

CHAPTER 8



Management within organizations

LEARNING OBJECTIVES

After studying this chapter and working through the associated Management in Action panels, Employee Perspectives, Discussion Questions and Case Study you should be able to:

- Understand what management is within an organizational context.
- Explain the roles that managers perform and the skills that they need.
- Outline the significance of training managers to deal with critical incidents.
- Describe the relationship between power and management.
- Appreciate the significance of humour in management.

