

CONTENTS

Publisher's Note	vii	Labor Relations & Human Resource Management	163
Introduction	ix	Leadership & Motivation	168
Contributors	xiii	Legal Environment of Business	174
Behavioral Economics & Finance	1	Logistics Management	179
Behavioral Foundations of Management	6	Management Competencies	186
Business Data Management	11	Management Consulting	192
Business Impact Analysis	18	Management Information Systems	197
Business Information Systems & Technologies	22	Management of an Insurance Enterprise	204
Business Statistics	27	Management of Financial Institutions	208
Commercial Bank Management	33	Management of Human Resources	215
Communications in the Workplace	38	Management Science	222
Comparative Management	44	Managerial Leadership	227
Conflict Management	49	Managing Conflict within Organizations through Negotiations	232
Corporate Development: Mergers & Acquisitions	54	Managing in a Turnaround Environment	239
Corporate Strategy	60	Managing Inter-Firm Alliances	245
Crisis Management	67	Managing Pure Risks: Operation & Markets	251
Critical Thinking in the Management of Technology	75	Managing the Process of Innovation	257
Decision Making	82	Motivation, Productivity and Change Management	264
Decision Making Under Uncertainty	87	Multi-generational Management	270
Decision Processes: A Core Business Activity Supported by Information Systems	92	Negotiations	274
Decision Support Systems	100	Networking	279
Enterprise Resource Planning	106	Networks in Business	285
Enterprise Risk Management	111	Operations Management	290
Executive Leadership	123	Organization Design	294
Forecasting Methods for Management	130	Organization Development	300
Forecasting Techniques	135	Organizational Behavior	306
Gender & Management	141	Organizational Consulting	311
Human Resource Issues in High Performing Organizations	148	Organizational Learning	318
Inclusive Leadership	154	Performance Appraisal	322
Industrial Organization & Finance	157	Personal Lines Insurance & Risk Management	328
		Principles of Management	332
		Principles of Risk Management	339
		Process Management for Quality	346
		Productivity	353

Project Management	360	Team Management	396
Resource Planning	366	Teams & Team Building	402
Scenario Planning	373	Types of Business Organizations	408
Service Operations Management	378	Glossary	415
Special Topics in Management	383	Subject Index	445
Statistical Principles for Problem Solving	390		