

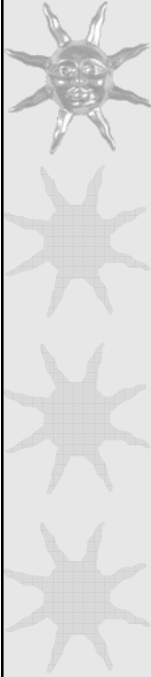
# ***SMALL BUSINESS MANAGEMENT***

Are you ready?



# ***SMALL BUSINESS MANAGEMENT***

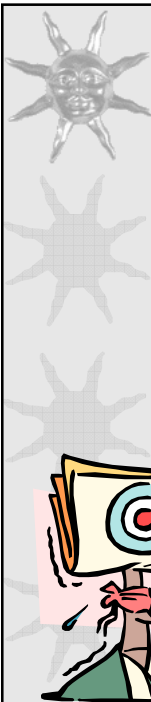
What areas of business  
is the small business  
manager responsible  
for?



## *INTRODUCTIONS*

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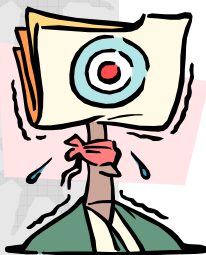
- ★ Instructor – Colleen Martin
- ★ Site participants
- ★ Video Conferencing Etiquette



## ***SMALL BUSINESS MANAGEMENT***

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- ★ Human Resources
- ★ Finance
- ★ Production
- ★ Maintenance
- ★ Sales
- ★ Purchasing
- ★ Marketing
- ★ Strategic Planning
- ★ Supervisor
- ★ Taxation
- ★ Legal Expert



Some days you might feel like a target for everything and everyone!!!



## ***SMALL BUSINESS MANAGEMENT***

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When putting on one of the many management hats to problem solve, remember to consider the implications for:

- ★ **The current situation**
- ★ **Future situations**
- ★ **Other existing situations**



## **Scenario #1**

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You are the owner/manager of a tourist operation located in the vicinity of Remote First Nation in northern Ontario. You have finished taking your first customers to their accommodation and are pleased to have both cabins full. You put up your feet and ...the phone rings...your party is waiting at the airport?... oh, oh ... overbooked!!!

**What will you need to consider and what skills/expertise will you require to solve this problem? Where do you go for help?**



## Scenario #2

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You and your partner are owners/managers of a pool hall located in the city of Thunder Bay in northern Ontario. After operating for several months, a full-time employee burns himself working in the kitchen area and has to take time off. The employee may not be able to return to work. You and your partner have to decide whether to hire another full-time staff or fill in with part-time or temporary staff.

**Same questions .. What skills/expertise and where to you go to get help?**



## Scenario #3

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You are the owner/manager of an Arts and Crafts centre in your First Nation. After a short time in business, you discover you need to reduce the cost of supplies purchased to reduce your resale prices or soon your prices will exceed the current market prices.

**Same questions .. What skills/expertise and where to you go to get help?**



## Scenario #4

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You and your sister run a consulting business from your home in Remote First Nation. You prepared a business plan for a client in a neighbouring First Nation. The client is now suing you for misrepresentation because a lot of costs were missed out of the plan and the client's business is bankrupt as a result.

**Same questions .. What skills/expertise and where to you go to get help?**



## Scenario #5

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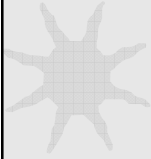
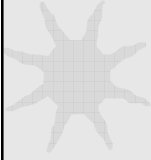
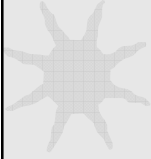
You have finished building your main lodge and cabins for your camp. You are just putting in the final furnishings and plan to open next week. At the last minute, you find out the supplier who was to provide your furnishings will not be able to deliver on time for your first bookings.

**Same questions .. What skills/expertise and where to you go to get help?**



## ***SMALL BUSINESS MANAGEMENT***

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**Let's discuss a specific business idea ...**

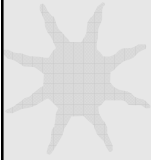
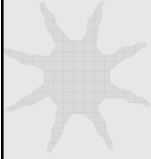
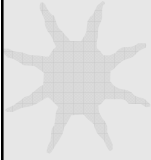
**Generate input on skills required:**

- ★ **Do you need to acquire these skills or identify support within your business plan?**
- ★ **Where do you access support?**
- ★ **Is there a cost you need to include in your business plan?**



## ***MANAGING TIME & TASKS***

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★ **Methods**

- Time management systems
  - Electronic
  - Hard copy
- Delegation when possible
- Out-sourcing



## **CONSIDER YOUR RESUME**

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- ★ Work experience
- ★ Volunteer experience
- ★ Certificate programs
- ★ Formal education
- ★ Other

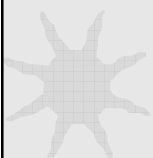
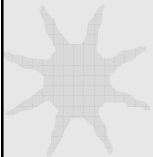
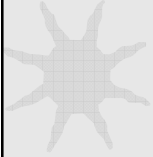


## ***SMALL BUSINESS MANAGEMENT***

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**Hopefully this exercise assisted you in ensuring the management section of your business plan will be complete and you will be prepared through:**

- 1. Identification of management strengths**
- 2. Identification of management weaknesses**
- 3. Stimulation of ideas for where to access additional training or support required**



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## **ANY QUESTIONS??**

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