Table of Contents

1	Introduction to Management	15
	Management Types 16	
	Authority 17	
	Line 18	
	Staff 18	
	Functional 19	
	Chapter Summary 20	
2	Functions of Management	23
	Planning 24	
	Organizing 25	
	Leading 25	
	Controlling 26	
	Chapter Summary 27	
3	Planning and Decision Making	29
	Define the Problem 30	
	Gather Information 30	
	Identify the Options 30	
	Consider the Data 31	
	Choose an Alternative 31	
	Implement 37	
	Review your Decision 37	
	Chapter Summary 39	
4	Leaders vs. Managers	41
	Managerial Traits vs. Leader Traits 42	
	Am I a Manager and a Leader? 43	
	Chapter Summary 45	

5	Organizational Charts and Structure	47
	Functional 49 Divisional 50	
	Matrix 51	
	Team Based 52	
	Network 53	
	Modular 54	
	Organizational Design 55	
	Chapter Summary 57	
6	Budgeting	5
	Types of Budgets 60	
	Special Budgets 64	
	Other Budgeting Methods 64	
	Budgeting Considerations 65	
	Chapter Summary 67	
	chapter summary by	
7		
7	Problem Solving	69
	Define the Problem 70	
	Understanding Intricacies 72	
	Processes to Aid in Problem Solving 76	
	Chapter Summary 78	
	,,,	
8	Group Dynamics	79
	Stages of Group Development 80	
	Group Types 82	
	Factors in Group Behavior 84	
	Causes of Poor Group Dynamics 89	
	Chapter Summary 91	
9	Converting a group to a successful team	93
		,
	Group vs Team 93 Approaches to Improving Team Dynamics 97	
	Chapter Summary 99	
	chapter Juninary 99	

10	Conflict Resolution	101
	Types of Conflict 102 Healthy vs Unhealthy Conflict Management 103 Conflict Management Strategies 104	
	Chapter Summary 110	
11	Communication	111
	Communication Process 112	
	Communication Types 113	
	Barriers to Effective Communication 115	
	Managerial Communication 117	
	General Listening 119	
	Active Listening 122	
	Tips to remember about Communication 125	
	Chapter Summary 127	
40		
12	Change	129
	Change Management Plan 131	
	Change Management Tools 135	
	Chapter Summary 138	
13	Organizational Culture	139
	Specific Types of Organizational Culture 140	
	Importance of Culture 142	
	What Influences Culture? 143	
	Disadvantages of Culture 145	
	Open Door Policy 146	
	Chapter Summary 147	
14	Total Quality Management	149
	Plan 150	
	Do 151	
	Check 151	
	Act 151	

	Production vs Operations Management 157 Chapter Summary 160	
15	Operations	161
	Role of Technology 163	
	Chapter Summary 165	
16	People Management	167
	Staffing Process 169	
	Staffing Challenges 170	
	Recruiting Staff 172	
	Selecting the Right Employee 174	
	Onboarding New Employees 179	
	Performance Management 183	
	Chapter Summary 187	
17	Customer Relationship Management	189
	Defining Customer Relationship 191	
	Types of Customers 193	
	Customer Orientation 195	
	Ensuring Quality Customer Relationships 196	
	Measuring Customer Relationships 197	
	Chapter Summary 207	

Aspects of TQM 152 TQM Tools 153