Management Principles

Distribution Review

Management Principles

Training Objectives

To gain an understanding of:
- Management Vocabulary
- Management Principles
- Safety Program Management

Vocabulary

Authority
The power and resources to do a specific job or to accomplish a specific task.
Vocabulary

Accountability
When a manager gives power or responsibility to an employee, the employee ensures the manager is informed of results or events.

Vocabulary

Delegation
The act in which power is given to another person in the organization to accomplish a specific task or job.

Vocabulary

Organizing
Deciding who does what work and delegating authority to the appropriate people. A utility should have a written organizational plan and written policies.
Vocabulary

Planning
Managing a utility to build the resources and financial capability to provide for future needs.

Responsibility
Answering to those above in the chain of command to explain how and why you used your authority.

Unity of Command
An employee can only serve one supervisor. Each supervisor should ideally supervise only 6-7 employees.
Functions of a Manager

Planning
Must take place before the other functions
Occupies a large portion of utility manager's time
Required to prepare for future growth
Involves 10 and 20 year plans for development
Is required for proper facility maintenance
Is expected by the public to protect their investment
Ensures the facility is prepared for emergencies

Organizing
Establishes the structure or "Chain of Command"
The organization plan should be in writing
Clear Job descriptions are part of organizing
Organization eliminates confusion and problems
Authority is established through the organizational chart
Functions of a Manager

Key Principles of Organizing:

- **Authority**: Having the power and resources to perform a task
- **Delegation**: Giving power to another to complete a task
- **Responsibility**: Answering for how you used your authority
- **Accountability**: Being held responsible for meeting obligations

Staffing

- Determining appropriate staff size
- Hiring new staff: advertisement, paper screening, interviews, selecting the most qualified candidate
- New employee orientation
- Probationary period
- Training: Evaluations (not the time for surprises), Disciplinary issues (private matters-documentation)

Directing

- Guiding, teaching and motivating staff
- Includes giving orders and instructions
Functions of a Manager

Controlling
Monitoring progress toward accomplishing goals
Tracking accomplishment of organizational objectives
Ensures the organization is on track
Maintenance of utility budget

Safety Program
The Utility safety program should:
Identify potential hazards
Identify the cause of accidents
Provide training
Allow feedback from employees about safety
Hold supervisors accountable for the program

Safety Program Responsibilities
Manager:
Ultimate responsibility for program implementation rests with the Utility Manager
Must provide training and safe work environment
Delegates authority to ensure program is implemented
Must have a written policy for staff to follow
1. Define goals and objectives
2. Identify responsible persons
3. Affirm management’s commitment to enforce policy
4. Describe disciplinary action for violations
Safety Program Responsibilities

**Supervisors:**
Direct work activities in a safe manner
Ensure subordinates follow policy
Bear the greatest responsibility for program implementation

**Operators:**
Are responsible for following the safety program
Are in the best position to identify safety hazards
Are required to inform supervisors of safety hazards

Safety is everybody’s job!

Review the lecture handout and then complete the quiz. This will help you remember the information we just covered.