

Business Communication Study Guide 2

Chapter 2

Henri Fayol: Fayol was one of the most influential contributors to modern concepts of management, having proposed that there are five primary functions of management: (1) planning, (2) organizing, (3) commanding, (4) coordinating, and (5) controlling.

- Help develop an "administrative science", his ideas are considered classic principles today
- Fayol's 14 principles of management
 1. Specialization/division of labor
 2. Authority/responsibility
 3. Discipline
 4. Unity of command (only on the boss to reduce conflicting instructions)
 5. Unity of direction
 6. Subordination of individual interest
 7. Remuneration (workers must be paid fairly for their services)
 8. Centralization
 9. Line of authority
 10. Order
 11. Equity
 12. Stability of tenure
 13. Initiative
 14. Esprit de corps (Harmony and team spirit)

Frederick Taylor- "Father" of scientific management: Developer of scientific management, which deals with the efficient organization of production in the context of a competitive enterprise that has to control its production costs.

- *The Principles of Scientific Management*
- Described how productivity could be greatly improved by applying scientific principles to management, Taylorism
- Famous "time studies" on shovel
- Some argued that the principle of Taylorism tended to dehumanize workers

Frank Gilbreth and Lillian Moller Gilbreth: Associates of Taylor also interested in the standardization of work to improve productivity

- "Motion studies", photographing the individual's movement from their hands.
- These motion studies were preceded by timing each task, so the studies were called "time and motion studies"

Fayol, Taylor, and the Gilbreths: all addressed productivity improvements.

Business Communication Study Guide

Karin Nielsen-Saines



Business Communication Study Guide:

Decoding **Business Communication Study Guide**: Revealing the Captivating Potential of Verbal Expression

In a time characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its capability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Business Communication Study Guide**," a mesmerizing literary creation penned with a celebrated wordsmith, readers embark on an enlightening odyssey, unraveling the intricate significance of language and its enduring affect our lives. In this appraisal, we shall explore the book is central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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