


ICB

ACCREDITED BUSINESS
QUALIFICATIONS

# Management
# (MGMT)

CURRICULUM STATEMENT

# CURRICULUM STATEMENT: ICB MANAGEMENT

***What is management?***

- Explain the nature and definition of management;
- distinguish between the different levels of management;
- demonstrate an understanding of the generic tasks of managers; and
- outline the development of management theory through the years.

***Management and the environment***

- Identify the scope of management in different types of organisations;
- discuss the management of businesses according to their size;
- explain the role of managers in modern organisations;
- distinguish between the different management disciplines;
- demonstrate an understanding of the influence of the business environment on management practices;
- describe the common misconceptions about management; and
- recognise the role of the CEO in an organisation.

***Planning***

- List the reasons for planning in an organisation;
- identify different planning timeframes;
- name the barriers to planning formulation;
- outline the planning process;
- analyse the different tools available for planning purposes;
- set well-formulated goals for an organisation; and
- distinguish between the different types of plans an organisation could implement.

***Decision-making***

- Discuss the importance of decision-making in an organisation;
- explain the difference between problem-defining and problem-solving;
- outline the steps in the decision-making process;
- identify the different types of managerial decisions;
- distinguish between the different conditions under which decisions can be taken;
- describe how decisions are taken in groups;
- compare the formal decision techniques; and
- contrast the decision-making tools at the disposal of a manager.

***Information management***

- Define information management;
- explain the need for information management;
- name the characteristics of a useful information management system;
- outline the steps in developing an information management system;
- distinguish between the types of information systems;
- identify the link between management levels and information systems;
- analyse a basic information system model;

- demonstrate an understanding of data integration;
- name the key issues regarding information management and data integration; and
- list the implications of information management and data integration.

***Organisational development***

- Define organisation development;
- discuss the reasons for change in an organisation;
- analyse a basic change model;
- identify the key challenges relating to change in an organisation;
- demonstrate an understanding of corporate culture;
- explain how to handle resistance to change;
- understand the role of employee empowerment when managing change;
- describe the development of teams;
- recognise how to build efficient organisations; and
- identify the future challenges organisations face.

***Communication***

- Outline the communication process;
- name the barriers to communication;
- demonstrate an understanding of communication in an organisation;
- examine the process of negotiation;
- understand how to manage conflict in an organisation; and
- identify the impact that technology has had on communication.

***Organising***

- Compare the different organisational structures;
- list the principles of organisation;
- outline the delegation process;
- distinguish between job design, job enrichment and job characteristics; and
- demonstrate an understanding of the principle of 'authority' in an organisation.

***Leadership***

- Define the term 'leadership';
- contrast the different leadership theories;
- identify contemporary leadership perspectives;
- explain the link between leadership and organisation-political behaviour;
- demonstrate an understanding of the needs of the individual in an organisation; and
- describe how to handle groups and teams.

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***Motivation***

- Analyse the motivation process;
- define the term 'motivation';
- compare the different motivation theories;
- recognise the relationship between money and motivation; and
- discuss where motivation originates from.

***Control***

- Demonstrate an understanding of the nature and importance of control in an organisation;
- outline the control process;
- describe which areas in a business controls should focus;
- distinguish between the different levels of control; and
- list the characteristics of an effective control system.

***Contemporary business management issues***

- Identify and discuss issues of significance which affect the majority of organisations in South Africa in the present and foreseeable future, including:
  - Ethics and corruption
  - Governance
  - Corporate social responsibility
  - Globalisation
  - Changes in the workforce
  - Changing customer demands
  - Technology
  - Cultural diversity
  - Supply chain impacts