

## The course structure -

1. Basic concepts of management.
2. Functions of management.
3. Management and society
4. People management
5. Managerial competences
6. Leadership : Concept, nature and styles
7. Decision making
8. Economic, financial & quantitative analysis.
9. Customer management
10. Operations and technology management.

## Reference books -

- Management: principles, processes and practices - Shat A and Kumar. A (OUP)
- Essentials of management - Koontz, (TMH)
- Management - Stoner, James AF (Pearson)
- Management - Ghuman McGrawhill

→ The quality of the employee/supervisor relationship is the most important variable in productivity & loyalty.

Managers coordinate and oversee the work activities of others so that all the activities are completed efficiently and effectively.

## Levels of management (Organizational pyramid structure)

