

**Objectives:**

- Name the three basic management styles
- List the skills needed for managing
- Explain the principles of management excellence



**Definitions:**

Situational management – **adapting the management approach to particular circumstances**

Human Relations – **study of how people relate to each other**

Human Relation skills – **interpersonal skills – tied to communication skills**

Nonverbal communication – **transmitted through actions and behaviors and includes facial expressions, gestures, posture, eye contact, personal space, and even clothing choices.**

Networking – **building and maintaining informal relationships with people whose friendship could bring business opportunities.**

Time Management – **process of allocating time effectively**

**Short answer:**

1. Explain the three management styles.

1. **Power-Oriented Style – managers who try to maintain total control over their whole operation. Works in situations where employees are untrained, inexperienced, or involved in a crisis.**
2. **Routine-Oriented Style – concerned with keeping the operation running smoothly rather than accomplishing other goals – middle management in large corporations**
3. **Achievement-Oriented Style – open to new ideas and seek out employee suggestions. Is most effective where a manager is dealing directly with employees who are turning out work.**

2. List the 7 Time Management Suggestions on page 316.

1. **Set and prioritize your goals.**
2. **Delegate work to others whenever possible.**
3. **Plan to spend blocks of time on specific activities that help you achieve your goals.**
4. **Schedule your activities on a planning calendar.**
5. **Schedule your most important work for times when you do your best work.**
6. **Group your activities for the most efficient use of time.**
7. **Handle or eliminate interruptions so they take up as little time as possible.**