

Brief Contents

Part One

Introduction to Management 1

- 1 Management 2
- 2 Organizational Environments and Cultures 34
- 3 Ethics and Social Responsibility 66

Part Two

Planning 101

- 4 Planning and Decision Making 102
- 5 Organizational Strategy 142
- 6 Innovation and Change 176
- 7 Global Management 210

Part Three

Organizing 247

- 8 Designing Adaptive Organizations 248
- 9 Managing Teams 284
- 10 Managing Human Resources 316

Part Four

Leading 359

- 11 Motivation 360
- 12 Leadership 396
- 13 Managing Communication 432

Part Five

Controlling 465

- 14 Control 466
- 15 Managing Information 498
- 16 Managing Service and Manufacturing Operations 522

Endnotes 552

Glossary 581

Name Index 597

Subject Index 607