

English Reading



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Office Management

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Basic Definitions of office Management Department

- Office Management
- Ceremonies
- Human Resources Management
- Correspondence
- Time management
- Service Legislation
- Short Hand
- Reading in English language
- Information technology
- Management
- Computer application
- Human rights
- Popular relations
- Democracy
- Reports writing
- Records management

Basic Definitions OF Management

- Executive power
- Division of work
- Authority and Responsibility
- Centralization
- Decentralization
- Delegation of Authority
- Co-Operation
- Decision Making
- Decision Taking
- Organization Structure
- Man Power
- Objectives
- Personality
- General Management
- Communication
- Consumer
- Leader
- Consumption
- Consumer
- Leader
- Manager
- Leader ship
- Subordinates
- Supervise
- Top Management
- Middle Management
- Frist Line Management

Management and Organization

1. What is management?

Management: is process that involves guiding or directing a group of people toward achieving organizational goals .

1-2 Approaches to Analyzing Management?

The most popular approaches used are:

1. The functions performed by management.
2. The roles that managers perform
3. The skills required of managers in performing the job of management

Management Functions

The managers perform activities these activities called function of management

1- Planning

2- Organizing

3- Leading

Management Roles

1- Interpersonal roles : this role involves human interaction .

2- informational roles : this role involves the sharing and analyzing of information

3- Decisional roles : this role involves decision making

There are five basic management skills have been identified

- 1- Decision making skills .
- 2- Planning skills
- 3- Administrative skills
- 4- Human relation skills
- 5- Technical skills

Who is a managers?

Manager : someone who coordinates and oversees the work of other people so organization goals can be accomplished .

Where do managers work ?

The managers do their work in organizations

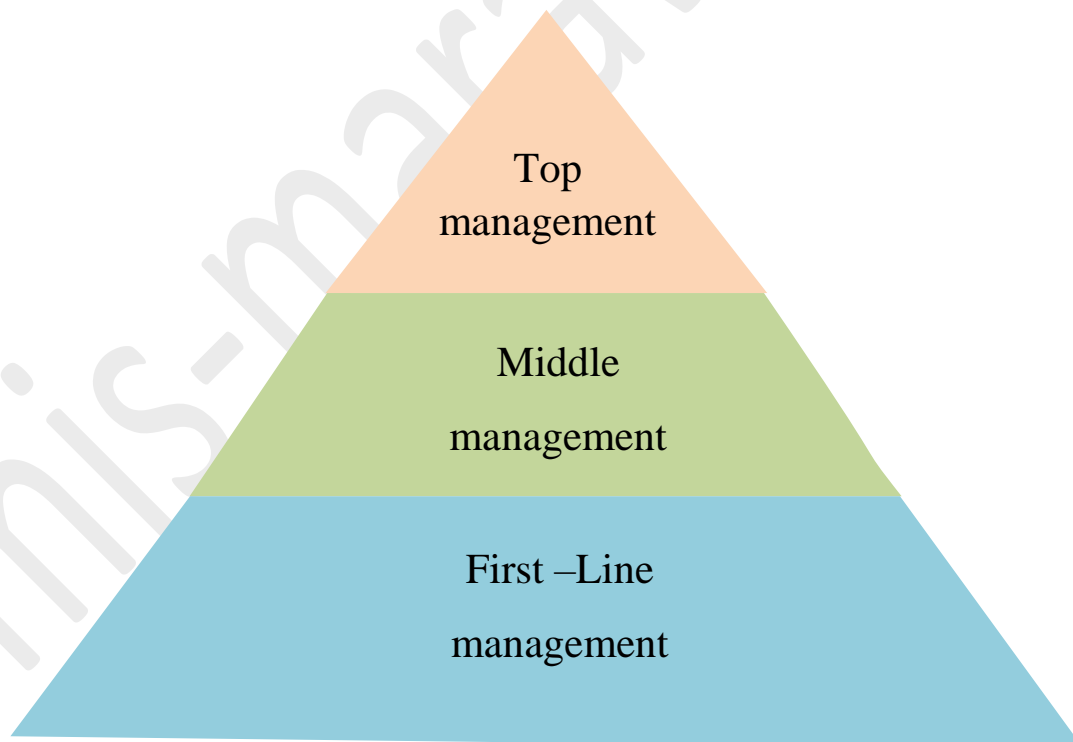
Levels of management

There are three management levels

- 1- Top management
- 2- Middle management
- 3- supervisory management

Efficiency and Effectiveness in management

- 1- Efficiency : doing things right
- 2- Effectiveness: doing the right things



Developing of Management Thought

The history of management thought divided into four schools such as :

A- Classical school

The most important theories in this school are

- 1- scientific management theory
- 2- Bureaucracy theory
- 3- Administrative divisions theory

B – Human relation school

The most important theories in this school are

- Administrative philosophy theory •

C- Behavior school

The most important theories in this school are

- 1- Needs theory
- 2- Decision making theory

D – Modern school

The most important theories in the school are

- 1- Systems theory
- 2- Quantity theory
- 3- Contingency theory
- 4- Japanese theory

Planning and Decision Making

2-1 The plan definition : They are the actions or means that manager intends to use in order to achieve goals

2-2 The importance of planning

- 1- To offset uncertainty and change .
- 2- To focus attention on objectives
- 3- To facilitate control

2-3 Levels of Planning

- 1- Strategic Planning
- 2- Tactical Planning
- 3- Operational Planning

2-4 The goal definition : is a desired future state that the organization attempts to realize

2-5 Steps in goals setting

- 1- Review the organizations mission
- 2- Evaluate available resources
- 3- Determine the goals individually or with input from others
- 4- Review results

2-6 Decision Making Process

- 1- Setting objectives
- 2- Defining the problem
- 3- Analyzing the problem
- 4- Developing alternatives
- 5- selecting the best alternative
- 6- Implementing the decision
- 7- Evaluate the decision

Organizing and Leadership

Organizing : means building the formal organizational structure where manager and employees are to work

Steps in the process of organizing

- 1- Clear definition of objectives
- 2- Determining activities
- 3- Assigning duties
- 4- Delegating authority
- 5- Coordinating activities

Chain of command

The chain of command : is the line of authority extending from upper organizational levels to lower levels

Delegation : is the downward transfer of authority from a manager to a subordinate

Leader: is one who leads others and is able to carry an individual or a group towards the accomplishment of a common goal

The six core characteristics of effective leaders

- 1- Drive
- 2- Motivation
- 3- Honesty and integrity
- 4- Self-Confidence
- 5- Cognitive Ability
- 6- Business Knowledge

The manager	المدير	The leader	القائد
administers	اداري	innovates	مبتكر
maintains	متحفظ	develops	مطور
focuses on systems and structure	يركز على الانظمة والهيكل التنظيمي	focuses on people	يركز على الافراد
relies on control	يعتمد على الرقابة	inspires trust	ينشر الثقة
has a short- range view	لديه وجه نظر قصيرة المدى	has along- range perspective	لديه منظور طويل المدى

مصطلحات في الادارة

الكلمة باللغة الانكليزية	معناها باللغة العربية
1- Formal Organizing	١- التنظيم الرسمي
2- Informal Organizing	٢- التنظيم غير الرسمي
3- Power	٣- القوة
4- Ability	٤- القدرة
5- Organizational Environment	٥- البيئة التنظيمية
6- Controlling	٦- الرقابة
7- Rewards	٧- المكافآت
8- Work Teams	٨- فرق العمل
9. Employees Performance	٩- اداء العاملين
10- Training	١٠- التدريب
11- Board of Directors	١١- مجلس ادارة
12-Chief Executive Officer (CEO)	١٢- مدير تنفيذي
13- Business Ethics	١٣- اخلاقيات العمل
14-Business Unit	١٤- وحدة الاعمال
15-Competitive Advantage	١٥- ميزة تنافسية

Business

Correspondence



An Introduction to Business

1-1 A business : is any activity that provides goods or services to consumers for the purpose of making a profit

1-2 The main participants of business

The main participants in a business are its owners , employees and customers

1-3 Organization functional activities

1- Management : involves planning , organizing , staffing , directing and controlling

2. Operations: transforms resources (labor, materials, money) into products .

3. Marketing: works to identify and satisfy customers' needs

4. Finance: involves planning for obtaining, and managing company funds.

5. Accounting: involves measuring, summarizing, and communicating financial and managerial information.

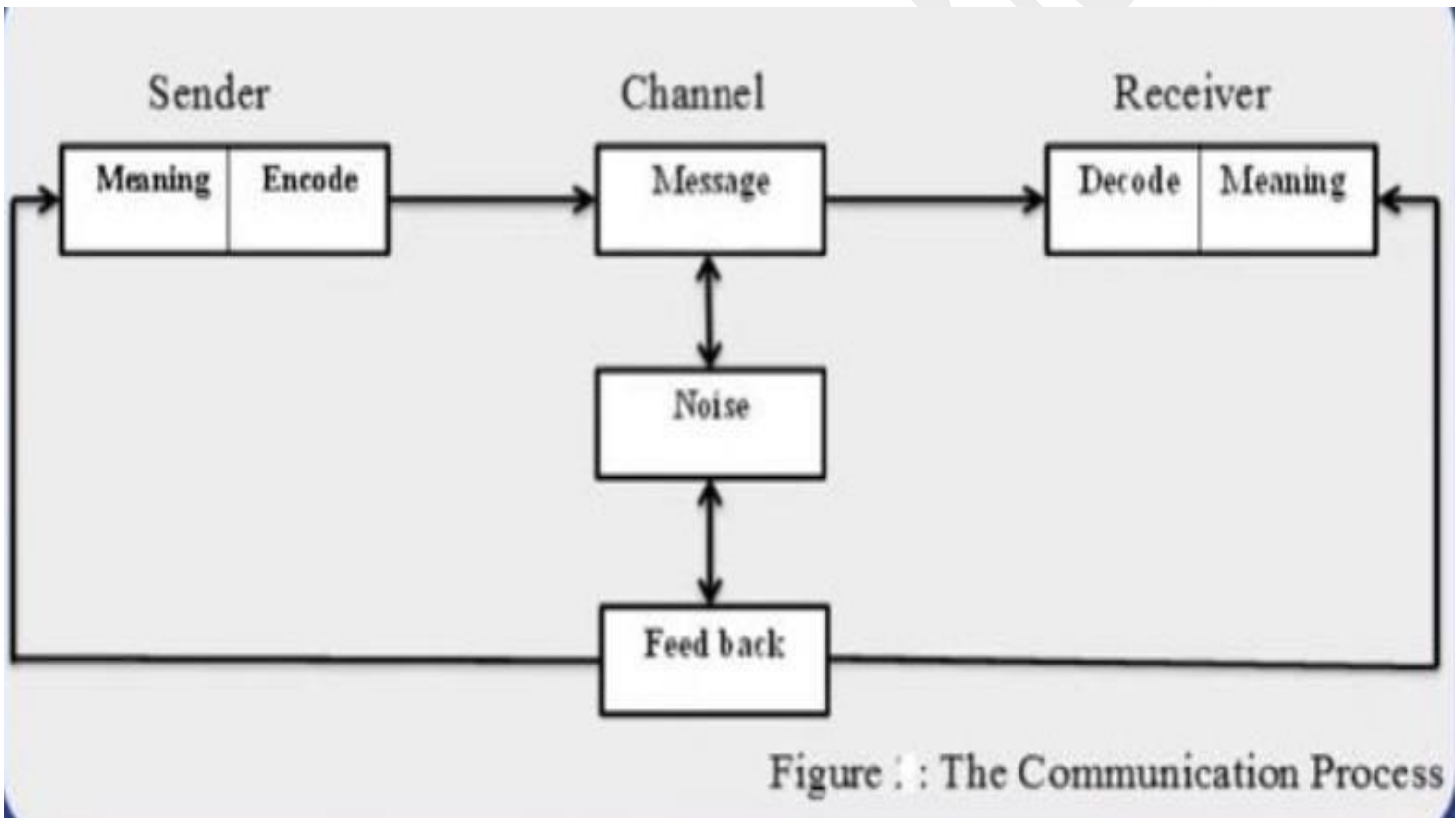
1-4 The external forces that influence business activities

1. Political 2. Economic 3. Social 4. Technological
5. Environmental 6. Legal

Communication Process

2-1 : Defining Communication: Communication can be defined as the process of transmitting information and common understanding from one person to another .

2-2 A Communication Process Model



Components of the communication process

1- Sender:: The person or group, who send the message

2- Encoding: Encoding means to transform the idea into words, symbols, pictures, diagrams

3- Message: The message is the physical form of the thought which can be experienced and understood by one or more senses of the receiver

4- Channel: It is a vehicle in the transmission of a message

5- Receiver: The person or group, who perceives the message

6- Decoding: is translation of information received, into an understandable message to interpret it

7- Feedback: Feedback is the response to the message received by the receiver of the information, which sends back to the sender of the information

2-3 The importance of communication

- 1 - To establish the goals of an organization
- 2 - To develop plans for their achievement
- 3 - To organize human and other resources most effectively
- 4 - To lead, direct, motivate the employees
- 5 - To control performance
- 6- To meet the external needs

Secretarial



Basic Worlds of Secretarial

Secretary

General Secretary

Private Secretary

Types Offices

Open Offices

Private Offices

Meeting

Elements of meeting

Offices Work

Centralization

Decentralization

Telegrams

The Office : it is any place in which all official works are done .

Types of offices :

1- Open-Plan offices : it is a big hall including most of official .

2- Private Office : it is a place specialized for the employee to work alone .

The main functions of the office

- *Receiving information
- *Recording information
- *Providing information
- *Participating in the protection of enterprise ownership

Some of the duties of the secretary :

- 1- Writing different kinds of correspondence
- 2- Preparing for the meeting
- 3- Receiving visitors
- 4- Receiving and sending mail
- 5- Following the special telephone calls
- 6- Using and operating office equipment's

Secretary and the meeting

Before the meeting

- 1- Preparing the agenda
- 2- Making sure that the meeting room is equipped with the necessary needs
- 3- Preparing all details related to the meeting
- 4- Collecting information related to the meeting



After the meeting

- 1- Turning back the earlier correspondence to its resources
- 2- Writing a draft record of the meeting
- 3- Submitting the draft record of the meeting to the chief

