


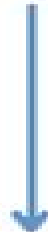
# MANAGEMENT 301– EXAM 1 Study Guide 2014

## Chapter 1: What is Management

### Traditional Pyramid vs. Inverted Pyramid



Traditional Pyramid	Inverted Pyramid
CEO-> Reports to Board of Directors (for profit) or Trustees (non profit)	Customers/ Clients
Senior Managers	Operating Workers
Middle Managers	Team Leaders/Middle Managers
Front-Line Managers	Top Managers
Non Managerial Workers	CEO (Board of Directors/Board of Trustees)



**Inverted Pyramid:** Customers are on top with higher level managers supporting the employees who serve those customers

**Manager:** Person who supports and who is responsible for the work of others

#### Skills of a leader:

Develops  
Long range view  
Challenges status quo  
Innovates

Dudes  
Love  
Chipotle  
In PSU

Develops  
Long-range view  
Challenges Status Quo  
Innovates

#### Skills of a manager:

Maintains  
Relies on control  
Structure focus  
Short-range view

Men  
Rail  
Slutty  
Sloots

Maintains  
Relies of control  
Structure focus  
Short term view

#### Skills of a manager according to Robert Katz:

Conceptual skill  
Human Skill  
Technical Skill

T.  
H.  
C.

Technical Skill  
Human Skill  
Conceptual Skill

#### Career Issues for Managers: Leadership Competencies

-Globalization- Worldwide interdependence of resources; involves markets and business competition; the work world is being changed by recession, etc.

-Job migration- global outsourcing: moving jobs to another country

# Management 301 11 Edition Case Study

**WJ Hussar**



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## **Table of Contents Management 301 11 Edition Case Study**

1. Understanding the eBook Management 301 11 Edition Case Study
  - The Rise of Digital Reading Management 301 11 Edition Case Study
  - Advantages of eBooks Over Traditional Books
2. Identifying Management 301 11 Edition Case Study
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Management 301 11 Edition Case Study
  - User-Friendly Interface
4. Exploring eBook Recommendations from Management 301 11 Edition Case Study
  - Personalized Recommendations
  - Management 301 11 Edition Case Study User Reviews and Ratings
  - Management 301 11 Edition Case Study and Bestseller Lists

5. Accessing Management 301 11 Edition Case Study Free and Paid eBooks
  - Management 301 11 Edition Case Study Public Domain eBooks
  - Management 301 11 Edition Case Study eBook Subscription Services
  - Management 301 11 Edition Case Study Budget-Friendly Options
6. Navigating Management 301 11 Edition Case Study eBook Formats
  - ePub, PDF, MOBI, and More
  - Management 301 11 Edition Case Study Compatibility with Devices
  - Management 301 11 Edition Case Study Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Management 301 11 Edition Case Study
  - Highlighting and Note-Taking Management 301 11 Edition Case Study
  - Interactive Elements Management 301 11 Edition Case Study
8. Staying Engaged with Management 301 11 Edition Case Study
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Management 301 11 Edition Case Study
9. Balancing eBooks and Physical Books Management 301 11 Edition Case Study
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Management 301 11 Edition Case Study
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Management 301 11 Edition Case Study
  - Setting Reading Goals Management 301 11 Edition Case Study
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Management 301 11 Edition Case Study
  - Fact-Checking eBook Content of Management 301 11 Edition Case Study
  - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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