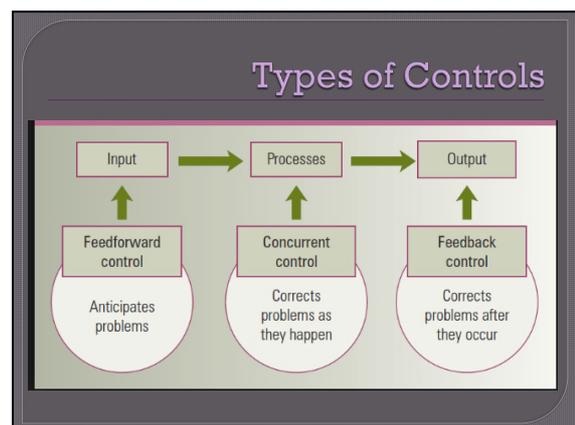
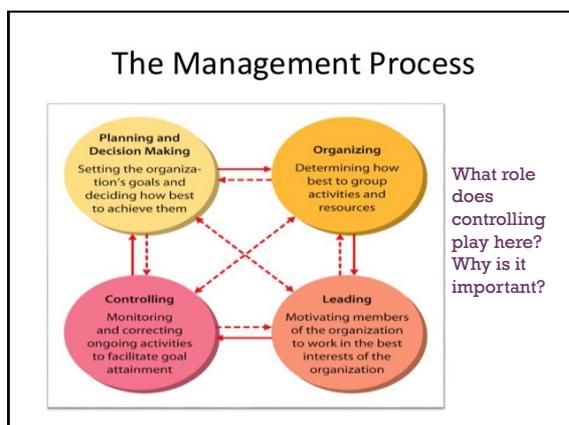


How Managers Control

Types of Control

What is Controlling?

- Remember you all said you didn't like controlling managers.
- But **controlling** is the process of measuring performance and taking action to ensure desired results. To make sure that plans are implemented and goals are achieved. *Is that what you thought controlling was?*



Feedforward

- Ensures that directions and resources are right before the work begins.

Ex: Make sure that objectives are clear, proper directions are established and that the right resources are available.

Concurrent

- Focuses on what happens during the work process. These make sure that things are being done according to plan.

Ex: How is your process going? Does this need to change?

Feedback

- These take place after the action is completed. They focus on the quality of the results rather than inputs and activities. Did you succeed at meeting your goals? What would you do to improve the process? What did you learn about yourself and your team?

Internal and External Controls

Internal controls occur through self - discipline in fulfilling many responsibilities.



How does this relate to feedback controls?

Technology and Work - Life Balance

Computer Addiction and Business:

Do you ever turn off the computer (cell phone) at home? Do you wake up at night and check your phone or email? Sometimes I wonder who's in control: is it me, or is it the computer? It used to be that work we took home we took in a briefcase, did some, closed the case up and went back to work. Now work is always there, on the computer, on the internet, in our emails. And its habit - forming, I go home and turn on the computer and I'm with it most of the night. When do I get downtime? When do I stop screen time. I just can't seem to allocate a period of time for 'homework' and then shut the thing down and relax.

1. What impact does technology have on your life?
2. Who is in control when it comes to your personal life? Does technology take control?

Do you Track your Screen Time?



For a 24 hour period, I want you to track and report your screen - time. I will do the same, then we will share our results. Read the article, are you 'normal?' What do you think?