

1. Record Nr.	UNINA9910961245203321
Autore	Williams Kate
Titolo	Introducing management : a development guide
Pubbl/distr/stampa	Amsterdam ; ; London, : Elsevier/Butterworth-Heinemann, 2004
ISBN	1-136-39353-6 1-281-01429-X 9786611014292 0-08-049579-6
Edizione	[2nd ed. /]
Descrizione fisica	1 online resource (361 p.)
Altri autori (Persone)	JohnsonBob <1947->
Disciplina	658
Soggetti	Management - Examinations Industrial management - Examinations
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Previous ed.: / Bob Johnson. 1999.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Introducing Management; Copyright; Contents; Preface; Learning Structure; Section 1: Managing in Context; Chapter 1. Achieving results; Chapter 2. Managing resources; Chapter 3. Focusing on customers; Chapter 4. Understanding the culture; Chapter 5. Understanding the environment; Section 2: Managing People; Chapter 6. Motivating people; Chapter 7. Leading and delegating; Chapter 8. Managing teams; Chapter 9. Improving performance; Chapter 10. Managing change; Section 3: Managing Activities; Chapter 11. Changing inputs into outputs; Chapter 12. Meeting customer needs Chapter 13. Planning, organizing and controlling workChapter 14. Managing the workplace; Chapter 15. Making improvements; Section 4: Managing Information; Chapter 16. Solving problems and making decisions; Chapter 17. Recording, storing and retrieving information; Chapter 18. Principles of effective communication; Chapter 19. Communicating effectively - in writing; Chapter 20. Communicating effectively - face-to-face; Section 5: Managing Resources; Chapter 21. Financial information and management control; Chapter 22. Understanding financial accounts; Chapter 23. Preparing and using budgets Chapter 24. Managing and controlling costs and resourcesAnswers to

review questions; Glossary; Index

---

**Sommario/riassunto**

A concise and easy-to-read summary of the principles and practice of management for team leaders and line managers. Introducing Management defines the scope of the management task and breaks it down to clarify and explain the full range of management responsibilities: Managing in Context - an introduction to the management role, setting it in the context of the whole organization and responsibilities for the new manager; Managing People - how to motivate people, lead and delegate and manage teams to improve performance and successfully manage ch

---