

Part 4: Business Management Skills Table of Contents

Part 4 Overview	4-1
Section A: Strategic Management	4-2
Section Introduction	4-2
Topic 1: Global Analytical Techniques (Level A)	4-8
Topic 2: Industry Environments (Level A)	4-13
Topic 3: Strategic Decisions (Level A)	4-19
Topic 4: Portfolio Techniques of Competitive Analysis (Level A)	4-23
Topic 5: Product Life Cycles (Level A)	4-25
Section B: Global Business Environments	4-30
Section Introduction	4-30
Topic 1: Cultural/Legal/Political Environments (Level A)	4-31
Topic 2: Economic/Financial Environments (Level A)	4-44
Section C: Organizational Behavior	4-52
Section Introduction	4-52
Topic 1: Motivation (Level A)	4-53
Topic 2: Communication (Level A)	4-62
Topic 3: Performance (Level A).....	4-73
Topic 4: Structure (Level A)	4-77
Section D: Management Skills	4-84
Section Introduction	4-84
Topic 1: Group Dynamics (Level A).....	4-85
Topic 2: Team Building (Level A).....	4-92
Topic 3: Leadership Skills (Level A)	4-97
Topic 4: Personal Time Management (Level A).....	4-107
Section E: Negotiating	4-110
Section Introduction	4-110
Topic 1: Conflict Resolution (Level A).....	4-110
Topic 2: Added-value Negotiating (Level A).....	4-114
Bibliography	4-116
Index	4-120