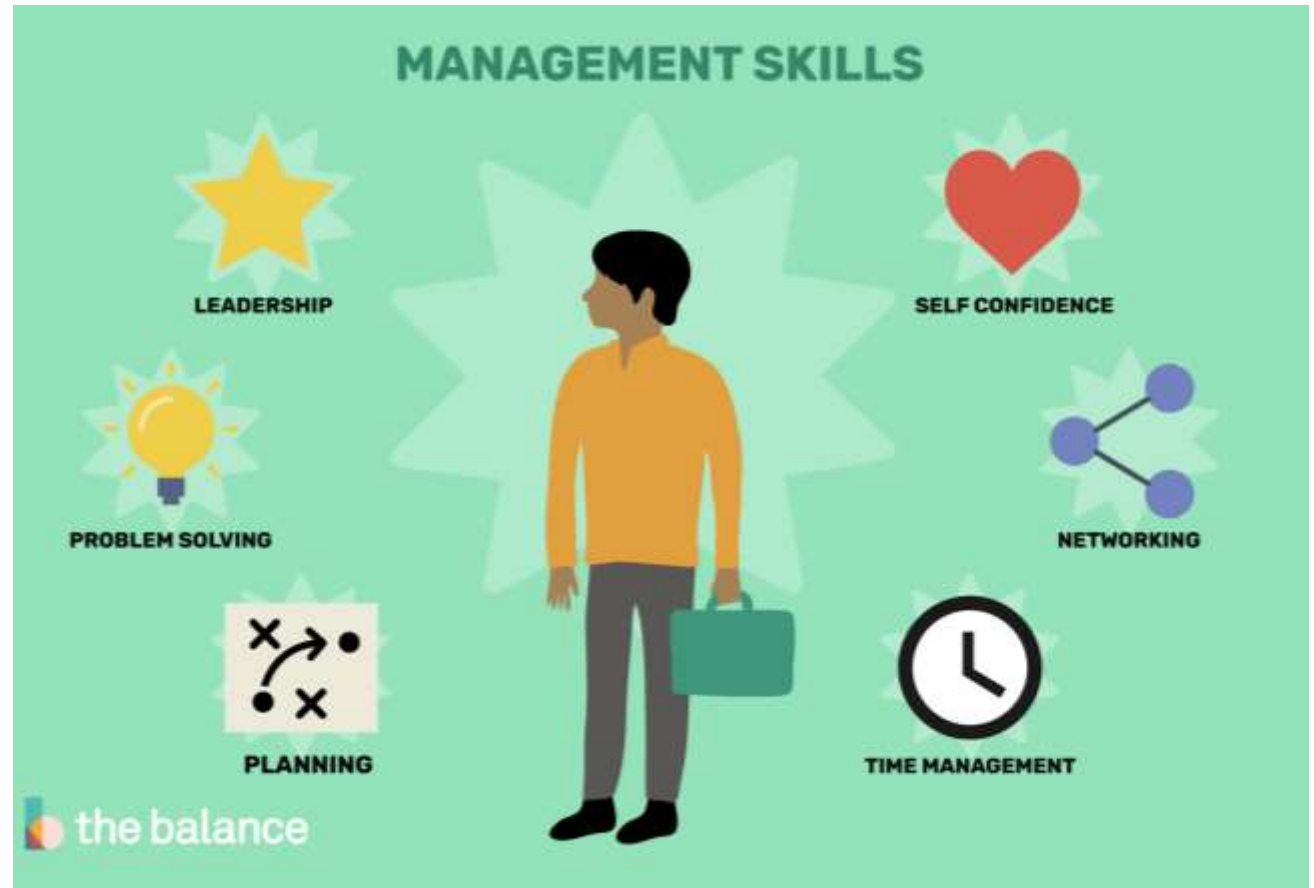
- ▶ It is scalable
- ▶ It is simple
- ▶ Concepts and process can be grasped easily
- ▶ It can be practiced at individual level and at MNC level
- ▶ It is less expensive
- ▶ It represents the real world.

**Subject: Organizational Management &
Entrepreneurship**

- **Organization:** An organization is a group of people who work together with a particular purpose, such as a business or government department. example: a research organization.
- **Management:** it is the of getting work done through people with satisfaction for employer, employee & the public.
- **Entrepreneurship:** it is the ability & readiness to develop, organize and run a business enterprise. The most important example of entrepreneurship is the starting a new business.

UNIT 1: Management Skills

- **Management** is the art of getting work done through people with satisfaction for employer, employees and the public.
- It is to plan, direct, co-ordinate and control the human efforts and limited resources towards the fulfillment of the goals in a best way.



Interpersonal Skills:

- Interpersonal skills are the skills we use everyday to communicate and interact with other people.



Importance of Interpersonal Skills:

- Positive interpersonal skills increase the productivity in the organization since the number of conflicts are reduced.
- People with good interpersonal skills can control the feelings that emerge in different situations & respond appropriately.
- The interpersonal skills are the key in building good relationship with customers.
- These skills help to make a good leader.
- The interpersonal skills provides effective communication in workplace.

Different Areas of Interpersonal Skills:



There are 7
main areas of
Interpersonal
Skills:

1. Verbal Communication:

- It is the ability to communicate through words with correct tone and manner.



2. Non-Verbal Communication:



- It consists of facial expressions, body language and gestures.

3. Listening Skills:

- Ability to listen attentively and process information correctly.

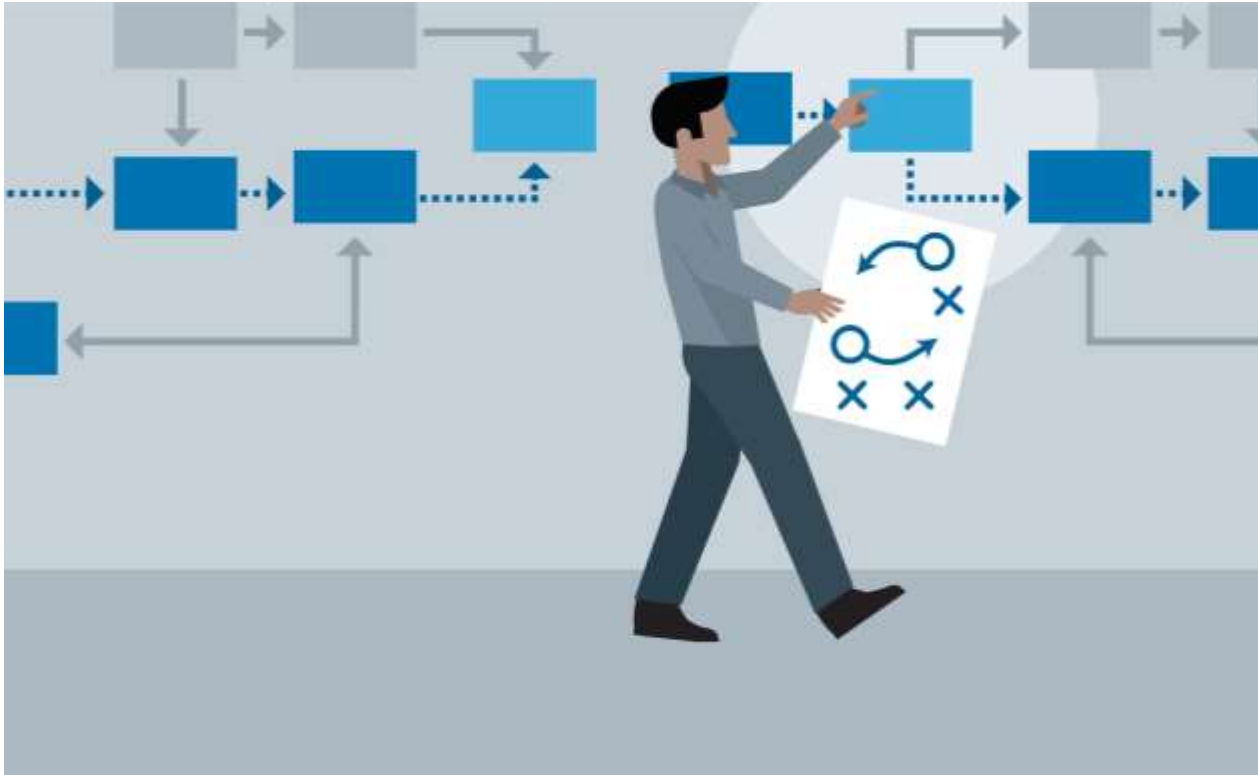


4.Negotiation:

- Ability to discuss and reach an agreement in a professional manner.



5. Problem Solving:



- The ability to find a solution to a problem after considerable thought.

6. Decision Making:

- Exploring and analyzing options to make sound decisions.



7. Assertiveness:

- Expressing our values, ideas, beliefs, options, needs, wants, feelings freely.



Hard skills & Soft skills:

- **Hard skills** are those which may appear on one's resume – education, experience & level of expertise.
- **Soft skills** are non-technical, intangible, personality specific skills that determine one's strength as a leader, negotiator, listener & conflict mediator.

