

Chapter 1 Vocabulary

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| administrative management | The use of management principles in the structuring and managing of an organization. |
| behavioral approach to management | An approach to management that emphasizes improving management through an understanding of the psychological makeup of people. |
| c-level manager | A recent term to describe top-level managers who usually have the word <i>chief</i> as part of their title. |
| contingency approach to management | A perspective on management that emphasizes that no single way to manage people or work is best in every situation. It encourages managers to study individual and situational differences before deciding on a course of action. |
| entrepreneur | A person who founds and operates an innovative business. |
| entropy | A concept of the systems approach to management that states that an organization will die without continuous input from the outside environment. |
| evidence-based management | The systematic use of the best available evidence to improve management practice. |
| first-level managers | Managers who supervise operatives (also known as first-line managers or supervisors). |
| Hawthorne effect | The phenomenon in which people behave differently in response to perceived attention from evaluators. |
| management | The process of using organizational resources to achieve organizational objectives through planning, organizing and staffing, leading, and controlling. |
| manager | A person responsible for the work performance of group members. |
| middle-level managers | Managers who are neither executives nor first-level supervisors, but who serve as a link between the two groups. |
| multiculturalism | The ability to work effectively and conduct business with people from different cultures. |
| quantitative approach to management | A perspective on management that emphasizes use of a group of methods in managerial decision making that are based on the scientific method. |
| role | An expected set of activities or behaviors stemming from a job. |
| scientific management | The application of scientific methods to increase individual workers' productivity. |
| small-business owner | An individual who owns and operates a small business. |
| synergy | A concept of the systems approach to management that states that the whole organization working together will produce more than the parts working independently. |
| systems perspective | A way of viewing problems based on the concept that an organization is a system, or an entity, of interrelated parts. |
| team leader | A manager who coordinates the work of a small group of people while acting as a facilitator and catalyst. |
| top-level managers | Managers at the top one or two levels in an organization. |