



BUSINESS MANAGEMENT
 LAP 19.1—Chapter 19.1
 Management Control
 The Management Control Process

Name _____
 Period _____
 Date Started _____
 Date Completed _____

DoDEA Standards

- ♦PT2e Evaluate information critically and completely.
- ♦PT3c Incorporate appropriate leadership and supervision techniques, customer-service strategies, and standards of personal ethics to communicate effectively.
- ♦PT5f Develop the ability to market the assets each individual has.

Objectives

- ♦ Explain the importance of the management control process.
- ♦ Discuss the three types of management control.
- ♦ List five methods of management control.

Resource Text: Business Management
 Student Workbook and materials for above
 Chapter 19, Management Control (19-1—The Management Control Process)

Time Frame 3 hours

Introduction

In Chapter 19, Part 19-1, you will learn why management controls are needed, the basic principles of a feedback system, and the three basic requirements for management control.

Assignments

Where appropriate and possible, written answers must be in complete sentences and keyed. Turn in completed activities as directed by instructor.

_____ Text: Read p. 439, Management Talk, and the workplace connections section and complete the questions for Analyzing Management Skills and Applying Management Skills on a separate sheet of paper.

_____ Text: Read Section 19.1, pages 440-451, The Management Control Process.

_____ Text: Management Careers in Focus (Medical Office Manager), p. 447. Read and key answers to critical thinking questions.

_____ Text: p. 451, Section 19.1 Assessment: Key answers to critical thinking questions and case analysis.

_____ Workbook, pages 287-290: Skill Building Activities 1, 2, and 3 : Reading, Math and Writing Skills. Key answers on your Chapter 10 Word Answer Document.