

Business roles summary

written by

athi256



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TOPIC 1: CREATIVE THINKING AND PROBLEM SOLVING

Explain/Elaborate on the meaning of creative thinking

- The ability to think of original, varied new ideas or new approaches.
- To be original, innovative and resourceful.
- You must try to think differently and to apply.

Differentiate between ROUTINE versus CREATIVE thinking

ROUTINE THINKING	CREATIVE THINKING
 Is a LEFT-brain function. Focus on analytical thought, logic, reasoning, number and written skills.	 Is a RIGHT brain function. Focus on creativity, imagination, insight, holistic thought, art and music awareness.

Differentiate between CONVENTIONAL and NON-CONVENTIONAL solutions

CONVENTIONAL SOLUTIONS	NON-CONVENTIONAL SOLUTIONS
• Getting solutions that are based on and conform to, what is generally done or believed.	• Getting solutions that are <u>not</u> based on and do <u>not</u> conform to, what is generally done or believed.

Ways in which a business can create an environment that stimulate and promote creative thinking

- Emphasise the importance of creative thinking and ensure that all staff know that management want to hear their ideas.
- Encourage staff to come up with new ideas.
- Make time for brainstorming sessions to generate new ideas, e.g. regular workshops
- Place suggestion boxes around the workplace and keep communication channels open for new ideas.
- Train staff in innovative techniques, creative problem-solving skills, mind-mapping and lateral thinking.
- Encourage job swaps within the organisation and other businesses
- Encourage alternative ways of working
- Respond enthusiastically to all ideas and never let anyone feel less important.

TOPIC 4: CITIZENSHIP ROLES AND RESPONSIBILITIES

Explain/Discuss REASONS why businesses have to become involved in SOCIAL PROGRAMMES

- Expands the potential customer target market size.
- Incentivises customers to pay a premium price.
- Increases customer advocacy and loyalty in all markets.
- Is seen by customers as a competitive edge.
- Improves your team motivation and productivity.
- Improves employee retention and attracts better candidates.
- Provides governance flexibility and financial grant opportunities.
- Makes your business more attractive to investors.

Define the term CITIZENSHIP

- The state of being a **MEMBER** of a particular country and having **RIGHTS** because of it.

Outline the RIGHTS and RESPONSIBILITIES of CITIZENS

RIGHTS	RESPONSIBILITIES
EDUCATION 	• Attend school regularly, to learn and work hard. • Adhere to rules and conduct of the school.
SAFETY 	• Do not hurt, bully or intimidate others. • Solve any conflict in a peaceful manner.
EQUALITY 	• Treat every person equally and fairly. • Do not discriminate on the bases of race, religion and gender .
CITIZENSHIP 	• Obey the laws of the country. • Ensure others obey the laws.
FREEDOM OF THOUGHT 	• Respect the religions, beliefs and opinions of others.
LIFE 	• Protect and defend the lives of others. • Do not endanger the lives of others by carrying dangerous weapons, acting recklessly or disobeying the rules and laws of the country.

Discuss the following **CONFLICT MANAGEMENT THEORIES**:

TRADITIONAL theory

- Conflict is caused by trouble-makers.
- Conflict is bad.
- Conflict should be avoided or suppressed.

CONTEMPORARY theory

- Conflict is inevitable between human beings.
- Conflict is often beneficial.
- Conflict is the natural result of change.
- Conflict can and should be managed.
- Conflict situations often generate new ideas and change.

WHAT IS A WORKPLACE FORUM?

The Labor Relations Act has created workplace forums as a powerful tool for collective bargaining, especially in small businesses. A workplace forum ensures that workers gain control over decision-making that affects their working conditions. This creates room for direct communication with management.

To set up a workplace forum, there must be more than 100 employees in the employ of the employer. A trade union can apply to the Commission for Conciliation, Mediation and Arbitration (CCMA) to establish a workplace forum.

Outline/Mention/Explain/Discuss the FUNCTION of WORKPLACE FORUMS

- Promote the interest of all employees in the workplace.
- Promote efficiency in the workplace by means of co-operation.
- Be consulted by the employer and to participate in joint decisions-making about several issues.

Explain the DIFFERENCES between TRADE UNIONS and WORKPLACE FORUMS

WORKPLACE FORUM	TRADE UNION
• Part of the workplace.	• Legal entity, that can sue or be sued.
• Does not deal with remuneration.	• Negotiates salaries & wages.
• Cannot organise a strike.	• Can organise a strike.
• Open to union and non-union members.	• Open only to union members.