### Advanced - Case study 1

Class objective: I will be able to understand the case study and learn new vocabulary.

Concept A: Case study (2010)

Management is a set of processes that can keep a complicated system of people and technology running smoothly. The most central characteristics of management include scheduling, accounting, organizing, staffing, controlling, and problem-solving. Leadership is a set of processes that generates organisations in the first place or acclimatizes them to expressively changing situations. Leadership outlines what the impending should look like, brings into line people with that vision, and inspires them to make it happen despite the obstacles. This distinction is absolutely crucial for our purposes here: Successful transformation is 70 to 90 per cent leadership and only 10 to 30 per cent management. Yet for historic motives, numerous organisations today don't have much headship. And almost everyone thinks about the problems here as one of managing change. For most of this century, as we created thousands and thousands of large organizations for the first time in human history, we didn't have enough good managers to keep all those bureaucracies functioning. Thus many companies and academies developed management programmes, and hundreds and thousands of people were stimulated to learn managing on the job. And they did. But, people were taught little about leadership. To some degree, management was emphasized because it's easier to teach than leadership. But even more so, supervision was the chief item on the twentieth-century outline because that's what was needed. For every entrepreneur or business builder who was a leader, we needed hundreds of managers to run their ever-growing enterprises. Regrettably, for us today, this importance on management has often been long-standing in corporate cultures that dishearten workers from learning how to lead. Ironically, past success is usually the key ingredient in producing this outcome. The condition, as I have perceived it in many cases, goes like this: victory creates some degree of market supremacy, which in turn produces much progress. After a while keeping the ever larger organizations under control becomes the primary challenge. So attention turns inward, and managerial competencies are nurtured. With a robust importance on supervision but not on headship, administration and an inward focus take over. But with continued success, the result mostly of market dominance, the problem often goes unaddressed and an unhealthy arrogance begins to evolve. All of these features then make any renovation struggle much more problematic. Arrogant managers can over evaluate their current performance and competitive position, listen poorly, and learn slowly. Inwardly focused employees can have difficulty seeing the very forces that present threats and opportunities. Bureaucratic cultures and smother those who want to respond to shifting conditions. And the lack of leadership leaves no force inside these organizations to break out of the morass.

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