

## Course description

This course is intended for managers of small businesses and junior managers of business units in larger organisations. It provides the background necessary to understand the management function in an organisation.

## Course outcome

The qualifying learner is capable of:

- Describing the management activities involved in running a successful business.
- Explaining the basic activities involved in the management process.
- Identifying and explaining the main tasks required of managers.
- Applying the decision-making process to make a management decision.
- Analysing the application of the general management functions in a selected organisation.

## Course Content

### MODULE 1: THE MANAGEMENT ACTIVITIES

- 1.1 What is management.
- 1.2 Objectives of management.
- 1.3 Principles of management.
- 1.4 The functions of management.
- 1.5 The importance of management.
- 1.6 The Four types of business resources.
- 1.7 Effective Ways to Enhance Workplace Productivity.

### MODULE 2: THE BASIC ACTIVITIES OF THE MANAGEMENT PROCESS

- 2.1 Case study: How Management Functions are Performed at Coca Cola.
- 2.2 The planning function in an organisation
- 2.3 The organising function in an organisation.
- 2.4 The leading function in an organisation.
- 2.5 The control function in an organisation.
- 2.6 The difference between responsibility and accountability.

### MODULE 3: THE TASKS REQUIRED OF MANAGERS

- 3.1 The decision-making task of managers.
- 3.2 The communication task of managers.
- 3.3 The importance of trust in an organisation.
- 3.4 The coordinating task of managers
- 3.5 The motivating task of managers.
- 3.6 The delegating task of managers.
- 3.7 The evaluating task of managers.

### MODULE 4: THE MANAGEMENT DECISION - MAKING PROCESS

- 4.1 The steps to be followed in making a decision

### MODULE 5: THE GENERAL MANAGEMENT FUNCTIONS

- 5.1 Who in the organisation is responsible for each function.
- 5.2 The organogram of an organisation.
- 5.3 The role of a team leader or low-level manager in the management.

## THEORETICAL ASSESSMENTS

Formative Assessment (open book)

Summative Assessment (closed book)