

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
ЖИТОМИРСЬКИЙ ДЕРЖАВНИЙ УНІВЕРСИТЕТ ІМЕНІ ІВАНА
ФРАНКА
СОЦІАЛЬНО-ПСИХОЛОГІЧНИЙ ФАКУЛЬТЕТ
КАФЕДРА МЕНЕДЖМЕНТУ І АДМІНІСТРУВАННЯ

**ІНДИВІДУАЛЬНЕ ЗАВДАННЯ
ДЛЯ ДИСТАНЦІЙНОГО НАВЧАННЯ
З ДИСЦИПЛІНИ**

**«АКТУАЛЬНІ ПРОБЛЕМИ ТЕОРІЇ І ПРАКТИКИ УПРАВЛІННЯ
(АНГЛІЙСЬКОЮ МОВОЮ)»**

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ІНДИВІДУАЛЬНА РОБОТА З ПРЕДМЕТУ

Актуальні проблеми теорії і практики менеджменту

(АНГЛІЙСЬКОЮ МОВОЮ)

Варіант 1

1. Theoretical questions

Here are five basic functions, which all managers have to perform: Planning, Organising, Staffing, Leading and Motivating, Controlling.

Explain the specific activities included in these functions.

2. Situations

1. In a number of firms ethical corporate culture is a challenge. In some organizations, policies are written, executives make statements pledging their commitment to ethics, employees receive training and then no one ever hears about ethics again. In order to maintain an ethical corporate culture the firms need positive changes. As legislation surrounding ethics and compliance becomes a focus in many countries, it's clear that it needs to become equally important in the workplace.

Pave the way to ethical corporate culture of the firm.

2. You learn that your company has overcharged a regular customer. You bring the matter to the attention of your supervisor, and you are nicely told to mind your own business. It is apparent that nothing will be done about the past overcharges and that there will be additional overcharges in the future.

Source: <http://josephsoninstitute.org/business/blog/2011/01/business-case-3-customer-vs-company/>

What will you do and why?

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Варіант 2

1. Theoretical questions

Personnel management is concerned with helping the employees to develop their potentialities and capacities to the maximum possible extent, so that they may derive great satisfaction from their job. This task takes into consideration four basic elements, namely, the capacities, interests, opportunities and personality of the employees.

Explain the specific of these elements.

1. Situations

1. Corporate social responsibility (CSR) activities have the potential to create several distinct forms of value for customers. It is the customer perception of this value that mediates the relationship between CSR activities and subsequent financial performance.

Offer a number of practical recommendations to business leaders embarking in CSR programs for their companies.

2. You are a new employee. After a few weeks, you discover that many people in your department take company supplies, make personal calls on company phones and pad expense reports. Your supervisor is one of the persons involved and he claims that the company treats such minor acts as a kind of fringe benefit to make up for low salaries. He strongly suggests that you should do it too so the rest of us don't look bad.

Source: <http://josephsoninstitute.org/business/blog/2011/02/business-case-5-everybodys-doing-it/>

What will you do and why?

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Варіант 3

1. Theoretical questions

Planning: Is a pre-determined course of action. According to some authors planning is the foundation of most successful actions of any enterprise. Planning is the determination of the plans, strategies, programmes, policies, procedures, and standard needs to accomplish the desired organisation objectives. In fact, planning today avoids crisis tomorrow. Planning is a hard job, for it involves the ability to think, to predict, to analyse, and to come to decisions, to control the actions of its personnel and to cope with a complex, dynamic fluid environment. They bridge the gap between where they are and where they want to go. The two most important features of planning are research and forecasting. *Explain the specific of steps of the enterprise planning.*

2. Situations

1. Too often, teams are formed merely by gathering some people together and then hoping that those people somehow find a way to work together. Teams are most effective when carefully designed.

Offer a number of practical recommendations to business leaders embarking in team building to design, develop and support a highly effective team.

2. You become aware that the drug problem of a co-worker whom you like is becoming worse and beginning to affect his work.

Source: <http://josephsoninstitute.org/business/blog/2011/02/business-case-7-friend-with-a-drug-problem/>

What will you do and why? Does it matter what kind of work the person does?

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Варіант 4

1. Theoretical questions

Six Sigma is a quality management initiative that takes a very data-driven, methodological approach to eliminating defects with the aim to reach six standard deviations from the desired target of quality. Six standard deviations means 3.4 defects per million. A defect is defined as any unit that does not meet the specified level of satisfaction for the customer. Like TQM and other quality initiatives, Six Sigma includes tools used to drive down defects, improve quality and profits, and thus, morale and profitability.

Explain the specific features of Six Sigma methodology .

2. Situations

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Pave the way to ethical corporate culture of the firm.

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What will you do and why? Does it matter what kind of work the person does?