

GENERAL MANAGEMENT

MANAGEMENT LEVELS

Position	Responsibilities	Major Skills	Examples
Top-level management (Executives, Directors, Senior Leaders)			
Middle-level management (Managers, Department Heads)			
Lower-level management (Supervisors, Team Leaders)			

SKILLS TYPES

Type	Definition	Example from Bollywood
Technical Skills		
Human Skills		
Conceptual Skills		

TYPES OF MANAGERIAL ROLES

Managerial Role	Description	Simplified Example
Interpersonal	Roles that involve managing people and relationships	
1. Figurehead		

2. Leader		
3. Liaison		
Informational	Roles that involve gathering, analyzing, and sharing information	
4. Monitor		
5. Disseminator		
6. Spokesperson		
Decisional	Roles that involve making decisions to guide the group	
7. Entrepreneur		
8. Disturbance handler		
9. Resource allocator		
10. Negotiator		

MANAGEMENT VS ADMINISTRATION

Aspect	Management	Administration
Definition		
Focus		
Scope		
Leadership		

Innovation		
Decision-making		

MANAGER VS LEADER

Aspect	Manager	Leader
Focus		
Style		
Role		
Decision-making		
Communication		
Skillset		

MBO AND HIERARCHY LEVELS

Management by Objectives (MBO) is a strategic management technique that involves setting specific, measurable, achievable, relevant, and time-bound (SMART) objectives for employees at different levels of an organization. Here is a table that presents the hierarchy of Management by Objectives (MBO) with columns for the person responsible, a one-line description, and objectives:

Hierarchy Level	Person Responsible	One-line Description	Examples
Organizational			
Divisional/Departmental			
3. Team/Group			
4. Individual			

CLASSICAL MANAGEMENT THEORIES

- The main concern for classical management theorists is finding the best possible way for workers to perform and manage their tasks.
- Classical management theory is comprised of three separate branches - bureaucratic management, classical scientific management and classical administrative management - each unique in its approach towards finding the best possible way.

BUREAUCRATIC THEORY AND CONCEPTS

BY: Weber

Principle	Simple Explanation	Example
1. Clearly defined hierarchy		
2. Division of labor & specialization of tasks		
3. A system of rules & standard operating procedures		
4. Impersonal & merit-based selection & promotion of employees		
5. Separation of ownership and management		

SCIENTIFIC MANAGEMENT [TYLOR] AND PRINCIPLES

By: Taylor

Principle	Simple Explanation	Example
1. Develop a science for each job		
2. Scientifically select, train, and develop each worker		
3. Cooperate with workers to ensure work is done according to principles of the science		
4. Divide work and responsibility between management and workers		

SCIENTIFIC MANAGEMENT [GANTT] AND KEYWORDS

Gantt Chart	A chart to show when tasks should start and end
Task and Bonus System	
Cooperation between management and workers	
Social Responsibility	

ADMINISTRATIVE SCHOOL OF MANAGEMENT - 6
FUNCTIONS

By	Fayol
Six Functions of Management	

ADMINISTRATIVE SCHOOL OF MANAGEMENT -14
PRINCIPLES AND MNEMONIC

USA USSR	EID CODE

1. Division of Work	Break tasks into smaller parts	In a group project, one person draws, another writes
2. Authority & Responsibility		
3. Discipline		

4. Unity of Command		
5. Unity of Direction		
6. Subordination of Individual Interests		
7. Remuneration		
8. Centralization		
9. Scalar Chain		
10. Order		
11. Equity		
12. Stability of Tenure		
13. Initiative		
14. Esprit de Corps		

FRANK AND LILLIAN GILBERTH

Concept/Keyword	Simple Explanation	Example
Time and Motion Study		

Therbligs		
Fatigue Study		
Work Simplification		
Worker Efficiency and Happiness		

MARY PARKER FOLLET

Concept/Keyword	Simple Explanation	Example
Power-with, not Power-over		
Constructive Conflict Resolution		
Group Dynamics		
Democratic Leadership		

BERNARD SCHOOL OF MANAGEMENT

Concept/Keyword	Simple Explanation	Example
Informal Organizations		
Communication		
Acceptance Theory of Authority		
Zone of Indifference		

REVISION TABLE FOR CLASSICAL SCHOOL

Thinker	Sub-School	Core Idea	Alternate Theory Name	Important Keywords
Max Weber				
Frederick Taylor				
Frank & Lillian Gilbreth				
Mary Parker Follett				
Chester Barnard				
Henry L. Gantt				
Henri Fayol				

BEHAVIOURAL MANAGEMENT THEORIES

ELTON MAYO

Concept/Keyword	Simple Explanation	Example
Hawthorne Effect		
Social Factors		
Group Behavior		
Motivation		

REVISION TABLE FOR BEHAVIOURAL SCHOOL

Thinker	Sub-School	Core Idea	Alternate Theory Name	Important Keywords
Elton Mayo				
Abraham Maslow				
Douglas McGregor				
Frederick Herzberg				
Chris Argyris				

CONTEMPORARY THEORIES

SYSTEMS APPROACH

Term / Concept	Simple Explanation	Example
System		
Subsystem		
Open System		
Closed System		
Feedback		
Homeostasis		

CONTINGENCY APPRAOCH

Term / Concept	Simple Explanation	Example
Contingency		
Contingency Approach		
Situational Factors		

TOTAL QUALITY MANAGEMENT

Term / Concept	Simple Explanation	Example
Total Quality Management (TQM)		
Continuous Improvement		
Customer Focus		

REVISION TABLE FOR CONTEMPORARY THEORIES

Theory / Approach	Main Proponents	Terms / Jargons	Simple Explanation	Example
Quantitative Approach				
Systems Approach				
Contingency Approach				
Total Quality Management (TQM)				

FUNCTIONS OF MANAGEMENT

PLANNING

Type of Plan	Simple Explanation	Example
Strategic		
Tactical		
Operational		

PLANNING - SMART GOALS

SMART Goal Component	Simple Explanation	Example
Specific		
Measurable		
Achievable		
Relevant		
Time-bound		

ORGANIZING

Organizing is a management function that involves arranging resources, tasks, and people to achieve the goals of a business or organization. It includes creating a structure, defining roles and responsibilities, and coordinating activities.

ORGANISING - STRUCTURE TYPES

Here's a table explaining the concepts of Mechanistic and Organic structures by Burns and Stalker

Structure Type	Simple Explanation	Example
Mechanistic		
Organic		

ORGANISING - ORGANIZATION TYPES

Organization Type	Simple Explanation	Example
Simple		
Functional		
Divisional		
Matrix		
Team		
Network		

LEADING

Leading	Leading is a management function that involves guiding, inspiring, and motivating people in an organization to work towards achieving its goals. Good leaders are essential for the success of any business or organization.
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CONTROLLING

Aspect of Controlling	Simple Explanation	Example
Setting Standards		
Monitoring		
Comparing		
Evaluating		
Taking Action		

STAFFING

Staffing is a management function that involves finding, selecting, training, and developing the right people to work for an organization. It's important for businesses to have the right staff to achieve their goals and grow successfully.

DECISION MAKING TECHNIQUES

PLUS

Term	Explanation	Simple Example
Policies		
Legal		
Universal		
Self		

ROTARY 4 WAY TEST

By Tylor

Question Number	Test Question	Simple Example
1		
2		
3		
4		

MAX-MIN

Max-min decision-making, also known as the "minimax" or "maximin" decision rule, is a technique used to make decisions under uncertainty. It helps you choose the option with the best worst-case outcome. In simple terms, it means picking the choice where the least good result is still better than the worst results of other options

CHANGE MODELS

LEWIN'S CHANGE MODEL

Steps	Description	Simple Example
Unfreeze		
Change		
Refreeze		

ADKAR MODEL:

Steps	Description	Simple Example
Awareness		
Desire		
Knowledge		
Ability		
Reinforcement		

KOTTER'S 8-STEP MODEL:

Steps	Description	Simple Example
Create urgency		
Build guiding coalition		
Form a strategic vision		
Communicate the vision		
Empower action		
Generate short-term wins		
Consolidate gains		
Anchor the change		

ACTION RESEARCH MODEL

Steps	Description	Simple Example
Identify a problem		
Research the problem		
Plan action		
Implement action		
Evaluate results		

TUCKMAN'S GROUP DEVELOPMENT MODEL:

Steps	Description	Simple Example
Forming		
Storming		
Norming		
Performing		
Adjourning		

BRIDGES' TRANSITION MODEL:

Steps	Description	Simple Example
Ending		
Neutral Zone		
New Beginning		

ORGANIZATIONAL DEVELOPMENT

In simple terms, think of organizational development as a way to help a group of people (like a team, a company, or a school) work better together and achieve their goals more easily. It's about finding ways to make improvements, solve problems, and create a positive atmosphere for everyone involved.

Technique	Description	Application
Sensitivity Training		

Survey Feedback

Process
Consultation

Team Building

Appreciative
Inquiry

Action Research
