

# My term paper



**ASSIGN  
BUSTER**

Principles Of Management Wk 1: Dis In this week's discussion you will begin to explain the four management functions and the evolution of management thought. In Chapter 11, " Motivation" read pages 360-390 and answer questions from " Why Won't They Take a Break? " on page 391. Discuss the following: Which motivation theory(s) do you think would help communicate the importance of vacation time to your employees? I would go with McClelland's learned needs theory. This theory suggests that people are motivated by need of affiliation as well as achievement.

I think by explaining to employees the benefit of vacation time could be used to express the importance of it, by suggesting to employees that vacation time can be used for time other than the goal to save for a vacation. emergency's can arise and vacation time is a helpful way to get through what could possibly be a tough patch as well as the perks of taking vacation time for in fact a vacation. the benefits could be used to suit the individual's needs as well as personal goals. How would you convince your employees that working less hours, not more, is more beneficial for them and the company?

I would honestly explain to my employees how working less hours can prevent them from becoming 'burned out' and decreasing performance. I would also explain plainly how by working more hours when not necessary is draining on the company and its ability to afford the employee's salary's. however i would one on one discuss the goals of each employee using McClelland's theory's to work with the individual at reaching those personal goals even with a lack of excessive hours required. Please remember to cite the text and any outside sources used. Wk 2: Dis

Consider the particular management functions which apply to scenarios such as domestic and international business. For this week's class discussion you will locate a news article which will help you to explain and apply these management functions. First, find a recent news article about an organization that is experiencing change. Then, discuss the following: How is the organization applying each of the four functions of management (planning, organizing, leading, controlling) to address this change? I found a news article on Starbucks. Starbucks has a threat to their coffee supply due to climate change.

Starbucks used the four functions of management and their results are showing success. Planning: Their goal is to reduce the Green House Gases. Their means to succeed is to come up with an efficiency program to reduce their environmental footprint, use reusable energy, and reduce carbon emissions Organizing: They tried to talk to congress to take action but failed. So they started to work with local producers to take their own action. Leading: They partnered up with Conservation International to improve their production, and to conserve and restore natural habitat. They also worked with farmers in order to reduce carbon emissions.

Control: They are keeping track of their progress by conducting an inventory of their use of Green House Gas. The result in 2010 was 1, 006, 854 metric tons of GHG they were using. In 2011 the results were 979, 963 metric ton of GHG being used. A reduction of 2. 7%. They are continuing to monitor the GHG use. Since the efficiency program is working they will continue trying to find more ways to reduce their use of GHG. <http://www.starbucks.com/responsibility/environment/climate-change> Wk 3: Dis Now that you have

learned about aspects of the communications model, such as analyzing communication, planning, and decision making, you will explain the communications model from the sender's and receiver's perspectives in this week's class discussion. Discuss the following: Explain the steps to successfully communicate a message to a receiver. Which steps of the process do you find most challenging in your communications and why? The first step is the message.... The message is the information that you want to communicate. The next step is encoding... This is the process of transferring the information you want to communicate into a form that can be sent and correctly decoded at the other end. Your success in encoding depends partly on your ability to convey information clearly and simply, but also on your ability to anticipate and eliminate sources of confusion the key part of this is knowing your audience. Failure to understand who you are communicating with will result in delivering messages that are misunderstood. channel... messages are conveyed through channels, with verbal including face-to-face meetings, telephone and videoconferencing; and written including letters, emails, memos and reports. Different channels have different strengths and weaknesses. decoding...

Just as successful encoding is a skill, so is successful decoding just as confusions can arise from errors in encoding, it can also arise from decoding errors. This is particularly the case if the decoder doesn't have enough knowledge to understand the message. receiver... your message is delivered to individual members of your audience. No doubt, you have in mind the actions or reactions you hope your message will get from this audience. Keep in mind, though, that each of these individuals enters into the

communication process with ideas and feelings that will undoubtedly influence their understanding of your message, and their response.

To be a successful communicator you should consider these before delivering your message, and act appropriately. Wk 5: Dis You have read about ethics and social responsibility, and perhaps watched this week's video selection. Consider what you have learned, and apply it to your own business area. In this week's class discussion, you will describe ethical situations in a manager's role related to your area of study. Discuss the following: Describe three common ethical issues facing managers in your chosen industry. The industry of my choice is Business management.

I chose this because I want to own my own business and be my own boss. The three ethical issues that I feel that managers are facing in this industry is 1. Discrimination 2. Fraud 3. Authority. 1. Discrimination is a serious issue in a lot of businesses today. Some companies discriminate against race, sex/gender, and most often now sexual preference. There is a place in my town that actually won't hire anyone but Mexicans because they are said they work harder than anyone else. Sure they have a few of blacks and whites there.

My so called in-law is a supervisor there and told me before I put in my application that they are not gonna hire me because they want more Mexicans. It's crazy but true and it's not fair. I am a hard worker and I shouldn't be denied a job because of my race. 2. Fraud is another issue and a lot of are guilty of it. Employees and managers are guilty of it just to get a higher position or just hired. Some lie about education and work history. We

lie because most companies don't check everything on the application. If everything was checked then it would be a lot of sad unemployed people.

Lying about education, work history and qualification is in every company. This " person" I know found a website to get fake GEDs and she is using hers. She been with the company for 3 years. If they are not gonna check all information on applications then they are lying themselves. They say they go over applications and they don't. 3. Authority is the biggest issue to me personally. I have worked for my in-law about 10 years ago (before themexicanissue) and she abused her authority. She felt that since she was in a higher position she would use it and make us (workers) so some of her work.

She would pull some of us off our machines to do inventory. We did it for a while until the plant had a company meeting. We were told what our jobs were and asked why were doing other things that kept our production low. No one spoke up until I did. Some feared they would lose their jobs but not ME. I told on her and she was so they started making her do inventory and record it on paper. She was mad at me and I didn't care because she was not my cup of tea anyway. We all got a \$1 raise because we had done our job and part of hers also. Wk 6: Dis

In this week's class discussion, you will consider the legal, ethical, and social implications of real world business practices. Find an example of a business facing a legal, ethical, and/or social responsibility dilemma. Create a one-paragraph summary of the dilemma and the steps you think the organization should take to resolve the issue. My story will be about KFC there first battle was the dead chickens that they are suppose to disposal, they continue to

use them for more meat. For people to know that it can be a very big lost on customers and a very bad look on the business.

The second battle was from a twister chicken wrap, a 14 year old girl was brain damaged from eating one it nearly killed her. She was in a coma for at least 6 months at the age of 7 trying to recover from the sickness. She had caught a disease they call Spastic Quadriplegia, and it damages all four limbs so they had no choice but to place her in a wheelchair. She was awarded 5 million from the problems that KFC caused the parents said it will be a very big help because of the situation, but she is still torn that daughter had to face these problems and deal with it for the rest of her life.

This should be a lesson to everybody that is why I am so funny with myfoodnow and seeing two things happen like this just led me with the choice of never going back KFC ever again. This is life threatening things that can happen in the line of business that's why when it comes to me having a business everything will be legit. Wk 8: Dis Managers are affected by the organizational environment, and help to create it. Their role is instrumental in a successful organizational culture. In this week's class discussion, you will define the manager's role as it relates to various organizational cultures.

Discuss the following: Think of an organization with which you are very familiar. How flexible/rigid are the managers at this organization with regard to policies and personnel? Identify and describe the factors you think helped to shape this organization's culture. Strategic planning involves a set of procedures for making decisions about the organizations long-term goals. In order to achieve these goals, managers have to devise a plan that incorporates both flexible and ridged forms of management (Bohlander ;

Snell, 2010). On many occasions in the past, I have worked as a customer service agent.

In this position, customer agents have access to personal information of their customer. Customer service agents must comply with laws set forth by the government. Not following these procedures during every call could possibly render huge fines or, worst case scenario, dissolution of the organization. For this reason, certain disclosures and/or disclaimers must be stated during each and every call. In this case, I had very rigid rules, regulations, policies and procedures to follow in order to avoid legal ramifications or loss of employment.

At the same time, I was given some empowerment in order to satisfy customer complaints and issues such as changes to the account, issuing credits, or billing discrepancies. Helping customers find the best solution to their problem requires some flexibility, but the degree was still limited. We had a few solutions to choose from that did not require manager approval. If the issue could not be resolved with what we had to work with, then the manager's approval was needed. Although most agents these days are given more freedom to make decisions, there are still boundaries that cannot be crossed or overlooked.

Companies are becoming more lenient and allowing employees to use their judgment in areas of customer satisfaction. Empowerment managers or employees make them feel content, capable, and competent. This in turn will elevate morale, enhance the company's culture, and increase customer loyalty (Williams, 2012). Sources: Bohlander, G. , ; Snell, S. (2010). Managing human resources. Mason: Cengage Learning Williams, C. (2012).



Effective management. Mason: Cengage Learning Wk 9: Dis Delegation is one of the important roles of management.

In the class discussion for this week, you will practice demonstrating effective delegation techniques and strategies. Consider your own experiences in your discussion. Discuss the following: List three work tasks that managers could successfully delegate to employees. \* A manager could instruct an associate employee to do simply housekeeping tasks such as sweeping, mopping, wiping surfaces and cleaning bathrooms. I feel that the delegation of power to the associate employee gives the managers time to do more important tasks to the business. \* A manager could delegate the responsibility of restocking merchandise.

This delegation of authority not only frees up the managers schedule but also instill some pride for the employee on their involvement within the company. \* A manger could delegate assistant manager to do inventory reports, scheduling other employees and making orders from vendors. This ensures that the assistant manager can continue the business the way the manager would run it in their absence. List three work tasks that managers should not delegate. \* I do not feel that any form of Loss prevention should be handled by any other employee than the manager.

With keeping this task with the manager the possibility of preventing employee theft goes up. \* Keeping up and maintaining sales goals should not be delegated to other employees. If the employee is focused on sales goals their customer service skills could become lax in hopes of reaching the goals. This could also place doubt the employees mind about the security of their position with the company. \* Customer Complaints is also something that

should be handled directly with the manager. With the manager having more experience with irate customers the situation is more likely to be resolved with as little conflict as possible.

Explain your reasoning Wk 10: Dis In the class discussion this week, you will consider the age and gender aspects of diversity within your field of specialization. Discuss the following: Think of an organization within your industry with which you are familiar. What is the approximate age range of its employees? 18 to 45 years of age. What would you guess is the average age? I would say the average age is 34. Which gender is more prevalent within the organization's workforce? The male gender is dominant in this industry. Are most of the managers female or male? Male.

How do the factors above influence the effectiveness of the organization? This particular organization, one of the leading garage door companies in the bay area, is open minded to both males or females holding any position, from a person of labor to General Manager, as long as you are qualified. Every employee is treated with respect; professional behavior. Because each new employee is trained properly ; supported by the staff, it creates a work environment where people enjoy working there ; have been there for many years. The best way I can describe it is the company has a family atmosphere about it.