

SECTION OVERVIEW

1.2: Managing and Performing

Learning Objectives

After reading this chapter, you should be able to answer these questions:

1. What do managers do to help organizations achieve top performance?
2. What are the roles that managers play in organizations?
3. What are the characteristics that effective managers display?

1.2.1: What Do Managers Do?

1.2.2: The Roles Managers Play

1.2.3: Major Characteristics of the Manager's Job

1.2.4: Summary

1.2.5: Introduction

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