**SURVEY OF BUSINESS – HOMEWORK: SESSION 3**

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**Chapter Six: The Nature of Management**

Define Management. Explain the Importance of Management.

What are the functions of Management?

Define Planning. What’s involved? And, why is it considered a “crucial activity”?

Define Mission (Mission Statement).

What are the five basic questions a Mission Statement seeks to answer?

Define Goal. Explain its three key components.

Define Objective.

Describe the principal difference between goals and objectives.

Compare and contrast Strategical – Tactical – Operational Plans.

Explain Crisis Management. Why is having a well-thought-out Contingency Plan important?

Define Organizing. How is it accomplished? Why is it important?

Define Directing. What’s involved in the process?

How can managers effectively motive employees?

Define Controlling. What five activities are involved?

How does Controlling and Planning relate to one another?

Compare and contrast Levels of Management: Top – Middle – First-Line

Explain the importance of Diversity. Why is it said to be good for workers and the bottom line?

Define Areas of Management.

What Skills do Managers need in order to be Effective and Efficient? Explain each.

Compare and contrast Autocratic – Democratic – Free-Rein Leaders

Compare and contrast Contingency and Authentic Leadership.

Discuss the Requirements for Successful Leadership.

Define Employee Empowerment. How do businesses benefit? How can it be implemented?

What are the six steps involved in a systematic approach to effective decision making?

**Chapter Seven: Organization, Teamwork, and Communication**

Define Organizational Culture. How is it supported, expressed, and learned?

Explain the importance of a positive Organizational Structure.

Explain Organizational Structure. Discuss its impact on organizational success.

What is the manager’s role in Developing Organizational Structure?

Define Specialization. What are the pros and cons relating to it?

Define Departmentalization. Explain the importance and risks associated with it.

Compare and contrast Functional – Product – Geographical – Customer Departmentalization.

Define Delegation of Authority. Explain its importance.

Explain Degree of Centralization.

Define Span of Management. Compare and contrast Wide and Narrow Span.

Explain Organizational Layers. What are the considerations management should contemplate?

Compare and contrast Line Structure – Line and Staff Structure – Multidivisional Structure – Matrix.

Discuss the Role of Groups and Teams in Organizations. Compare and contrast each.

Compare and contrast Committees and Task Forces.

Compare and contrast Project – Product Development – Quality Assurance Teams.

Explain the importance and evolution of Communicating in Organizations.

Define Grapevine. How can it be used to a manager or organization’s advantage?

Discuss the purpose of Monitoring Communications.

Explain the importance of Improving Communication Effectiveness. How can it be achieved?