

Section 7	Organisational structure	The formal, internal, framework of a business that shows how it is managed and organised.
Section 7	Functional departments	The main activities of business: finance, marketing, operations, human resources and research and development.
Section 7	Hierarchy	The number of levels in an organisational structure.
Section 7	Chain of command	The route through which authority is passed down through an organisation.
Section 7	Delegation	Passing authority down through the organisational hierarchy to a subordinate.
Section 7	Subordinate	An employee who is below another employee in the organisation's hierarchy
Section 7	Span of control	The number of subordinates reporting to each supervisor/manager.
Section 7	Delayering	Reducing the size of the hierarchy by removing one or more levels- most often middle management.
Section 7	Centralised organisation	One where all the important decision-making power is held at Head Office, or the centre
Section 7	Decentralised organisation	One where the decision-making powers are passed down the organisation to lower levels.
Section 7	Directors	Appointed or elected members of the Board of Directors of a company who have the responsibility for determining and implementing the company's policy. Some directors might also have a management role, for example a Marketing Director.
Section 7	Annual General Meeting (AGM)	A meeting for shareholders that limited companies must hold once every year.
Section 7	Chief Executive Officer (CEO)	The most senior manager responsible for the overall performance and success of a company.
Section 7	Manager	An individual who is in charge of a certain group of tasks, or a certain area or department of a business, for example Factory Manager.
Section 7	Supervisor	An individual who checks and controls the work of subordinates.
Section 7	Autocratic leadership	A leadership style where the leader makes all the decisions.
Section 7	Democratic leadership	A leadership style where workers take part in decision-making.
Section 7	Laissez-faire leadership	A leadership style where most of the decisions are left to the workers.
Section 7	Trade union	An organisation of workers aimed at improving pay and working conditions and providing other services, such as legal advice, for members.