

Review Sheet for Exam 1 Management 340 – Fall '05

Chapter 1

Management
Efficiency & Effectiveness
Organization
Characteristics of an Organization
Four Functions of Management
Mintzberg's Managerial Roles
Functional Managers
General Managers
Levels of Management
Management Skills
Hyperchange
The New Economy
Environmental Trends
Information Technology
Globalization
Entrepreneurial Firms
Structural Capital
Customer Capital
Human Capital
Organizational Changes
The 3 C's Model of Leadership
Cross Functional Teams
Self-Managed Teams
Diversity in the Workplace
New Organizational Model
New Manager/Leader Profile
Competencies of Tomorrow's Manager

Chapter 2

Classical Perspective
Scientific Management
Administrative Management
Bureaucratic Management
Frederick Taylor
Frank & Lillian Gilbreth
Henri Fayol
Max Weber
Weber's Forms of Authority
Mary Parker Follet
Elton Mayo
Douglas McGregor
Chester Barnard
Quantitative Perspective
Systems Perspective
Open & Closed Systems
Properties of Systems
Contingency Perspective
Joan Woodard
Info-Technology Mgt Style
Theory Z

Chapter 3

Stakeholders
Social Responsibility & Ethics
Corporate Social Responsibility
Economic Perspective
Public Responsibility
Social Responsiveness
Social Responsibility Strategies
Ethical Behavior
Values
Business Ethics
Ethics & Info-Technology
Ethical Dilemma
Guidelines for Ethical Dilemmas
Improving Business Ethics
Whistleblowing

Chapter 4

Planning
Plan, Goals, Controls
Benefits of planning
Costs of planning
Top-Down & Bottom-up planning
Strategic planning
Levels of Strategic planning
Corporate Strategic planning
Business Strategic planning
Functional Strategic planning
Operational planning
Standing plans
Policies, Procedures, Rules
Single-use plans
Programs, Projects, Budgets
Individual plans
Management by Objectives
Balanced Scorecard
Contingency planning
Info-Technology & planning
Barriers to Effective planning
Overcoming barriers

Notes:

50 Multiple Choice questions
Chapter 1 – Chapter 4
Bring a scantron & two pencils
Rev-Sheet not all inclusive
Read chapters
Please be on time