

# **Unit-Eight**

## **Emerging Concepts in Management**

# Stress Management

- It is a feeling of emotional or physical tension and reaction of body to a challenge.
- It wears and tears our mind and body experience, people feel worried, tensed and anger when they are in stress.
- Faster heartbeats, rapid breathing, low concentration, restlessness, impatience, depression etc. are symptoms of stress.
- Stress management is set of techniques and programs intended to help people deal with stress in their lives.
- Provides number of ways to manage anxiety, tension and maintain overall well-being
- Change in thinking, daily exercise, meditation, breathing exercise, finding a hobby, writing your thoughts and feelings, freely speaking with a trusted one etc.

# Time management

- Scheduling time effectively so that right time is allocated to the right activity for the best use of limited time
- Planning and controlling how to divide more precious time between specific activities because once it is wasted, can never be recovered
- Good time management enables person to complete more in shorter period of time, lower stress and leads to career success
- Creating an effective environment, setting goals and priorities, eliminating non-priorities, reviewing the time management system regularly are important aspects of good time management

# Business Process Reengineering

- Set of logically related activities performed to achieve a predetermined organizational goals
- BPR is redesigning the process through which an enterprise operates maximizing their value-added content minimizing everything else
- BPR is fundamental thinking and radical redesign of business process to accomplish dramatic improvement in critical issues such as, cost quality, service and speed
- BPR is essential in such a condition when the current effort is insufficient for the organization to satisfy its customers

# Conflict Management

- Conflict is a disagreement between among two or more individuals, groups or organizations
- It refers to all kinds of opposition or antagonistic indicates the lack of understanding, agreement and compatibility among people in a common environment
- Clash of interest
- Conflict management is the process of limiting the negative aspects of conflict
- It refers to techniques and ideas designed to reduce the negative effects of conflict and enhance the positive outcomes for all parties involved
- Traditionally, conflicts are viewed as negative aspects and harmful but according to modern view conflicts are inevitable and useful aspects

# Work Force Diversity

- Involvement of heterogeneous manpower within one workplace
- Employing diversified workforce is a big challenge for management due to employee's different age, physical and mental ability, gender, religion and so on
- It could also be regarded as source of cost advantage, acquisition, marketing and creativity
- Also source of conflict within organization
- Managing workforce diversity is essential to create a good working place in which such a heterogeneous manpower respect each other, coexist and work together with full cooperation of each other
- Encouragement to fulfill full potential, eliminate discrimination, achieve organizational goals efficiently