

motivate employees; how actual results are monitored and compared with plans; and what type of management style they prefer to use.

Record your findings in a learning journal or diary, then reflect on the answers given. Why do you think one of the managers might have been better than others? What would you do differently in their place? What school or theory of management seems to have most influence on their behaviour?

Include these reflections and thoughts in your journal.

Management styles

Various leadership styles have been recognised. An **autocratic/authoritarian** leader is one who makes decisions without consulting fellow staff. A **democratic/participatory** leader is one who consults fellow staff members before making decisions. A **free-rein/laissez-faire** leader is one who lets subordinates make the decisions with little direction from the leader.

No one management style is better than the other. Every situation is different. What is important is the outcome achieved as a result of the leadership style.

↑ this is
useful for
definitions in
Question 1

Ref details.

Cronk, T, Kirkwood, L,
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2000, Business and
Organisations in
Management,
Sydney, Nelson