

21.2: Introduction to Managers

What you'll learn to do: describe the three levels of management and the key skills needed by managers

This section serves as an introduction to the management function, describing the roles and responsibilities of management at different levels and associated management skills. The three primary categories of management skill—technical, conceptual and human—are defined and illustrated, with comments regarding the relative importance of each skill at different levels of management. This section also mentions the implications of trends such as the thinning of management ranks and globalization.

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