

# Workshop Five

Management

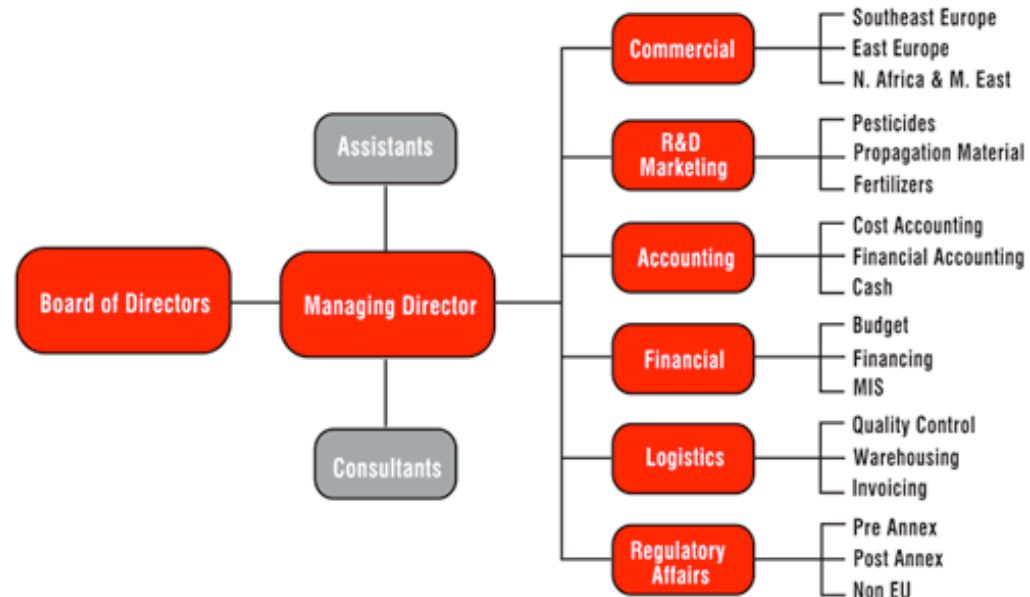
BANK OF ALBANIA  
MANAGEMENT  
1 MARCH 2009



GOVERNOR - ARDIAN FULLANI  
GOVERNOR'S OFFICE - GENC MAMANI  
DEPUTY GOVERNORS - FATOS IBRAHIMI,  
First Deputy Governor  
GENERAL INSPECTOR - TEUTA BALETA

# Important Considerations

- The power of setting an example.
- Little room for emotion.
- Need to compensate for deficiencies.
- Need to delegate responsibilities.



# Small Business Challenges

- Operate at minimal profits.
- Limited access to resources and expertise.
- Management has wide scope of responsibilities.
- Lack entrepreneurial or strategic approach.
- Have no real competitive advantage.





# Leverage Small Business Strengths

Remember:

1. Target a market segment.
2. Add value.
3. Utilize one-to-one tactics.



## Example in Personnel

- Create job descriptions aligned with individual strengths.
- Maintain flexibility in dealing with employee concerns.
- Reward great performance; eliminate negativity.



# Management Functions

- Planning, Organizing, Budgeting, Developing Policies & Procedures
- Leading, Motivating, Empowering, Achieving Teamwork & Communication
- Unity of Command – Each employee receives directions from one and only one supervisor.
- Chain of Command – A formal line of communications between employees and their supervisors.
- Line and Staff Organizations
- Control Criteria and Performance Measures

# Time Management

Step One: Maintain a To-Do List

Step Two: Complete Items on List



# Outside Assistance

- Industry Organizations
- Government
- Professionals



# Strategic Thinking



Next Up

**Marketing**