

# Command & Control

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## *Four (4) Levels of Management Control & Task Management*

In every organization, command & control issues can be the primary source of misunderstanding between individuals, department heads, managers and owners. The following four (4) level system may assist business & sales organizations with their responsibilities and task management issues:

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### **Check with Administration**                      *proceed with caution*

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This is the highest level of task & people management. The request is “checked” with the highest level(s) of decision maker(s) prior to any action being taken by the person requesting. The manager, owner or corporate Board may decide to not proceed with the task, modify the task, request more research or direct the person making the request (or direct others) to take action on the request.

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### **Check & Do...**                                      *Check, and then Do it!*

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At this level of task management, the request is “checked” with the decision maker and/or the corporate Board, and then the person making the request is directed to carry out the task. The authority lies with the person(s) in charge of “checking” the request or task, and the responsibility of “doing” the task lies with the person(s) making the request.

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### **Do & Tell...**    *Do it...and Report*

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This level of task management involves the person completing the task and reporting the results. It is likely that this type of task is within budget, a regular activity described in their job description or a pre-approved action. The “tell” aspect involves reporting the financial, activity or task measures to the department head, accounting department, ownership and/or corporate Board.

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### **Do!**    *Just do it!*

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This task management is direct: Just do it! Routine items, standard operating procedures, good customer services, quality workmanship, quick response to customer requests and tasks that all agree should “just be done”.