

## **C-Level Managers - Tuesday 2:30 Recitation with Tyler Mallari**

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### **Purpose of the Following:**

The following processes and procedures were created to help future C-Level managers lead subordinate teams to the finalization of the finished product to help further this organization-in-the-making. The following pages outline a week by week schedule for recitation hours. This is what teams should be doing throughout the semester, and entails specific goals that are to be met in a certain timeframe. This is a guideline for C-Level Managers to specify what they should be doing weekly, as well as what should be happening within their teams on a weekly basis.

Preceding the weekly recitation schedule is a layout for what is to be known by C-Level Managers prior to their first recitation. This information is to be delivered by the instructor in the first focused lecture with the managers. Along with this introductory lecture, the professor will specify what the deliverables are, and exactly what the C-Level Managers should be looking for in each one. These are important for C-Level Managers, because they emphasize how much progress has currently been made by each team, and how far they need to go.

Lastly, there is a list of weekly goals. Managers need to go by this list and make sure each of these fulfillments are being met. Each week there are differing goals, but the goals defined below need to be met on a regular basis to ensure the moving forward as a company as a whole. This particular layout is to ensure a clear mission, and concise schedule for upcoming C-Level Managers. The current document was designed in this manner due to the following feedback that was given from each group as to what they wanted from the C-Level Managers:

- More communication and direction from C-Level Managers.
- Laid out goals and objectives created and implemented by C-Level Managers that would be made clear to each team on a regular basis.

The following layout should guide future C-Level Managers to meet the criteria desired by individual teams.

### **Mission Statement:**

It is our job as C-Level Managers to direct and guide each consecutive team to reach the required goals and objectives for the completion of this project.

**Before Recitation 1** (with professor and C-Level Managers):

- A detailed description of River Trash must be explained in order to help each teams understand the company better.
- Clear goals need to be established by the professor/head of company and then relayed to the managers, who can further establish more concise goals.
- A schedule needs to be established including deadlines and deliverables for each team.
- Each manager needs to know what team they will be managing/ working with, and they need to institute reachable goals that coincide with the team's final deliverable.

**Weekly** (goals for C-level Managers every week):

- Managers need to meet with their respective teams for 10-15 minutes.
  - Determine progress made.
  - Solve/confront any problems brought up.
  - Offer new ideas to enhance project or promote any ideas offered by members of the team that drive the project forward.
  - Establish discussion points for each team that will help their portion of the project move forward.
- Give teams the opportunity to collaborate with each other and share ideas.

**Deliverables/Presentations:**

- These should directly correlate with developing the organization and the progress of each team.
- Should cover:
  - What progress have you made.
  - What problems have you run into.
  - What you may need from other teams.
  - What still needs to be completed.

**Role of Managers:**

According to Mintzberg, a management team has ten roles that are divided into three main parts; interpersonal, informational, and decisional. Therefore, we plan to implement the ten roles of managers as follows in these passages.

**Interpersonal Roles:**

The first and foremost role of a manager is to be a figurehead, therefore in order to address this role, we propose that latter C-level Managers should be elevated to an authoritative role, and that they will be heading the future project. The next role of C-level Managers is to be a leader, therefore, we have created a schedule so that the latter groups can have a stronger structure. The last role is to be a liaison, this is arguably one of the hardest roles to achieve. However, future C-level Managers have an array of resources and past projects to help them better meet the criteria. Thus, allowing them to provide information and insight to other teams.

**Informational Roles:**

Managers will also have to play a monitor role. The latter C-level Managers will ask for standardized deliverables and reports required from each department. This allows the C-level Managers to have a better understanding of each teams' current situation. Furthermore, it will bring about a higher level of organization and allow management to have more insight into different departments. By doing so, we are encouraging the future managers to act as disseminators and spokespersons, because of the current information regarding the operations of the company as a whole.

**Decisional Roles:**

After the fulfillment of informational roles, the manager is now informed and can work as an entrepreneur, or look for opportunities to bring about change where it may be needed. However, this can only be done after the managers are well aware of all the groups' needs and final goals. In addition, because the managers have oversight for each project, they can also act as effective disturbance handlers, resource allocators, and negotiators.

**Managers' Weekly Tasks:**

Week 1: Sign up for desired team.

Week 2: C-Level Managers divide up so that one person manages a single group (exp: a manager manages a Business Analyst team). Get to know everyone in your team and explain them what their role is (refer to page 7-8 for role description). Tell them to pick one person from their group to act as a liaison, being an easy communication link between the team and the managers. Then create a GroupMe account with everyone, and note if they ever run to any problems. If so, they can first ask the liaison, but if that does not resolve the problem, the liaison can come to the C-Level Managers.

Week 3: Managers go to their respective teams, tell them the topic of their research, and help them accomplish those task (have them do the work but be there for them if they have any questions--make sure everyone contributes). Then have them prepare to give the class a 5 minute report next week.

- Research & Development: *Research product improvements of five other companies and what worked or did not work for them.*
- Human Resources: *Research five other companies' employee handbooks and see the similarities and differences as well as what makes some handbooks better than the others.*
- Business Analyst: *Research five strategies that businesses use to improve their business as well as the effect of them.*
- Social & Environmental Impact: *Research five impacts a company, such as River Trash, can do to social and environmental aspects. Use other companies as examples, and use data from other companies to prove your point.*
- Marketing: *Research five marketing strategies that other companies have used in the past and have been proven to be successful. Explain clearly what strategies they used as well as the impact of those strategies with supporting data.*
- Financial Impact: *Research five other recycling companies financial strategies. Include info such as how they get revenue, how much they sell their product for, how much they pay to make it, how well they managed their finances, etc.*
- Supply Chain: *Research five products that recycling companies can produce/sell using the waste found in the river as well as the process on how to transform that waste into useful materials.*

Week 4: In the first 15 minutes of class; each team takes time to prepare for the report, and if any questions arise, the head of the team may confront the managers. The managers use this time to get together and talk about what worked last week and what needs to be improved for the better of the company (keep updated on each other). During the rest of class; Each group gives a 3-5 minute report about their research.

Week 5: Managers separate into their assigned teams to talk about what they think about the report from last week, and give suggestions regarding what they need to change, what they did well, and what improvements could be made in order to further the progress of their project.

Week 6: Each team member picks one part of their research, then would go out and conduct interviews, surveys, or put it in real work (prototype). Managers *help* teams decide what they should do. Then tell them that they must each give a 1-2 minute pitch regarding their research during week 8.

Week 7: Managers meet with their individual teams and answer any questions that the members may have regarding the project. Also, find out what progress they have made regarding it. Then the managers get back together and talk about what progress has been made, and what seem like a good idea while the rest of the teams work on their project.

Week 8: Each of the team members give a 1-2 minute pitch about their “research” to their own team and give about 1-2 minutes for other team members to give their opinions/comments at the end of the pitch. The teams must include data points in their speech. Managers also need to be sitting in on the short presentations, and will be telling them what they think about their research and what seems to be the best idea.

Week 9: Each of the teams will spend their recitation time to decide the design and organization of their final deliverable. The managers will be there to help them complete the task. Have the team brainstorm out loud while managers observe and present ideas *when necessary*. By the end of recitation it should be clear what idea the team is going with and their plan of action.

Week 10: The managers get together to talk about what each of their teams came up with regarding their final deliverable, and see how those ideas can come together. Then they go to their consecutive teams to suggest what should happen to progress on their final deliverable, and debrief what was said during the manager's meeting. Before that, the rest of the teams will create either a survey/interview questions. The teams must use the rest of the week to conduct survey/interviews.

Week 11: The teams will get together to collect data, and make a 5 minute powerpoint about their progress of their deliverable.

The powerpoint should include:

1. Their final deliverable in details
2. Their “research” and how they came up with the idea
3. Survey or interview results
4. How this product will help the company to further progress

Week 12: Presentation Day: each team will disclose their final deliverable for 5 minutes. They will then be given 2-5 minutes to answer questions from other teams, as well as receive their constructive criticism at the end of their presentation. During this time, other teams may give constructive criticism regarding the project, propose improvements, or ask questions to better understand the presented ideas.

Week 13: Teams will work on finishing up and polishing final projects. Now is the time for teams to ask managers any last questions, or clear up any instructions previously given. Managers need to spend the first and last 10 minutes of recitation with their consecutive teams to oversee progress being made. While not with individual teams, managers need to meet and discuss what worked and what did not with projects throughout the semester, as well as create future progressions that can be made to improve the work environment.

Week 14: Each team will briefly present their finalized product, as well as discuss its importance for the company as a whole. The presentation should be about 6 minutes long. The managers also will give a presentation about each of the teams, and what went well and what did not. They will essentially summarize the whole semester.

Week 15: Dead Week - have the TA review for the final during class.

Week 16: Final Exam

## Role Description

- Supply Chain - formal report assessing recyclables relating to glass, plastics, metals, and rubber and create a database for these recyclables that can be referred to by other company teams.
  - Final deliverable: database of materials to be recycled and formal report on how River Trash will turn the waste collected from the river into desirable products
- Human Resources - development of an employee handbook for the management of the teams and employees.
  - Final deliverable: employee handbook including, but not limited to, information on the company's goals and mission statement, policies for discipline, leave, harassment, discrimination, etc and conflict/problem resolution procedures
- Social and Environmental Impact - create a skeleton impact report outlining River Trash's impact on the environment, include information such as quantitative proof of improvement of water quality by trash and waste removal.
  - Final deliverable: skeleton impact report outlining company goals for improvement of water quality by waste removal and quantitative evidence of environmental improvement or a reduction in negative impact on the environment by the company
- Financial Impact - produce a skeleton financial report that can be used to outline future River Trash financial information.
  - Final deliverable: skeleton financial report outlining, for example, how funds will be used by River Trash, where money is to be allotted and how profits and revenue will be used by the company. Reports recommended to be done by the financial impact group may include but not limited to Income Statement, Cash Flow Statement, and Balance Sheet.
- Marketing - create a formal marketing strategy to develop a solid pitch to deliver to our investors.
  - Final deliverable: a strong sales pitch that can be given to potential investors convincing them why River Trash would be a wise investment as well as advertisements for the public convincing them of the quality of our products and the positive environmental impact they would be contributing to by purchasing our recycled products
- Research and Development - assessment of current market/pitch for product improvements.
  - Final deliverable: determine potential areas of improvement related to products, brainstorm new product ideas using the recycled materials extracted from the river, present ideas and improvements in a formal document

- Business Analyst - assessment of market conditions and opportunities from a strategic perspective, create a business strategy (may use other examples from similar companies).
  - Final deliverable: a business strategy for how River Trash will accomplish its goals in accordance to the company's mission statement. This should be a long-term plan for the success of the company
- C-Level Management - plan for managing teams, actually manage team execution of projects, set deadlines for when teams must meet certain goals/proof of progress toward their final deliverable.
  - Final deliverable: a document pertaining to the processes and procedures of the company, specifically what each team is responsible for each week and ensuring progression toward the final deliverable. The C-Level Managers should also take note as to what is effective in terms of management strategies and make efforts to improve the processes and procedures



## Q&A

1. How do we deal with students that do not do their work?
  - Answer: Unfortunately, there's not much that can be done to motivate students to complete their tasks. However, issues can be taken up with the TA, and when necessary, the professor.
2. Who can explain a certain assignment we do not understand?
  - Answer: Using a upward communication approach, the misunderstanding would first be run by the C-Level Manager in charge of that functional group. If they are then unable to answer they should seek out the TA, and for further verification seek out the professor.
3. Where can we go to research for our assignment/task?
  - Answer: Any resources available to you: internet, professionals, past classmates, etc.

## Conclusion

In conclusion, these processes and procedures were created to help future C-Level Managers lead subordinate teams to the finalization of their finished product to help further this organization in the making. By following the posted guidelines, C-Level Managers will be able to specify what they should be doing weekly, as well as what should be happening within their consecutive teams on a weekly basis.

The information delivered by the instructor during the first manager focused lecture will allow the C-Level Managers to get a head start on the recitation schedule and what each deliverable is to include. Lastly, the weekly goals help the C-Level Managers make sure each fulfillment is met to keep the project on track. This particular layout can be used to ensure a clear mission and concise schedule for upcoming C-Level Managers.