Rapid **Revision: Managing Change**

Ainm:

1. **List 5 ways in which a manager can lead the process of change in a business.**

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1. **Match the key terms to their definitions below**

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| 1. Facilitator Manager | 1. Adding to responsibilities and giving the employee freedom to make choices. Examples could be not only becoming team leader of a project, but also allowing the employee the freedom to make all decisions about the project for the business. |
| 1. Controller Manager | 1. The process of moving employees around an organisation so that they can develop and gain experience in different tasks. |
| 1. Empowerment | 1. A volunteer group composed of workers, usually under the leadership of their supervisor, who are trained to identify, analyze and solve work-related problems. |
| 1. Job Rotation | 1. Management strategy designed to ensure 100% perfection and 100% customer satisfaction. It says that every person in the business is responsible for delivering to the customer. |
| 1. Job Enlargement | 1. This is computer software that is used to design new products for the business. |
| 1. Job Enrichment | 1. Placing real power, which includes decision-making and full responsibility in the hands of workers where it is most effective, i.e. as close as possible to the customer. |
| 1. Total Quality Management | 1. Can be wide or narrow- the amount of workers a manager is responsible for in the business. |
| 1. Teamwork | 1. Works with employees. They give direction, provide support and advice, and is comfortable delegating or empowering their workers to complete tasks. They place real trust in the hands of workers. |
| 1. Quality Circles | 1. This is computer software that controls the machines in the factory. |
| 1. Computer Aided Design | 1. Giving people extra responsibility to make their job more challenging and interesting. Examples would include solo projects or becoming team leaders for a task. |
| 1. Computer Aided Manufacturing | 1. Would typically give orders and expect them to be followed without question. There is very little control given to workers and the manager makes all the decisions. |
| 1. Span of Control | 1. Involves a group of people working co-operatively towards achieving a common goal. |

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1. **Match the correct teamwork stage to its definition**

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|  | * Members of the team meet for the first time * They are very polite to each other * They discuss the jobs that they have to do together * However, they do not reveal too much about themselves |
|  | * As team members get to know each other a bit better, conflict occurs. * Arguments arise as strong personalities emerge within the team * Rows happen when team members vie for positions within the team, such as leader |
|  | * Team members resolve their conflicts, reach a consensus and start working together * They agree on who the leader is, who has the power and each other’s roles. * Team members start to trust each other * They set ‘norms’ which are standards of behaviour and work that all team members must obey. If they do not obey them, they will be isolated from the team. |
|  | * Team members pull together as one and focus on getting the job done. * They cooperate with each other and work together as a unit. * There is a strong sense of unity in the team. |

1. **List two benefits and two challenges of employee empowerment.**

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| **Benefits** | **Challenges** |
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1. **List three benefits of TQM.**

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1. **List impact of business technology on the following:**

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| **Business Managers** | **Business Workers** | **Business Opportunities** | **Business Costs** |
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