

Abstract (in English):

This diploma thesis focuses on the impact of top manager's education on managing organization. Specifically, it focuses on directors who have studied in the field classified as helping professions and also have experience in managing an organization operating in the field of social work.

The entire thesis is divided into two parts – theoretical and practical. The theoretical part introduces a definition of helping profession and presents field of education that a helping worker could study. It also introduces reader the theory of management, from historical development, through introducing management as a management process or as a group of managers. The last chapter of theoretical part presents a theory of management styles, a theory of communication or a theory of intentional influencing through control or support. Aim of the practical part is to find out whether and how education could affect for example manager's crisis management, communication in the organization, employee evaluation, attitude to employees or attitude to clients. A qualitative method was chosen for the research survey, specifically a form of semi-structured in-depth interview.

Klíčová slova (anglicky):

helping profession, education in helping profession, management, management functions, management styles