



THE TIMES 100

BUSINESS CASE STUDIES

Teacher guide

Roles of managers – British Gas

Where does the lesson fit?

This session could follow an organisation structure lesson in order to explore roles and responsibilities in more detail or could be used as a stand-alone lesson looking at the roles and skills of managers in a Managing People module.



Suggested resources & activities related to roles of managers and British Gas

- Full British Gas case study
- Roles of Managers PowerPoint
- Organisation structure lesson resources
- British Gas crossword
- British Gas word search

Suggested timings for the session

10 mins	Starter e.g. British Gas crossword
5 mins	Use the Roles of Managers PowerPoint to discuss the topic
5 mins	Read the case study
10 mins	Questions
25 mins	Task . categorising job roles
5 mins	What have you learned?

Answers to questions

1. According to Fayol, what are the five key functions of management?
 - Planning
 - Organising
 - Commanding
 - Coordinating
 - Controlling



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2. Give some specific examples of tasks carried out by managers at British Gas?

Examples include:

- Monitoring standards
- Setting targets for improvement
- Budgeting
- Improving best practice
- Identifying areas to improve efficiency

3. Using the case study for guidance, explain the skills required by managers at British Gas.

Skills are likely to include:

- Communication
- Customer service
- Interpersonal
- Organisation
- Team working
- Technical skills e.g. IT, finance

4. Analyse whether an operational manager at British Gas would make a successful manager at another organisation.

On the one hand:

- Experience gained at British Gas can be drawn on in a new role elsewhere
- Many management skills are transferable skills e.g. communication, organisation and interpersonal skills

However:

- If the manager were to move into a managerial position in another industry there would be a range of specific skills that they might not possess

What have you learned?

Expected learning would include:

- Fayol identified five key functions of management . planning, organising, commanding, coordinating and controlling
- Other functions might include reporting and budgeting
- Skills required for management include organisation, communication and interpersonal skills.