① Methods

A) Directing

(i) Leadership style → autocratic, beureuratic, democratic

(ii) communication → various meetings, e-mails, one-to-one interactions to convey goals, feedbacks etc.

(iii) Motivation → like recognition, rewards, incentives, career development opportunities etc.

(iv) Training and Development → to improve skills and knowledge

(v) Setting clear objectives → Clearly defining individual and team objective helps employees understand their roles and what is expected of them.

2. Co-ordinating :

a) Regular meetings → to stay alligned, share information, collaborate effectively.

b) Use of technology → utilizing collaborative software ___ management

b) Use of technology → utilizing collaborative sy. and project management tools can facilitate real-time coordination and communication among teams.

c) Standard operating Procedures (SOPs)

Establishing and following standard procedures helps streamline processes and ensure consistency in operations.

d) Cross-training: Cross training employees in multiple functions or departments can enhance flexibility and coordination during periods of increased workload or absences.

e) Centralised Information Sharing: Having a centralised database or intranet system where relevant information is accessible to all helps keep everyone informed.

3. Controlling: → monitoring performance, comparing it with the set standards, and taking corrective action it necessary.

Methods :

Methods :

taking <u>actions</u> if necessary.

a) <u>Performance Metrics and (KPIs)</u>

↓

Key Performance Indicator

It allows managers to measure and identify areas that require attention.

progress

b) <u>Budgets:</u> Monitoring financial budgets help ensure that resources are used efficiently and in line with organisational priorities.

c) <u>Feedback Systems</u> : performance evaluation and customer feedback surveys

d. <u>Quality Control:</u> maintaining product or service standards and reduces defects or errors.

e. <u>Benchmarking :</u> Comparing performance against industry standards or best practices can highlight areas

against 'indus...
practices can highlight areas
where improvements are
needed.

———— * ————

What is morale Leadership?

↳ appuoach that focuses on
enhancing employee morale
and motivation to achieve higher
levels of productivity and
performance

What are the key aspects:

① Building Trust and Communication:

Morale leaders foster open
and honest communication
with their employees.
They listen to their concerns, ideas and
feedback and take
appropriate actions.

② Providing Support and Development:

2) Providing Support and Development:

Morale leaders acknowledge and appreciate employees' contribution and achievements. Regular recognition, whether through verbal praise, awards or other forms of appreciation, helps boost employee morale and reinforce positive behaviour.

3) Empowerment and Autonomy:

Morale leaders delegate authority and empower employees to make decisions within their areas of responsibility.

4) Creating a Positive Work Culture

Morale leaders cultivate a positive work culture that promotes teamwork, collaboration, inclusivity. They encourage a sense of belonging and foster positive relationships among employees.

(5) Adressing Concerns and Conflicts:

Morale leaders proactively address employee concerns and conflicts in a fair and timely manner. By resolving issues promptly, They prevent negativity from spreading within the organisation and maintain a positive work environment.

Theories, Approaches - **Power and Authority**
Coordination

① [Leadership theory of Directing]

Such as a. Trait Theory
         b. Behavioral Theory.
         c. Contingency Theory.
         d. Transformational Theory.

② Coordinating → Theories and Approaches

Q Coordinating → <u>Theories and approach...</u>

a. System Theory → this approach views organisations as complex systems where different parts are interconnected and interdependent.

Coordinating in this context involves understanding the relationships between various components & ensuring <u>they</u> work cohesively to achieve organizational objectives.

(b) <u>Matrix Organisation</u> : In this organisation structure, employees from different functional areas are brought together to work on specific projects. Coordinating within a matrix organization requires managing dual reporting lines and balancing competing priorities.

③ controlling : (a) Management by Objectives (MBO)
  ↳ SMART

(b) feedback and feed forward control:

feedback control involves monitoring past performance to identify deviations from the desired outcomes, while feedforward control focuses on anticipating potential problems and taking corrective actions in advance.

Power and Authority coordination:
  ↓
effective use and distribution of power and authority within an organisation to smooth functioning and

ensure smooth functioning and achieve desired outcomes.

Power refers to the ability to influence others to do something, while authority is the formal right to make decisions and give orders.

Theories & Approaches:

① **Centralization vs. Decentralization:**

② **Organisational Culture** : promotes open communication, empowerment, participative decision making etc.

③ **Social Exchange Theory:**

effective coordination of power & authority can be achieved by building trust and reciprocity between leaders and subordinates.

Key elements: a) Communication
                b) Motivation   } Directing
                c) Leadership
                d) Delegation.

                a) Planning

                b) Collaboration
                c) Resource Allocation   } Coordinating
                d) Conflict Resolution

Objectives

                a) Establishing stds

                b) Measurement
                c) Analysing Deviations } Controlling
                d) Corrective Actions
                e) Continuous Improvement

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Principles of Directing, Controlling and coordinating

a. Principles of Unity of command:
b.   "   "   Scalar chain:

a. Principles of ___ ___ ___
b. " " Scalar chain:
c. " " Direct Supervision:
d₁ . . . . . Unity of Direction.
e) . . . . of coordination
f) Principle of team spirit.
g) . . . . of motivation
h) . . . . Effective communication:
i) Principle of flexibility.
j) Principle of feedback.