Human Relations in Management

By

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Essential Concept

- A manager’s success in directing depends on his ability to create such a healthy human relations climate.
- Leaders need to understand workers as human beings with social and emotional needs.
Why should Human Relations in Management?

- To remove conflict between individual and organization.
- To remove individual differences.
- To achieve the goals of institution.
- To make a good working environment.
- To make a coordination between different sections.
- To increase quality and quantity of products and services.
The lifeblood of an organization is its people
Human Relations Theorists

- Mary Parker Follett
- Elton Mayo
Known as a visionary genius

- Mutual influence is developed when people work together.
- Do not try to control people. Control the situation together.
George Elton Mayo (1880-1949)
Successful Academic and Clinical Psychologist

Mayo had discovered a fundamental concept. Working places should be like as a social environments and good relationship should be maintained between all the workers. People are motivated by much more than self-interest.

Thus,

THE HUMAN RELATIONS ERA HAD BEGUN!
Guidelines for Effective Human Relationship

- Adaptive leadership
- Be optimistic
- Be positive
- Be genuinely interested in others
- Smile and develop sense of humor
- Call people by respectfully
- Communicating effectively
- Conditioning behavior
Cont...

- Listen actively to others
- Always help to others
- Think before you act
- Management should be a positive attitude towards workers
- Too concerned with worker satisfaction
- Increase the team-work
- Involving individuals and groups in decision making
- The workplace environment should focus on needs of employees.
- Management requires effective social skills.