

Business management

[Business](#), [Management](#)



Management is composed of directing and having a certain control over an individual or a group of individuals or entities having a specific purpose or aim and may refer to a person or people who manage. The purpose or aim of management would be to coordinate and harmonize the individual or group of individuals controlled in order to attain or accomplish a goal. Furthermore, deployment and manipulation of resources, which could be human, financial, technological or natural, can also be included in management and usually employing or requires power.

Business management tackles a wide range of categories or topics. The topics or four articles chosen are entitled, (1) The Responsive Manger/Leader, (2) Manager No-No's, (3) My Bad: Sometimes, even CEOs have to say they're sorry, and (4) Keep Your Customers in View. These articles are chosen for they teach what leaders should be, in relation to themselves, to their work, to their employees and to their customers.

Business management would fail without an excellent, or at least a good manager or leader.

Furthermore, without the other people, employees and customers, business with excellent leaders would still be empty. Business management would not work well if good relationship among the managers, employees and customers is not present. These articles would be very helpful in empowering individuals to strive or work better in empowering themselves, and the people around them and help them be future leaders or managers.

In the first article, “ The Responsive Manager/Leader”, the influence responsive manager is described in terms of his work, the things that he

should do and the characteristics that he should possess. The responsive manager is able to form relationships through trust and respect. He does this by seeing to it that the woes and problems of the employees are heard and he influences them to solve the problems. In the end, his employees work more diligently and are empowered to work for him. Most likely, the establishment or organization with a responsive leader would succeed (Bacal).

In the second article by Laura Candris, “ Manager No-No’s”, includes the things that a manager should always check and do, more specifically, the mistakes that a manager should avoid are discussed. Mistakes such as failure to document, arbitrary treatment of employees, and failure to investigate should be prevented by the manager. If these things happen, the employees could sue him, leading to a business or organizational failure.

In the third article by Donna Fenn, “ Sometimes, even CEOs have to say they’re sorry”, it was explained that CEOs are also humans, capable of making mistakes and often, a lot of people beside themselves are hurt or affected by such mistakes. It is said that a simple, clear, truthful and sincere apology from leaders or managers would be enough to boost themselves back to a position that they would be respected by the employees.

This is important for it teaches a leader not to further increase the gap in the employer-employee relationship, as much as possible to fill the gap. It is also stated that practicing what you preach as a leader or manager is a good thing to do to keep employees empowered with their work.

The fourth article, “ Keep your customers in view”, explains that it is important as managers to think as customers and look for ways to manage the work routines to easily deal and help customers. Methods such as to diagram the process and to measure outcomes, are some of the ways that could be used to tell the customers the flow of processing transactions and in understanding and creating ways to solve implications of certain actions. After properly managing an excellent customer service and organization that suits the customers well, attaining success would be easier (Sarrel).

The first article shows that things that a manager should consider to manage his employees while the fourth article deals with managing the customers. The second article deals with managing business and preventing lawsuits while the third article shows management of mistakes, if ever they would arise. The author of the third article seems to have a personal experience on the topic and was able to fully explain through stating events or incidents.

While the author of the fourth article was able to personally deal with customers, therefore was able to explain how managing customers would lead to success. He was also able to show how a customer-based organization would properly work. The author of the first and second article seems to be consultants, for they were able to give advices well on how to be good and responsive managers, having the capability to decrease errors and lawsuits.

Works Cited

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