

Name : Asad Hussain.

ID : 14972.

BS (SE) section "B"

Principal of Management.

Sorry Mam - ~~I~~ I didn't  
have a laptop.

From some personal issues, I

sold my laptop:

∴ Thanks:

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: Q No 1: Identify sources of leader powers and the tactics leaders use to influence others.

-: ANSWER:-

Power is a force of influence and authority. Most leaders wield power, but how power is manifested and used often differs between leaders.

: Leader Get Power from:-

In this we'll be looking at the five different sources of power a leader can use, with some advice on when these powers should be used, and perhaps when not.

\* The five sources of a leader's power come from distinctly different sources. Here's an overview:

: Expert Power:-

When a leader

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has significant domain knowledge/skills.

: E.g.: an expert accountant influences how junior accountants go about their tasks.

: Positional Power:-

comes when a leader has a legitimately held position of authority.

: E.g.: typically, the CEO of an organization has the highest positional power.

: Reward Power:-

is evident when a leader can give, or take away, a reward.

: E.g.: a leader can influence a follower's behaviour by awarding a bonus, or taking away perks.

: Coercive Power:

This is felt when a leader creates the

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perception of a threat:  
:E.g: a leader has coercive power if her followers believe that she will initiate disciplinary action.

:Personal Power:-

Influence gained by persuasion: E.g: a manager may have to rely on nothing more than a friendly please and thank you for an employee to perform a task.

So now we will look at each of these sources of power and consider when they could be used, and when it's ~~and~~ not appropriate to use them.

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Q No 2: Describe and explain the importance of contingency planning, scenario building, and crisis planning in today's environment?

: ANSWER:

: PLAN:

A map specifying the resource allocations, schedules, and other actions necessary for attaining goals.

: Planning:-

Determining the organization's goals and the means for achieving them.

- the most fundamental management function.
- the most controversial management function.

: Importance of Contingency Plans:-

- \* Identify uncontrollable factors:
  - Economic turndowns.
  - Declining markets.

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- Increases in costs of supplies.
- Technological developments
- safety accidents.

\* Minimize Impact of

Uncontrollable factors:-

- ~~Fact~~ Forecast a range of alternative response to most-likely high-impact contingencies.

: Building Scenarios:-

Looking at trends and discontinuities and imagining possible alternative futures to build a framework within which unexpected future events can be managed.

-: Crisis Management Planning:-

- Prevention:-

- Build trusting relationship with key stakeholders.
- Open communication.

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Preparation:-

- Crisis Management  
team,  
Crisis Management Plan,

Establish an Effective  
Communications System.

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: QNO 3: "ORGANIZATIONAL CONTROL"

and What we measure in the process?

Ans: Answers:

The proper performance of the management control function is critical to the success of an organization. After plans are set in plans, management must execute a series of steps to ensure that the plans are carried out. The steps in basic control process can be followed for almost any application, such as improving product quality, reducing waste, and increasing sales. The basic control process includes the following steps.

1. Setting performance standards

Managers must translate plans into performance standards. These performance



Standards can be in the forms of goals, such as revenue from sales over a period of time. The standards should be attainable, measurable, and clear.

2. Measuring actual performance:

If performance is not measured, it cannot be ascertained whether standards have been met.

3. Comparing actual performance with standards or goals. Accept or reject the product or outcome.

4. Analyzing deviations: Managers must determine why standards were not met. This step also involves determining whether more control is necessary or if the standard should be changed.

5. Taking corrective action: After the reasons for deviations have been determined,

: Q NO 4:- Name various organizational sources of resistance to change.

- : ANSWER:-

Change originates in either the external or internal environment of the organization. External sources include the political, social, technological or economic, externally motivated change may involve government action, technology development, competition, social values and economic variables.

1: Inertia:-

Existing relationships satisfying with the status quo, routines and business hinder change.

2: Indecision:- People believe that their decisions are based on free will, and having more options give them a sense of freedom.

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Yet when it comes time to make a decision, people will hesitate because it means reducing their options.

3: Fear of making mistakes:

one goes with the previous point, as people would <sup>try</sup> not to make mistakes.

4: Lack of best Practices:

Most people are followers, so they need a "role model" to follow. If none exists, they won't have behavior to copy.

5: People don't care about your product/service because they don't like it.

While there are ways to be make yourself and your ideas likeable, you can't force people to like you or your ideas. Just because it makes sense doesn't mean people will care.

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: QNO 5 :- How do teams contribute to organizations? WRITE down the usefulness and common problems in teams.

-: ANSWER :-

\* : How do team contribute to organizations :-

: Team :-

- A small group of people with complementary skills, who work together to achieve a shared purpose and hold themselves mutually accountable for its accomplishment.

-: Teamwork :-

- The process of people actively working together to achieve common goals.

\* -: Contribute to Organizations :-

\* Team and teamwork roles for managers :-

- Supervisor - serving as the appointed head.

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- Networking facilitator ->
  - serving as a peer leader.
  - participant - serving as a helpful contributing member of the team.
- External coach - serving a mentor or sponsor for team members.

→ Usefulness of Common Problem in team:-

\* Social loafing:

- "Free riders" who slack off because responsibility is diffused and others are present to do the work.

\* Common problems:-

- Personality conflicts.
- Differences in work styles.
- Task ambiguity.
- Poor readiness to work.

∴ Synergy:

- \* The creation of a whole that is greater than the sum of its parts.
- \* A team uses its membership resources to the fullest and thereby achieves, through collective action, far more than could be achieved otherwise.

∴ Usefulness of teams:-

- \* More resources for problem solving
- \* Improved Creativity and innovation.
- \* Improved quality of decision making.
- \* Greater commitments to tasks
- \* Higher motivation through collective action.
- \* Better control and work discipline.
- \* More individual need satisfaction.