#### What Three Common Characteristics Do All Organizations Share?

#### How Are Managers Different from Non-Managerial Employees?

#### What Role Does Technology Play in Operations Management?

#### Describe the Four Management Functions.

#### What Are Management Roles?

#### Describe what managers need to know about communicating effectively.

#### Define the nature and purpose of value chain management.

#### What factors are reshaping and redefining management?

#### Why Is Innovation Important to the Manager’s Job?

#### Why Are Customers Important to the Manager’s Job?

#### What is an organization and why are managers important to an organization’s success?

#### What Are the Different Types of Global Organizations?

#### How Do Organizations Go Global?

#### How Can Organizations Demonstrate Socially Responsible Actions?

#### How Can Managers Become More Ethical?

#### How Are Organizations and Managers Adapting to a Changing Workforce?

#### How Have Organizations Shown An Increased Concern with Quality?

#### How Can Organizations Improve Customer Service?

#### Explain globalization and its impact on organizations.

#### Discuss how society’s expectations are influencing managers and organizations

#### Explain the role that managers play in creating outstanding customer service.

#### What are the managerial implications of Hofstede’s research on cultural environments?

#### How can managers help employees deal with work/life balance issues?

#### What does social responsibility mean to you personally?

#### What Is Relevant in the Decision-Making Process?

#### How Does the Decision Maker Weight the Criteria?

#### How Does a Manager Make Programmed Decisions?

#### How Can You Integrate Problems, Types of Decisions, and Level in the Organization?

#### What Are the Advantages of Group Decision Making?

#### What Are the Disadvantages to Group Decision Making?

#### What is planning and why do managers have to plan?

#### What Is an Organization Culture?

1. What is the role of control in management?
2. Describe six key elements in organizational design.
3. Identify the contingency factors that favor the mechanistic model or the organic model.
4. What are the Steps the Strategic Management Process?
5. What are Authority and Responsibility?
6. How Does Strategy Affect Structure?
7. Describe the four major contingency leadership theories.
8. What is a Boundary-less Organization?
9. What are today’s Organizational Design Challenges?
10. What Strategies do Managers use?
11. What Types of Plans Do Managers Use and How Do They Develop Those Plans?
12. How Can Managers Plan Effectively in Dynamic Environments?
13. Describe in detail the six-step strategic management process.
14. What is a SWOT analysis and why is it important to managers?
15. What Is Work Specialization?
16. What Is Departmentalization?
17. Who initiates Organizational Change?
18. What Are Some Techniques for Reducing Resistance to Organizational Change?
19. What Are the Symptoms of Stress and What Causes Stress?
20. How Are Creativity and Innovation Related?
21. How does an organization’s culture affect innovation?
22. Define organizational change and compare and contrast views on the change process.
23. Describe what managers need to know about employee stress.
24. Compare and contrast traditional and contemporary organizational designs.
25. Describe the key components of the human resource management process and the important influences on that process.

#### Explain how employees are provided with needed skills and knowledge.

#### How and Why Are Organizations Controlling HR Costs?

###### How Can Work Force Diversity Be Managed?

###### How do Managers Deal with Negative behavior in the Workplace?

#### Describe perception and the factors that influence it.

#### Explain the role that attitudes play in job performance.

###### What Are the Stages of Team Development?

#### Describe the major concepts of group behavior.

#### Describe how groups are turned into effective teams.

###### What Is Maslow’s Hierarchy of Needs Theory?

###### What Is McGregor’s Theory X and Theory Y?

###### What Is Herzberg’s Two Factor Theory?

#### What External Forces Create a Need to Change?

#### What Internal Forces Create a Need for Change?

#### Why is managing change an integral part of every manager’s job?

#### What Are the Goals of Organizational Behavior?

###### How Can an Understanding of Attitudes Help Managers Be More Effective?

#### How Can Managers Use Pay-For-Performance to Motivate Employees?