

21.15: Introduction to Controlling

What you'll learn to do: explain why control is an essential part of effective management, and outline the steps of the control process

In this section, we'll define the control function of management, including what it entails at various levels of management, and illustrate how it impacts both the employee experience and an organization's achievement of its goals and objectives. We'll also introduce related concepts, processes and tools, including the five-stage control process, SMART criteria and the balanced scorecard model.

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