

Delegation



When a manager gives a subordinate authority to carry out certain tasks and makes them responsible for the completion of those tasks.

Autocratic leader



A leader who keeps tight control on power and directs others using fear of sanctions to motivate staff.

Maslow's hierarchy of needs



A theory of motivations that managers can use which is based on satisfying the needs of the employees as a way of motivating them to work hard.

McGregor's Theory X and Theory Y



A theory of motivation that managers can use which is based on the managers' perception of the workers' attitude to their work.

Self-actualisation



One of the needs of workers identified by Maslow in his theory of motivation, which is the need to be challenged by your job and to achieve to the best of one's ability.

Annual general meeting (AGM)



A meeting of all the shareholders of a limited company which takes place once a year to make important decisions.

Electronic data interchange (EDI)



An automated way of carrying out routine transactions between firms using computer technology and software.

Controlling



A management activity which involves setting targets and monitoring performance regularly so that adjustments can be made to plans to ensure that targets are reached.

Functional structure



An organisational arrangement which divides the business into different departments based on the type of work that is being done in each, e.g. purchasing department, production department.

Line position



An employee who takes instructions from a manager above, or who gives instructions to a subordinate below, is in a line position within an organisation.

Matrix structure



An organisational structure which allows the formation of teams drawn from different departments to work on a project.

Span of control



Refers to a number of subordinates that a member of staff manages or supervises directly.

Staff position



Is one which involves advising and giving support to other staff without having direct management responsibility for other staff, e.g. health a safety officer.

Stock control



The methods of procedures used to ensure that a company' stock levels are at the optimum level for the efficient running of the business.

SWOT analysis



This involves an examination of a situation based on identifying the strengths (S) and weaknesses (W) of the organisation internally and the opportunities (O) and threats (T) that the firm faces externally.