**INTRODUCTION TO MANAGEMENT**

UNIT-1: INTRODUCTION

1. **Management**
   1. **Concepts**
   2. **Meaning and functions**
2. **Types of managers**
   1. **Managerial roles and skills**
   2. **Organization and management**
3. **Organization and management**
4. **Changing perspectives of organization**

UNIT-2: PERSPECTIVES IN MANAGEMENT

1. **Classical perspective**
   1. **Scientific management**
   2. **Administrative management and bureaucracy**
2. **Behavioral perspective**
   1. **Hawthorne studies**
   2. **Human relations movement**
   3. **Emergence of organizational behavior**
3. **Quantitative perspective**
   1. **Management science and operations management**
4. **Integrating perspectives**
   1. **Systems and contingency perspectives**
5. **Emerging management issues and challenges**

UNIT-3: PLANNING AND DECISION MAKING

1. **Concept of planning**
2. **Levels of Planning**
   1. **Strategic**
   2. **Tactical and operational**
3. **Steps in planning**
4. **Tools for planning**
5. **Decision making**
   1. **Meaning**
   2. **Types and process**
6. **Decision making conditions**
   1. **Certainty**
   2. **Risk and uncertainty**

UNIT-4: ORGANIZING

1. **Concept of organizing**
2. **Process and principles of organizing**
3. **Organization architecture**
   1. **Vertical differentiation –tall versus flat hierarchies**
   2. **Horizontal differentiation – functional structure**
   3. **Geographical structure**
   4. **Matrix structure**
4. **Authority**
   1. **Line authority and staff authority**
5. **Delegation of authority**
6. **Centralization**
7. **Decentralization and devolution**
   1. **Meaning**
   2. **Reasons**
   3. **Advantages and disadvantages**
8. **Staffing**
   1. **Concept and importance.**

UNIT-5: LEADING AND COMMUNICATION

1. **Concept of qualities of leadership**
2. **Transformational and transactional leadership**
3. **Leadership styles**
   1. **Autocratic**
   2. **Democratic**
   3. **Participative**
4. **Concept of managerial ethics**
5. **Motivation**
   1. **Concept**
   2. **Importance**
   3. **Techniques**
6. **Communication**
   1. **Meaning**
   2. **Process**
   3. **Network**
7. **Types of communication**
8. **Barriers of effective communication**

UNIT-6: CONTROLLING AND TOTAL QUALITY MANAGEMENT

1. **Concept**
2. **Purpose**
3. **Process and types of controls**
4. **Essentials of effective control systems**
5. **Control tools and techniques**
6. **Quality**
   1. **Concept and importance**
7. **Total quality management**
   1. **Concept**
   2. **Components**
   3. **Principles**
   4. **Tools and techniques**
8. **Emerging issues in quality management**

UNIT-7: ORGANIZATIONAL CHANGE AND DEVELOPMENT

1. **Concept and nature**
2. **Forces**
3. **Paradigm shifts and areas**
   1. **Structure**
   2. **Technology**
   3. **Business process and behaviors of**

**Of organizational change**

1. **Resistance to change**
2. **Overcoming resistance to change**
3. **Concept of organizational development**

UNIT-8: TECHNOLOGY, ORGANIZATION AND MANAGEMENT

1. **Concept of technology**
2. **Approaches to technology and organization**
3. **Social networking**
4. **Use of technology in people management**