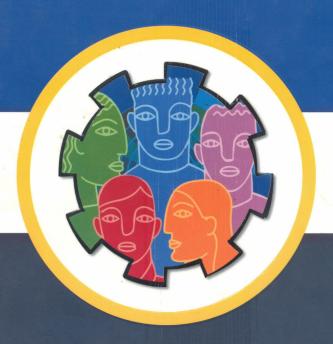
management management

FOURTH EDITION



GARETH R. JONES JENNIFER M. GEORGE

Brief Contents

PART ONE		PART FOUR	
Management		Managing Organizational Architecture	
CHAPTER ONE		CHAPTER TEN	
Managers and Managing	2	Managing Organizational Structure	332
CHAPTER TWO		CHAPTER ELEVEN	
The Evolution of Management Thought	40	Organizational Control and Change CHAPTER TWELVE	374
CHAPTER THREE		Human Resource Management	410
The Manager as a Person: Values, Attitudes, Emotions, and Culture	74	PART FIVE	410
Part Two		Managing Individuals and Groups	
The Environment of Management		CHAPTER THIRTEEN	
CHAPTER FOUR		Motivation and Performance	454
Ethics and Social Responsibility	112	CHAPTER FOURTEEN	
CHAPTER FIVE		Leadership	492
Managing Diverse Employees		CHAPTER FIFTEEN	=
in a Multicultural Environment	146	Effective Groups and Teams	528
CHAPTER SIX		CHAPTER SIXTEEN	500
Managing in the Global Environment	188	Communication	566
PART THREE		PART SIX	
Decision Making, Planning, and Strategy		Controlling Critical Organizational Processes	
CHAPTER SEVEN		CHAPTER SEVENTEEN	
e Manager as a Decision Maker	222	Managing Organizational Conflict, Politics, and Negotiation	604
CHAPTER EIGHT		CHAPTER EIGHTEEN	
The Manager as a Planner and Strategist	258	Utilizing Advanced	634
CHAPTER NINE		Information Technology CHAPTER NINETEEN	034
Value-Chain Management:		Promoting Innovation, Product	
Functional Strategies to Increase Quality, Efficiency,		Development, and Entrepreneurship	666
and Responsiveness to Customers	298	VIDEO CASES	698
		GLOSSARY	717
		CREDITS	730
		INDEX	765