

CONTENTS IN BRIEF

	Preface	v
	Highlights of this edition	xviii
	Text at a glance	xx
	Case matrix	xxiv
	E-student	xxvi
	E-instructor	xxvii
	Acknowledgments	xxx
	Previous contributors	xxxii
PART 1 INTRODUCTION		1
1	The challenge of management	2
2	Pioneering ideas in management	30
3	Understanding internal and external environments	62
4	Social responsibility and ethics in management	94
PART 2 PLANNING AND DECISION MAKING		129
5	Managerial decision making	130
6	Establishing organisational goals and plans, then developing strategy	176
7	Fostering an innovative organisation	218
PART 3 ORGANISING		251
8	Organisation structure	252
9	Strategic organisation design	286
10	Human resource management	320
PART 4 LEADING		363
11	Motivation	364
12	Leadership	398
13	Managerial communication	430
14	Managing groups	460
PART 5 CONTROLLING		497
15	Controlling the organisation	498
16	Managing organisations through change and conflict	578
PART 6 ACROSS ALL FUNCTIONS		613
17	International management	614
18	The regional context	650
	<i>Glossary</i>	679
	<i>References</i>	697
	<i>Credits</i>	739
	<i>Index</i>	741