

**autocratic style.** Management style characterized by a leader who dictates orders to the staff and makes all of the decisions.

**chain of command.** Organization's structure of decision-making responsibilities.

**consulting style.** Management style characterized by a leader who combines both democratic and autocratic styles.

**controlling.** Process of 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.

**democratic style.** Management style characterized by a leader who delegates authority to the staff, giving them responsibility to carry out the job in the way they choose to complete the work.

**laissez-faire style.** Management style characterized by a leader who sets the tasks and gives staff the opportunity to complete the task as the employees see fit.

**management style.** Way a person leads an employee or a group.

**operational planning.** Process of determining the day-to-day goals for the company.

**organizational chart.** Diagram showing employees' positions and how they interact with the chain of command.

**orientation.** Beginning stage of the training in which the new hire becomes familiar with the facility, fellow employees, and the job.

**situational management.** A leader's management style changes according to given circumstances.

**staffing.** Process of hiring the right people for the right jobs.

**strategic planning.** Process of determining the long-term goals of the company.

**tactical planning.** Process of determining the short-term goals for the company.

**time management skills.** Ability to use time wisely by setting priorities.