

Be Your Own Boss

You own a floral design studio. Last year, you promoted Philip, one of your designers, to manager of the studio. Philip had shown excellent design skills and was eager to take on new responsibilities. Recently, Philip has become increasingly protective of information regarding the day-to-day management of the floral shop. Several major problems with important customers have surfaced that Philip knew about but had not shared with you. Business from two of these customers has decreased during the last quarter. Also, several staff members have come to you privately with complaints about Philip's management practices. Tina, who has worked for you for over ten years, is threatening to quit. How you will handle the issues with Philip? Prepare 2 PowerPoint slides with your solution. Email the PowerPoint as an attachment.



Think Critically

1. How can you motivate employees?
2. What is the difference between a Theory X manager and a Theory Y manager? Which leadership style do you think is more effective? Why?

Problem Solving

1. Why might the owner of a manufacturing company establish a company policy requiring all employees to wear protective eye and ear gear?
2. Why might the owner of a nursery and garden supply center not allow employees to take vacations between April and October?
3. How does a business owner benefit from delegating authority?
4. How does an employer benefit from a yearly evaluation of an employee? How about the employee?