



MANAGEMENT

■ Planning & budgeting

- detailed steps
- timetables
- allocation of resources

■ Organising & resourcing

- determining structure
- standards & systems
- allocating responsibility & accountability
- monitoring implementation by systems

■ Controlling & problem-solving

- Performance measurement
- detection of variances from the plan
- organising to solve problems

■ Ensuring order and predictability

- consistency
- evidence-based results
- stability
- continuity

LEADERSHIP

■ Establishing direction

- developing a vision
- developing/shaping strategies to move towards the vision

■ Aligning people

- communicating direction
- words, actions, visibility
- building & reinforcing teams & coalitions committed to realising the vision

■ Motivating & engaging

- energising people to overcome barriers
- sustaining a positive attitude

■ Achieving change

- new products
- new markets
- new customers
- new ways of working
- adding value
- anticipating & responding to changing environments