



“... providing unique training courses designed BY Managers for Managers.”

Management Training & Business Courses

The 30 unique training courses are part of the only program of its kind in Australia. It is for business owners, (small to medium), current managers wanting to upskill and staff intending to become a manager in the future. Trainees can select to do one or more of the 30 courses that they feel are currently relevant now in their career. Their training will also have a valuable benefit to the businesses they are working for. The courses are delivered uniquely and easily on-line, any time and on any device. Also included with the training is online tutoring, mentoring and assessment.

Business Management

1.0 Introduction

2.0 Management Theory

- 2.1 What is a manager?
- 2.2 What is management all about?
- 2.3 The evolution of managerial thought
 - 2.3.1 Background
 - 2.3.2 Scientific management
 - 2.3.3 Modern management theory
 - 2.3.4 Human relations movement

2.4 Pareto principle

3.0 Management styles

- 3.1 Leadership grid
- 3.2 Theory X and Theory Y
- 3.3 Contingency model
- 3.4 VROOM - YETTON model
- 3.5 HERSEY and BLANCHARD - Life cycle theory
- 3.6 Summary

4.0 Management skills

- 4.1 Mintzberg's theory

5.0 Management functions

- 5.1 Planning
- 5.2 Organising
- 5.3 Leading
- 5.4 Controlling
- 5.5 Resourcing

6.0 Managerial levels

- 6.1 Authority in organisations
- 6.2 Strategic level
- 6.3 Tactical level
- 6.4 Operations level

7.0 How managers operate

- 7.1 Management by objectives (MBO)
- 7.2 Characteristics of managerial work

8.0 Management practices

8.1 Types of practices in use today

9.0 Summary

Purpose:

To develop the concepts of management used in business today and to understand the behaviours involved.

Aims:

To recognise the importance of understanding the role of management along with the factors which influence the results achieved by managers.

Objectives:

As an outcome of completing this topic you will be able to:

- Understand how the role of management has evolved this century.
- Recognise the characteristics of management.
- Identify management styles developed.
- Discover the skills required in management.
- Identify the functions of management at various levels.
- Study the methods and practices used in management today.

Introduction

The role of management in today's business is extremely important. This is evident through recent initiatives taken at Federal Government level to investigate managerial competence in the private sector.

A Government appointed task force chaired by David Karpin who submitted a report in May 1995 to the Federal Labour Government detailing their findings with respect to the skills of front line managers in particular.

This was a very revealing report which indicated that Australia was falling behind its major trading partners in terms of appropriate management qualifications and specific skills.

There is clearly a real need in Australia to develop front line managers such that they will be able to effectively provide the necessary leadership in a rapidly changing business environment which is subject to wider competition and deregulation.

Being able to manage time, delegate, and develop subordinate staff empowering them with more responsibilities will be essential management skills required in the future.

Also the ability to communicate and mobilise staff in achieving the business goals and objectives will be equally important.

This module therefore focuses on the important characteristics of management, as well as studying the functions, methods, and practices used in management today.

Many of the principles and ideas covered by texts on management are regarded by some people as common sense. However, this is possibly the reason why Australian management today rates relatively poorly on the international scene.

Without proper management training, personality traits and individual perceptions as to how managers should operate are the dominant factors in a manager's management style.

Senior management can also have a significant influence on the management styles that operate at lower levels. For example, a results oriented senior management will tend to appoint hard-headed demanding type managers who set goals and expect them to be achieved, whatever circumstances and problems may exist.

It is not uncommon for these types of managers to be ambitious and career focused in terms of their management approach.

Australian management today is dominated by these particular characteristics, and industry is now beginning to recognise the need to develop managers, not only in the areas of strong leadership, but in team building and encouraging unity, along with the necessary service and quality culture that is crucial to business success in the future.

Unfortunately there is often strong pressure to resort to a quick fix solution, rather than adopt a well-considered strategy plan designed to develop a high quality and competent organisation, led by managers with the capacity to lead the business into a new era of change where there are varying degrees of uncertainty.

Including Online Tutoring, Mentoring and Assessment.

Course report available to the employer, on request.

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Testimonials of Excellence

"Even with my 10 years' experience in a service department as a supervisor, this course has given me more confidence and direction, I now see things from a management perspective and am able to deal with situations more competently."

Stephen W, OCE (Australia)

"My job satisfaction has increased and I believe that I am becoming a more valuable contributor to my organisations operations."

Lindsay W, Service Solutions P/L (Australia)

"Excellent, first class content. Balanced delivery. The value of this course is the scope. It covers the many aspects of management and provides a very good understanding of all the areas covered." **Tom McD, Siemens Nixdorf (Australia)**

"It enables the line manager to effectively converse with, and understand other departments in an organisation." **Martin B, Schindler Lifts (Australia)**

YES - we would like further information on the training courses for our staff and members, and also receive a FREE business publication.

Contact Garry Prigg for more information -

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Garry Prigg
FOUNDER AND CEO
International
Consultants to Business

"These courses will be invaluable to business owners and their staff to upskill on specific business training needs."