

Credits

i. Forward: *Instructor submitted material* 1

Topic 1. Introduction: Management and organisational behaviour 3

1. The Exceptional Manager: What You Do, How You Do It: *Chapter 1 from Management: A Practical Introduction, Sixth Edition by Kinicki, Williams, 2013* 4
2. Effective Managers Understand Organizational Behavior: *Chapter 1 from Organizational Behavior and Management, Tenth Edition by Ivancevich, Konopaske, Matteson, 2014* 40

Topic 2. What is involved in understanding individual behaviour? 69

3. Individual Differences at Work: *Chapter 3 from Organizational Behavior and Management, Tenth Edition by Ivancevich, Konopaske, Matteson, 2014* 70

Topic 3. What are the historical foundations of management? 95

4. The Evolution of Management Thought: *Chapter 2 from Contemporary Management, Eighth Edition by Jones, George, 2014* 96

Topic 4. What does ethics have to do with it? Work environment and ethical responsibility 127

5. Management Theory: Essential Background for the Successful Manager: *Chapter 2 from Management: A Practical Introduction, Sixth Edition by Kinicki, Williams, 2013* 128

Topic 5. How managers make things happen? 157

6. Individual & Group Decision Making: How Managers Make Things Happen: *Chapter 7 from Management: A Practical Introduction, Sixth Edition by Kinicki, Williams, 2013* 158

Topic 6. How to manage individual differences and behaviour, increasing cooperation and reducing conflict? 197

7. Groups & Teams: Increasing Cooperation, Reducing Conflict: *Chapter 13 from Management: A Practical Introduction, Sixth Edition by Kinicki, Williams, 2013* 198
8. Effective Groups and Teams: *Chapter 15 from Contemporary Management, Eighth Edition by Jones, George, 2014* 228

Topic 7. Why sustainability is important to management? 261

9. The Manager as a Planner and Strategist: *Chapter 8 from Contemporary Management, Eighth Edition by Jones, George, 2014* 262
10. Strategic Management: Creating Competitive Advantages: *Chapter 1 from Strategic Management: Creating Competitive Advantages, Sixth Edition by Dess, Lumpkin, Eisner, McNamara, 2012* 298

Topic 8. What is involved in good global management? 335

11. Managing Diverse Employees in a Multicultural Environment: *Chapter 5 from Contemporary Management, Eighth Edition by Jones, George, 2014* 336

12. Managing in the Global Environment: *Chapter 6 from Contemporary Management, Eighth Edition by Jones, George, 2014* 368

Topic 9. What do I need to know about power, influence and leadership (from manager to leader)? 399

13. Organizational Culture, Structure, & Design: Building Blocks of the Organization: *Chapter 8 from Management: A Practical Introduction, Sixth Edition by Kinicki, Williams, 2013* 400

Topic 10. Is getting the right people important for managerial success? Human Resource Management 437

14. Human Resource Management: Getting the Right People for Managerial Success: *Chapter 9 from Management: A Practical Introduction, Sixth Edition by Kinicki, Williams, 2013* 438

Topic 11. Organisational change and innovation: Lifelong challenges for the exceptional manager 479

15. Organizational Change & Innovation: Lifelong Challenges for the Exceptional Manager: *Chapter 10 from Management: A Practical Introduction, Sixth Edition by Kinicki, Williams, 2013* 480

A. End of book: *Instructor submitted material* 512