



# **SNS COLLEGE OF ENGINEERING**

**Kurumbapalayam (Po), Coimbatore – 641 107**

**An Autonomous Institution**

**Accredited by NBA – AICTE and Accredited by NAAC – UGC with 'A' Grade**

**Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai**



## **DEPARTMENT OF MANAGEMENT STUDIES**

**COURSE NAME : 19BA101- MANAGEMENT AND ORGANISATIONAL BEHAVIOUR**

**I YEAR /I SEMESTER**

**Unit 1- INTRODUCTION TO MANAGEMENT PRINCIPLES**

**Topic 3: Managerial roles and styles, Characteristics of Manager**



# MANAGERIAL ROLES



## DEFINITION:

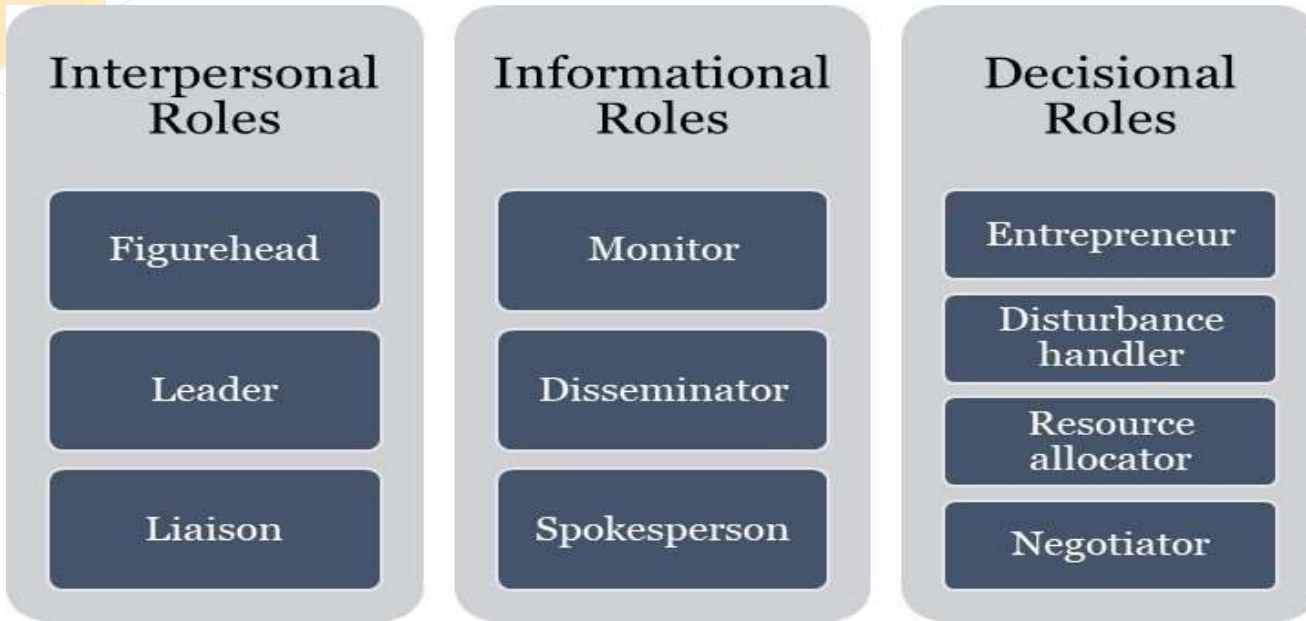
- ◀ Managerial Roles means **employment roles that involve supervision of other employees or regular exercise of business judgment.**
- ◀ The Managers
  - ◀ Fulfil many different roles every day.
  - ◀ Carry out the responsibilities of planning, organizing, leading, and controlling, managers take on many different roles.



# Categorized roles



- ◀ Mintzberg categorized all activities into ten managerial roles performed over the course of a day.





# Categorized roles



- ◀ Information role

- ◀ the manager may act as an information gatherer, an information distributor, or a spokesperson for the company.

- ◀ interpersonal roles

- ◀ based on various interactions with other people. depending on the situation

- ◀ Decisional role

- ◀ a manager may have to think like an entrepreneur, make decisions about resource allocation, help resolve conflicts, or negotiate compromises



# Information Roles



- ◀ Monitor

- ◀ Seeks out and gathers information relevant to the organization
- ◀ Finding out about legal restrictions on new product technology

- ◀ Disseminator

- ◀ Provides information where it is needed in the organization
- ◀ Providing current production figures to workers on the assembly line

- ◀ Spokesperson

- ◀ Transmits information to people outside the organization
- ◀ Representing the company at a shareholders' meeting



# Interpersonal Roles

- ◀ **Figurehead**
  - ◀ Represents the company in a symbolic way
  - ◀ Cutting the ribbon at ceremony for the opening of a new building
- ◀ **Leader**
  - ◀ Guides and motivates employees to achieve organizational goals
  - ◀ Helping subordinates to set monthly performance goals
- ◀ **Liaison**
  - ◀ Acts as a go-between among individuals inside and outside the organization
  - ◀ Representing the retail sales division of the company at a regional sales meeting



# Decisional Roles



- ◀ Entrepreneur
  - ◀ Searches out new opportunities and initiates change
  - ◀ Implementing a new production process using new technology
- ◀ Disturbance handler
  - ◀ Handles unexpected events and crises
  - ◀ Handling a crisis situation such as a fire
- ◀ Resource allocator
  - ◀ Designates the use of financial, human, and other organizational resources
  - ◀ Approving the funds necessary to purchase computer equipment and hire personnel
- ◀ Negotiator
  - ◀ Represents the company at negotiating processes
  - ◀ Participating in salary negotiations with union representatives



# Characteristics of Manager

- ◀ Leadership
- ◀ Experience-
- ◀ Communication
- ◀ Knowledge
- ◀ Organization
- ◀ Time Management
- ◀ Reliability
- ◀ Delegation
- ◀ Confidence
- ◀ Respect for Employees





# MANAGERIAL ROLES

- ◀ **DEFINITION:**

- ◀ Management roles/styles are the characteristic ways of making decisions relating to subordinates.
- ◀ These are the strategies, efforts, or direction used by the manager, to create an efficient workplace, to achieve organizational goals.
- ◀ A management style is the method of leadership used by a manager.



# MANAGEMENT STYLES

## Key Management Styles

Autocratic



Manager **dictate** what needs to be done and how



Consultative

Manager **collate** views and make final decision

Persuasive



Manager **convince** the benefits of the decision



Laissez Faire

Manager's refusal to interfere  
"Self Rule"

Democratic



Manager **solicits & values** opinions



**THANK YOU**