

# [Spring exam](https://assignbuster.com/spring-exam/)

[Business](https://assignbuster.com/essay-subjects/business/), [Strategic Management](https://assignbuster.com/essay-subjects/business/strategic-management/)

First Line Managers - supervise people who perform non-managerial duties Middle Managers - oversee the work of large departments or divisions Top Managers - guide the performance of the organization as a whole or of one of its major parts Governance - is the oversight of top management by a board of directors or a board of trusteesAccountability- is the requirement so show performance results too supervisor The upside-Down Pyramid - view puts customers at the top of the organization by being served by workers who are supported by the managers below them Social Capital - Is the capacity to attract support and help from others In order to get things done. Emotional Intelligence- Is the ability to manage ourselves and our relationships effectively Conceptual Skill - Is the ability to think analytically and solve complex problems 1 . Self-Awareness ? understanding moods and emotions 2. Self-Regulation - thinking before acting; controlling disruptive impulses 3. Motivation- working hard and persevering 4. Empathy - understanding the emotions of others 5.

Social Skills - gaining rapport and building good relationships Global Sourcing - involves contracting for work that is performed in other countries Corporate Governance - is the oversight of a company's management by a board of directors Glass Ceiling Effect - an invisible barrier limitingcareeradvancement of women and minorities Intellectual Capital - is the collective brainpower or shared knowledge of a workforce (Competency x Commitment = Intellectual Capital) Self-Management - is the ability to understand oneself, exercise initiative, acceptresponsibilityand learn from experience ME - Chi. Critical Thinking- the ability to perceive situations, gather and interpret relevant information, and make decisions Sustainable Competitive Advantage - is an ability to outperform rivals in ways that are difficult to imitate Corporate Strategy - sets long- term direction for the total enterprise Business Strategy - identifies how a division or strategic business unit will compete in its product or service domain Functional Strategy - guides activities within one specific area of operations Growth Through Concentration - means expansion within an existing business area Growth Through

Diversification - means expansion by entering related or new business areas Growth Through Vertical Integration - occurs by acquiring suppliers or distributors Retrenchment Strategy - changes operations to correct weaknesses Liquation - occurs when a business sells Its assets to pay creditors Restructuring - reduces the scale or mix of operations Divestiture - Involves selling off parts of the organization to refocus attention on core business areas Strategic Alliance - organizations Join together In partnership to pursue an area of mutual interest Co-petition - is the strategy of working with rivals n projects of mutual benefit business Strategy -strategically uses the internet to gain competitive advantage Scrounging - is strategic use of the internet to engage customers and potential customers in providing opinions and suggestions on implementing strategies Differentiation Strategy - offers products that are unique and different from those of the competition CostLeadershipStrategy - seeks to operate with lower costs than competitors Focused Differentiation Strategy - offers a unique product to a special market segment Focused Cost Leadership Strategy - seeks the lowest costs of operations within a special market segment Strategic Leadership - inspires people to implement organizational strategies Strategic Control - makes sure strategies are scrapped or changed ME - Chi. 9 Colonization - is the process through which new members learn thecultureof an organization Observable Culture - is what you see and hear when walking around an organization Core Culture - is found in the underlying values of the organization Symbolic Leader - uses language and symbols and actions to establish and maintain a desired organizational culture.