“Management Is for Everyone.”

Management is a dynamic subject, and a textbook on it should reflect those changes to help prepare students to manage under the current conditions. The eleventh Canadian edition of MANAGEMENT has been written to provide students with the best possible understanding of what it means to be a manager confronting change.

The authors use examples from a variety of settings and provide several different end-of-chapter applications, such as Learning to Be a Manager, to help students understand the relevance of studying management for their day-to-day life.

Instructor Resources
- Instructor’s Manual
- Test Item File
- TestGen
- PowerPoint Presentations
- Video Guide
- Image Library

Student Resources
- MyManagementLab with:
  - NEW Personalized Study Plan
  - NEW Dynamic Study Modules
  - NEW Business Today Videos
  - NEW Learning Catalytics
Brief Contents

PART 1 DEFINING THE MANAGER’S TERRAIN
CHAPTER 1 Introduction to Management and Organizations
Module 1: Management History
CHAPTER 2 Organizational Culture and the Organizational Environment
CHAPTER 3 Managing in a Global Environment
CHAPTER 4 Managing Entrepreneurially
CHAPTER 5 Managing Responsibly and Ethically
CHAPTER 6 Innovation and Adaptability (previously Chapter 13, Managing Change and Innovation)
Part 1 Management Practice

PART 2 PLANNING
CHAPTER 7 Decision Making (previously Chapter 6)
CHAPTER 8 Foundations of Planning (previously Chapter 7)
CHAPTER 9 Managing Strategically (previously Chapter 8)
Module 2 Planning and Control Techniques (previously Chapter 9, Planning Tools and Techniques)
Part 2 Management Practice

PART 3 ORGANIZING
CHAPTER 10 Organizational Design (new title)
CHAPTER 11 Managers and Communication
CHAPTER 12 Managing Human Resources
Part 3 Management Practice

PART 4 LEADING
CHAPTER 13 Leadership (previously Chapter 14)
CHAPTER 14 Motivating Employees (previously Chapter 15)
CHAPTER 15 Managing Groups and Teams (previously Chapter 16)
Part 4 Management Practice

PART 5 CONTROLLING
CHAPTER 16 Evidence-Based Decision Making (previously Chapter 17, Foundations of Control)
Module 3 Managing Operations (previously Chapter 18)
Part 5 Management Practice

New

■ The chapter on change and innovation (previously Chapter 13) has been moved to Part One: Defining the Manager's Terrain and retitled “Innovation and Adaptability” to reflect its new focus on actual innovation rather than change management.

■ Two chapters have been turned into briefer modules with fewer features. The previous Chapter 9 becomes Module 2, “Planning and Control Techniques” (following Chapter 9). The previous Chapter 18 becomes Module 3, “Managing Operations” (following Chapter 16).

■ A new Data Points feature has been added in most chapters (Chapters 1, 2, 3, 5, 7, 8, 9, 11, 12, 13, 14, 15).

■ End-of-chapter elements have been streamlined, and each chapter now features two Case Applications with discussion questions, rather than only one.

■ A new part closer features A Manager’s Dilemma, which outlines a realistic dilemma for students to resolve, and Global Sense, which includes additional information on global issues for students to research and discuss.