Contents

Introduction		4
1	The manager's role	6
2	Frederick W. Taylor:	18
	Scientific Management	
3	The Quality of Working Life	30
4	Decision-making	41
5	Top management – planning and strategy	52
6	Goal-setting	67
7	The management of time	78
8	Motivation	90
9	Performance appraisal	103
10	Centralisation or decentralisation?	117
11	Communications	129
12	Leadership	142
13	Management in multinationals	156
14	Social responsibility	170
Tapescript and key		182

STENTING. Thulistessy manworker structures white between the party of the party of

elleren bas sien finss in (sjokget mit estandaufauffiles unssyrbs en isse skill fina de rele in estal publication de la company de la company

enoils sup be base respossibilited of seal is ixet part at bentatago was bittening such then then then then