Chapter 1

* Explain what manager and management means. Identify different types of managers.
* Describe the process of management, including the functions of management and which resources managers use.
* Describe the various managerial roles and bring examples.
* Identify the basic managerial skills and explain how they can be developed.
* Describe different levels of management and bring relevant examples.
* Explain the concept of management as a science and why is it important in today’s world.

Chaper 2

* Define what are multinational corporations and explain why are they important in international business.
* What is cultural sensitivity and why is it important for global management practices? Discuss and bring examples
* Explain various methods of entry into world markets. Bring relevant examples.
* What are the success factors for competing in the global marketplace?
* What are the advantages and disadvantages of diversity in the workplace?
* Define outsourcing, advantages and disadvantages of outsourcing and bring relevant examples.

Chapter 3

* Identify what is business ethics and discuss the principles behind it.
* What is the difference between values and ethics and how are they related.
* Identify factors contributing to lax ethics and to common temptations and violations.
* Describe the stakeholder viewpoint of social responsibility and corporate social performance.
* Which questions should be used in order to make an ethically right decision?
* Summarize the benefits of ethical and socially responsible behavior, and show how managers can create an environment that fosters such behavior.

Chapter 4

* Explain how business strategy is developed, including a SWOT analysis.
* What is management by objectives? Discuss and bring examples
* Identify and discuss different types of business strategies.
* Describe the nature of business strategy and identify its characteristics.
* Explain how planning contributes to business success and identify different types of planning.
* Define Michael Porter’s five forces and discuss how each force determines the level profit in a given industry.
* Explain the use of operating plans, policies, procedures, and rules.

Chapter 5

* What is the difference between nonprogrammed and programmed decisions? Discuss and bring examples.
* Explain the steps involved in making a nonprogrammed decision.
* What are the major factors that influence decision making in organizations?
* Which suggestions are useful for becoming a more creative problem solver? Discuss and bring examples
* Discuss the nature of creativity and explain how it contributes to managerial work.

Chapter 6

* Explain the use of forecasting techniques in planning.
* What is break-even analysis? Describe how to use break-even analysis.
* Discuss how to manage inventory and describe relevant techniques for inventory management frequently used by managers. (EOQ, JIT, LiFO vs FIFO)
* Explain how managers use data-based decision making.
* Describe how to identify problems using a Pareto diagram.

Chapter 8

* Describe the bureaucratic form of organization and discuss its advantages and disadvantages.
* Explain the major ways in which organizations are divided into departments.
* Identify major aspects of organizational culture, including its management and control.
* Describe four modifications of the bureaucratic structure.
* What are they key factors that influence selection of organization structure?

Chapter 9

* Explain the importance of strategic human resource planning in business strategy formulation.
* Present an overview of recruitment and selection.
* Summarize the basics of employee compensation and bring relevant examples.
* Present an overview of employee orientation, training, and development.
* Explain the basics of a fair and reliable method of evaluating employee performance.

Chapter 10

* Describe how leaders are able to influence and empower team members. Bring relevant examples
* Identify important leadership characteristics and behaviors.
* Describe transformational and charismatic leadership. Bring relevant examples
* Explain the leadership role of mentoring and coaching.
* Discuss the link between leadership and management. Define both concepts.

Chapter 11

* What is motivation? Explain the relationship between motivation and performance.
* Present an overview of Maslow’s hierarchy theory and explain how it is related to motivation.
* Explain how goal setting is used to motivate people.
* Identify and discuss the rules for application of positive reinforcement.
* Describe the role of financial incentives in worker motivation. Which financial incentives are widely used for motivating employees?

Chapter 12

* What is communication? Identify the steps in the communication process.
* Explain and illustrate the difference between formal and informal communication channels.
* Identify major communication barriers in organizations.
* Discuss tactics that are used for overcoming communication barriers and bring relevant examples.
* Identify major organizational (or office) politics and political tactics. Explain how they affect interpersonal communication.

Chapter 13

* Identify various types of teams and groups.
* Discuss the characteristics of effective groups and teams.
* What are the stages of group development? Discuss and bring examples.
* Summarize managerial actions for building teamwork. Bring relevant examples.
* Explain the actions and attitudes of an effective team player.
* Identify potential contributions and problems of teams and groups.

Chapter 14

* What are success factors associated with e-commerce?
* What are the positive and negative consequences of information technologies on managerial job?
* Explain the effects of the Internet on internal company operations.
* Discuss the impact of the Internet on customer and other external relationships
* Summarize the demands information technology places on the manager’ s job.

Chapter 16

* Which techniques are used for improving work habits and time management? Discuss and bring examples
* Identify and discuss techniques for reducing procrastination.
* What is the nature of stress? What are consequences of stress at the job place?
* Explain how stress can be managed effectively. Bring relevant examples.