

Rapid Revision: Managing Change

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

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| 1. | Training Staff in new areas of change |
| 2. | Offering Rewards + Incentives - eg. Bonus |
| 3. | Provide Funding - eg. New Dept if needed as part of job |
| 4. | Lead by example - Buy into change process |
| 5. | Open + Honest Communication - reduces uncertainty + tension |

Others - Involve employees - give them a say on change
TQM / Empowerment / Job rotation etc...

2. Match the key terms to their definitions below

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|----------------------------------|---|
| 1. Facilitator Manager | A. 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. |
| 2. Controller Manager | B. The process of moving employees around an organisation so that they can develop and gain experience in different tasks. |
| 3. Empowerment | C. A volunteer group composed of workers, usually under the leadership of their supervisor, who are trained to identify, analyze and solve work-related problems. |
| 4. Job Rotation | D. 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. |
| 5. Job Enlargement | E. This is computer software that is used to design new products for the business. |
| 6. Job Enrichment | F. 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. |
| 7. Total Quality Management | G. Can be wide or narrow- the amount of workers a manager is responsible for in the business. |
| 8. Teamwork | H. 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. |
| 9. Quality Circles | I. This is computer software that controls the machines in the factory. |
| 10. Computer Aided Design | J. Giving people extra responsibility to make their job more challenging and interesting. Examples would include solo projects or becoming team leaders for a task. |
| 11. Computer Aided Manufacturing | K. 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. |
| 12. Span of Control | L. Involves a group of people working co-operatively towards achieving a common goal. |

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|----|----|----|----|----|----|----|----|----|-----|-----|-----|
| 1. | 2. | 3. | 4. | 5. | 6. | 7. | 8. | 9. | 10. | 11. | 12. |
| H | K | F | B | J | A | D | L | C | E | I | G |

3. Match the correct teamwork stage to its definition

| | |
|------------|--|
| Forming | <ul style="list-style-type: none"> 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 |
| Storming | <ul style="list-style-type: none"> 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 |
| Norming | <ul style="list-style-type: none"> 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. |
| Performing | <ul style="list-style-type: none"> 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. |

4. List two benefits and two challenges of employee empowerment.

| Benefits | Challenges |
|---|---|
| Improved Decision Making - Quicker, doesn't slow down work | Increased chance of mistakes - without adequate training - mistakes will happen. Damage business reputation |
| Improved Customer Experience - employee has power to sort issue quickly - more satisfied customer | Unsuitable staff - es. part-time workers don't want responsibility/ additional stress |

Improved Employee motivation - value, develop skills

5. List three benefits of TQM.

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| 1. Improved Quality products - less returns |
| 2. Increased Sales - Brand Loyalty / trust |
| 3. Job Satisfaction - Happy workers sell valued |

Meet legal requirements sale of Goods + supply of services Act 1980
 others:- Attract quality workers / use as marketing strategy.

6. List impact of business technology on the following:

↳ lots of possible answers.

| Business Managers | Business Workers | Business Opportunities | Business Costs |
|---|--------------------------------|--|---|
| Marketing - reach global audience 24/7 | work from home + flexibility | International Trade - sell all around the world | Capital Costs - large outlay on Machinery / equipment |
| Decision Making - Faster, can access info instantly | Speed - Complete jobs quickly | Marketing - reach global audience | Training Costs |
| Production - mass produce CAD/CAM | Redundancies - job uncertainty | Communication - staff can have laptop, phone, email etc... | R+D costs |

Sales - can sell products online

Labour Costs - reduce number of workers