

2.3 Management

Name: _____ Class: _____ Date: _____

Total: 30 marks

KEY WORDS management 管理 • leadership 领导 • controlling 控制
• fayol's five functions 法约尔五大职能 • commanding 指挥

Objective

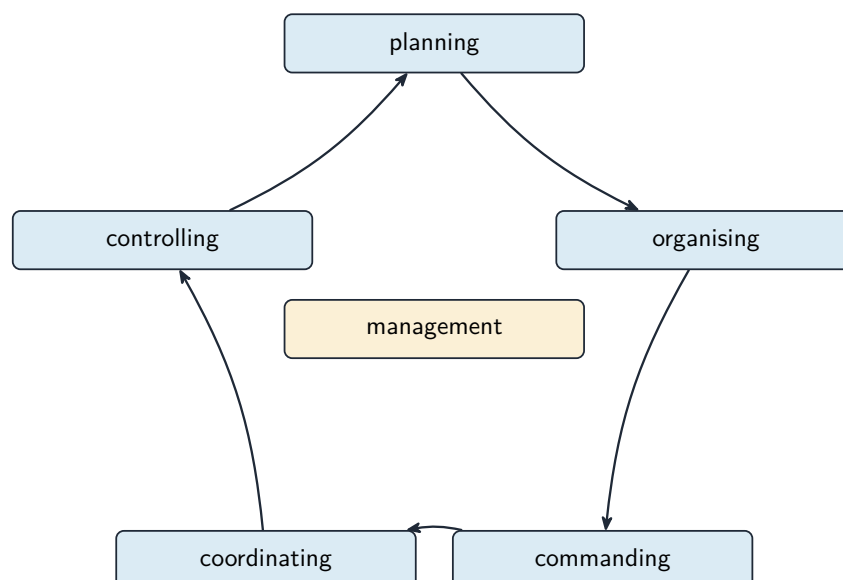
Build the skills to answer exam questions on **management** 管理 — **Fayol's five functions** 法约尔五大职能, Mintzberg's roles, and the difference between **management** and **leadership** 领导.

You must be able to:

- state Fayol's five functions of management
- explain the difference between a manager and a leader
- analyse and evaluate why effective management matters

1 Worked examples

■ Functions, roles and leadership

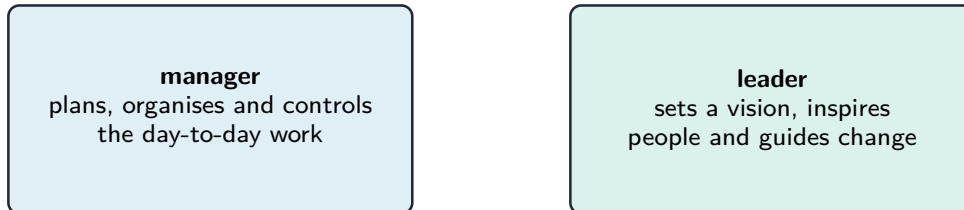


Fayol: planning → organising → commanding → coordinating → controlling

- **Fayol's five functions:** planning, organising, commanding, coordinating, controlling.

- **Mintzberg:** managers also play ten **roles** in three groups — interpersonal, informational, decisional.
- **Manager vs leader:** a manager plans, organises and controls the day-to-day work; a **leader** sets a vision and inspires people to follow it.

the best managers are also good leaders



Management vs leadership — the best people do both

Answer shapes: AO1 (name/define) + AO2 (apply to the firm) + AO3 (reasoning chain) + AO4 (judgement in context).

2 Practice

2.1 State three of Fayol's five functions of management. [3]

2.2 Define the term *management*. [2]

2.3 State one difference between a *manager* and a *leader*. [2]

3 Exam-style questions

3.1 Explain one of Fayol's functions of management. [3]

3.2 Analyse two reasons why effective management is important to a business. [8]

3.3 'To be successful, a manager must also be a good leader.' Evaluate this view. [12]