

7 Organisational structure – Part 1

Name: _____ Class: _____ Date: _____

Vocabulary

Write each word three times.

English	Write it 3 times (English)		
organisational			
structure			
hierarchy			
chain of command			
span of control			
tall structure			
flat structure			

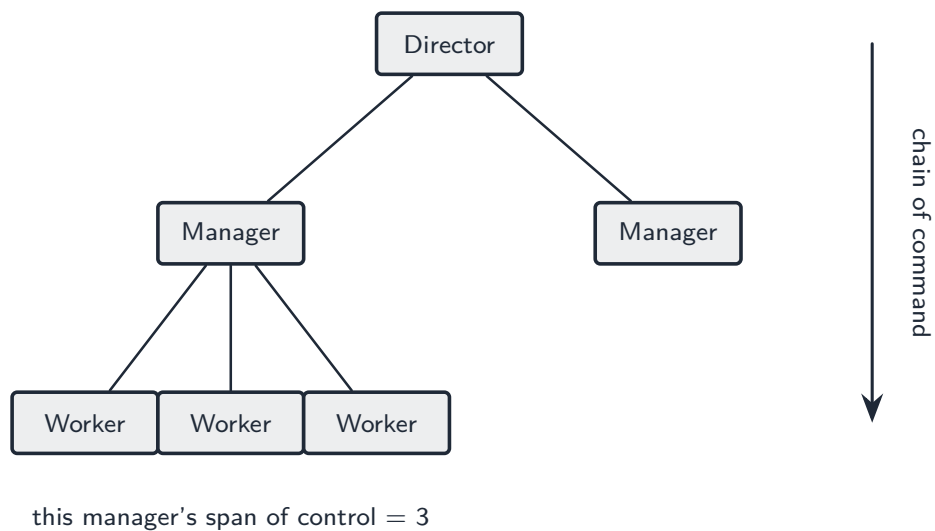
Recall

Every business has to arrange its people. The **organisational structure** shows who does what and who reports to whom.

New ideas

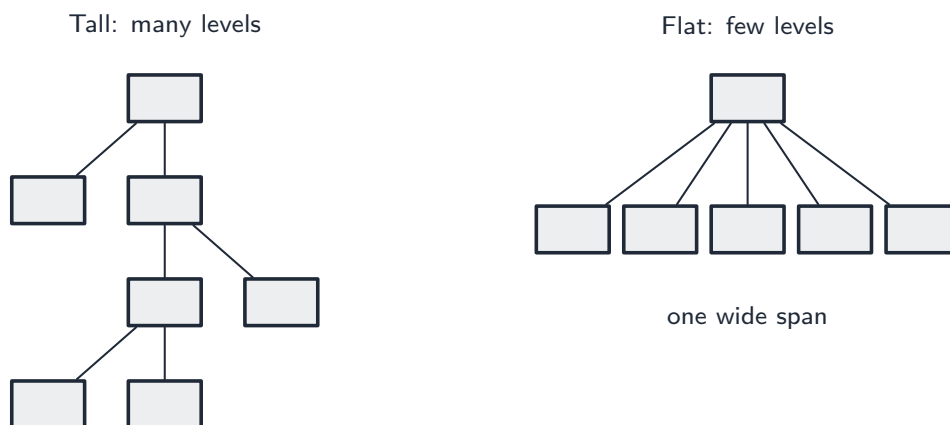
Read these first, then do the Practice.

■ 1 Three words for structure



- a **hierarchy** is the set of levels, from the top down to the workers;
- the **chain of command** is the line orders pass down;
- the **span of control** is how many staff one manager is directly in charge of.

■ 2 Tall vs flat



- a **tall structure** has many levels and narrow spans – orders travel slowly;
- a **flat structure** has few levels and wide spans – managers must trust staff more.

Watch out: span of control = how many staff one manager *directly* controls. A *tall*

structure has many levels and *narrow* spans (orders travel slowly); a *flat* one has few levels and *wide* spans (managers must trust staff more).

Practice

Try these in order.

7.1 What does an *organisational structure* show? [1]

7.2 What is the *chain of command*? [1]

7.3 A manager is directly in charge of 5 staff. What is her *span of control*? [1]

7.4 Does a *tall* structure have many levels or few? [1]

7.5 Give one drawback of a tall structure. [1]

7.6 Challenge. A firm removes a layer of middle managers, making its structure flatter. Explain one benefit and one drawback of this. [2]
