

# Brief Contents

<b>Part One</b>	<b>An Overview of Management</b>	<b>1</b>
	1 Managing a Dynamic Environment	2
	2 The Evolution of Management	37
<b>Part Two</b>	<b>The Environment and Managing Strategically</b>	<b>74</b>
	3 Strategic Management: Environmental Forces	76
	4 Strategic Management: Global Forces	105
	5 Strategic Management: Planning and Strategy Formation	138
	6 Strategic Management: Planning Aids and Implementation	170
<b>Part Three</b>	<b>Decision Making</b>	<b>206</b>
	7 Ethics and Social Responsibility	208
	8 Fundamentals of Decision Making	237
	9 Decision-Making Aids	267
<b>Part Four</b>	<b>Organizing</b>	<b>298</b>
	10 Traditional Organization Designs	300
	11 Contemporary Organization Designs	331
	12 Human Resources Management	365
<b>Part Five</b>	<b>Leading</b>	<b>406</b>
	13 Motivating for Performance	408
	14 The Dynamics of Leadership	444
	15 Organizational Communication	480
	16 Groups, Teams, and Cultures in Organizations	510
	17 Conflict and Stress Management	551

<b>Part Six</b>	<b>Controlling and Evaluating</b>	582
	<b>18</b> Controlling in Organizations	584
	<b>19</b> Information Management Technologies	611
	<b>20</b> Operations Management	640
<b>Part Seven</b>	<b>Change and Innovation</b>	676
	<b>21</b> Organizational Changes and Innovations	678
	<b>22</b> Entrepreneurship and Small Business	707