

Checkpoint 13.1

1. Compare and contrast a mentor and a manager.

Answer: A manager is an individual who is responsible for carrying out the goals of the business, and a mentor is someone who guides and directs a person to learn what is needed for the situation. A manager can also be a mentor who helps by guiding and directing a person.

2. List the five functions of the management process.

Answer: Plan, organize, staff, lead, and control.

3. Compare and contrast the three areas of planning.

Answer: The three areas of planning are strategic, tactical, and operational. Strategic planning determines the long-term goals of the company. Tactical planning determines the short-term goals for the company. Operational planning determines the day-to-day goals for the company.

4. Describe the staffing function of the management process.

Answer: The staffing function of management is the process of hiring the right people for the right job in a company. This function also includes the human resources elements of hiring, training, establishing employee salary/benefits, and other HR responsibilities.

5. Describe the controlling function of the management process.

Answer: Controlling includes monitoring employee's performance, as well as operational goals, comparing them with outcomes, and adjusting the plan if the goals and standards have not been met. This is the time to approve or disapprove of the work that is being done.

Checkpoint 13.2

1. List and describe the four management styles.

Answer: The four styles are democratic, autocratic, consulting, and laissez-faire. A democratic manager delegates authority to the staff, giving them responsibility to carry out the job in the way they choose to complete the work. Employees complete the tasks on time, and are involved in decision making. An autocratic manager dictates orders to the staff and makes all of the decisions. The manager controls everything, which means decisions can be made quickly as no other opinions are solicited. A consulting manager combines both democratic and autocratic styles. This style of manager will ask for opinions of the employees, which makes them feel involved. In the end, the manager weights the input but makes the final decision. A laissez-faire manager sets the tasks and gives staff the opportunity to complete the task as the employees see fit. There is little involvement from the manager.

2. Describe an effective manager.

Answer: Effective managers are people who make positive contributions to the business, know how to work well with everyone, and make the most of available resources.

3. Explain the importance of empowering employees.

Answer: When employees are empowered, they can make decisions faster than having to go to a supervisor asking that individual how to handle a specific situation. An employee who knows that a manager or supervisor allows him or her to make decisions will feel more motivated to take on more responsibility, be more loyal to the business, and feel that their job does matter, and that they matter to the company.

4. What does it mean to learn from your mistakes?

Answer: We all make mistakes. When we realize a mistake was made, hopefully we will learn to not make the same mistake again.

5. Why are professional business communication skills so important for a manager or business owner to possess?

Answer: Owners and managers must use professional business communications skills in all aspects of their jobs. For example, they must speak and listen to customers and clients as well as to their employees.