1. Describe who managers are and where they work.  
2. Define management.  
3. Describe what managers do.  
4. Explain why it’s important to study management.  
5. Describe the factors that are reshaping and redefining management.  
6. Explain what the external environment is and why it’s important.  
7. Discuss how the external environment affects managers.  
8. Explain early management approach  
9. Explain Behavioral approach to management  
10. Explain Contemporary Approaches to management  
11. Define what organizational culture is and why it’s important.  
12. Describe how organizational culture affects managers.  
13. Describe the decision-making process.  
14. Explain the three approaches managers can use to make decisions.  
15. Describe the types of decisions and decision-making conditions managers face.  
16. Describe and explain group decision making.  
17. Describe contemporary issues in managerial decision making  
18. Explain the nature and purposes of planning.   
19. Explain what managers do in the strategic management process.  
20. Compare and contrast approaches to goal setting and planning.  
21. Describe contemporary issues in planning.  
22. Describe six key elements in organizational design.  
23. Identify the contingency factors that favor either the mechanistic model or the organic model of organizational design.  
24. Compare and contrast traditional and contemporary organizational designs.  
25. Explain the design challenges faced by today’s organizations  
26. Describe the key components of the human resource management process and the important influences on that process.  
27. Describe the tasks associated with identifying and selecting competent employees.  
28. Explain how employees are provided with needed skills and knowledge.  
29. Describe strategies for retaining competent, high-performing employees.  
30. Explain contemporary issues in managing human resources.

31. Define organizational change and compare views on the change process.  
32. Explain how to manage resistance to change.  
33. Describe what managers need to know about employee stress.  
34. Explain techniques for stimulating innovation

35. Identify the focus and goals of organizational behavior (OB).  
36. Explain the role that attitudes play in job performance.  
37. Describe different personality theories.  
38. Describe perception and the factors that influence it.   
39. Describe learning theories and their relevance in shaping behavior.  
40. Explain contemporary issues in OB.  
41. Define group and describe the stages of group development.   
42. Describe the major concepts of group behavior.  
43. Explain how groups are turned into effective teams.   
44. Explain contemporary issues in managing teams.  
45. Define and explain motivation.   
46. Compare and contrast early theories of motivation.  
47. Describe and compare McGregor’s Theory X   
and Theory Y  
48. Compare and contrast contemporary theories of motivation.   
49. Explain Herzberg’s Two-Factor Theory  
50. Describe current issues in motivating employees.  
51. Define leader and leadership.   
52. Explain and Compare early leadership theories.  
53. Describe the four major contingency leadership theories.   
54. Describe modern views of leadership and the issues facing today’s leaders.   
55. Discuss trust as the essence of leadership.  
56. Describe what managers need to know about communicating effectively.   
 57. Explain how technology affects managerial communication.  
58. Identify contemporary issues in communication.   
59. Describe and explain the communication process  
60. Identify and explain factors affecting encoding  
61. Describe advantage and disadvantage of written communication vs. Verbal Communication  
62. Describe advantage and disadvantage of verbal communication

63. Explain the nature and importance of control.   
64. Describe control process   
65. Describe four sources of information for measuring performance  
66. Describe the three steps in the control process.  
67. Describe the types of controls organizations use.  
68. Describe the types of controls managers use.  
69. Explain feedforward control and identify advantages and disadvantages of this type of control  
70. Identify and describe contemporary issues in control.   
71. Identify and explain four sources of information in control process  
72. Explain globalization and its impact on organizations.  
73. Discuss how society’s expectations are influencing managers and organizations.  
74. Discuss the factors that lead to ethical and unethical behavior in organizations.  
75. Describe how the workforce is changing and its impact on the way organizations are managed.