
Chapter 11 Management Skills

Section 11.2 Management Functions

Section Outline with Content and Academic Vocabulary

Section Outline

What Managers Do

Basic Management Functions

Planning

Organizing

Controlling

Effective Management Techniques

Give Clear Directions

Be Consistent

Treat Employees Fairly

Be Firm When Necessary

Set a Good Example

Delegate Responsibility

Foster Teamwork

Be Ethical

Management Styles

Employee Motivation

Rewards

Encourage Creativity

Human Resources

Recruiting

Current Employees

Walk-Ins

Media Advertising

State Employment Services

Schools

Discrimination and the Law

Hiring New Employees

Orientation and Training Programs

Scheduling Employees

Handling Complaints and Grievances

Assessing Employee Performance

Chapter 11 Management Skills

Section 11.2 Management Functions

Section Outline with Content and Academic Vocabulary *continued*

Remedial Action

Preventive Discipline

Corrective Discipline

Dismissing Employees

The Exit Interview

Content Vocabulary

planning Setting goals and determining how to reach them. (p. 257)

organizing Establishing a time frame in which to achieve a goal, assigning employees to the project, and determining a method for approaching the work. (p. 257)

controlling The process of setting standards and evaluating performance. (p. 257)

mission statement A description of the ultimate goals of a company. (p. 258)

remedial action A means of encouraging appropriate workplace behavior in order to improve employee performance. (p. 264)

exit interview An opportunity for an employee and a manager to obtain valuable feedback when an employee leaves the company. (p. 265)

Academic Vocabulary

identify To ascertain the origin, nature, or definitive characteristics of. (p. 257)

require Consider as obligatory, useful, just, or proper. (p. 258)