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Subject: organisation Behaviour

Q1.

Please discuss the following:

- a) Management functions
- b) Management Roles
- c) Management Skills

Ans:

Management functions:

There are four functions of management that span across all industries. They include: **planning**, **organizing**, leading, and **controlling**. You should think about the four functions as a process, where each step builds on the others.

Management Role:

The ten roles are:

- Figurehead.
- Leader.
- Liaison.
- Monitor.

- Disseminator.
- Spokesperson.
- Entrepreneur.
- Disturbance Handler

Management skills:

5 Managerial Skills are Technical Skills, Conceptual Skills, Interpersonal and **Communication Skills**, Decision-Making Skills. The roles that a manager plays in the organization require having some skills. These are the skills or qualities that an organization looks for in a person to assign him as a manager.

Q2: What are the challenges and opportunities for organizational behavior?

Main challenges and opportunities of organizational behavior are;

- Improving Peoples' Skills.
- Improving Quality and Productivity.
- Total Quality Management (TQM).
- Managing Workforce Diversity.
- Responding to Globalization.
- Empowering People.

- Coping with Temporariness.
- Stimulating Innovation and Change

Q3: What are the biographic characteristics of divers?

Ans: Biographical Characteristics. Personal characteristics - such as **age**, **gender**, race, and length of tenure - that are objective and easily obtained from personnel records. These characteristics are representative of surface-level diversity.