

## Chapter 1 Outline

Definition of Management  
    Levels of Management  
    Basic Management Principles  
The Components of Management  
    Planning  
    Organizing  
    Coordinating  
    Staffing  
    Directing  
    Controlling  
    Evaluating  
Skills for Effective Supervision  
    Technical Skills  
    Human Relations Skills  
    Conceptual Skills  
    Why Supervisors Fail  
Supervisory Responsibilities  
    Your Boss  
    Employees  
    Guests  
    Other Professionals  
    Yourself  
Keys to Supervisory Success

## Competencies

1. Define management and describe different management levels and the numerous demands placed on supervisors. (pp. 3–5)
2. Identify basic management principles. (pp. 5–6)
3. Explain the management functions of authority, responsibility, and accountability. (pp. 6–7)
4. Describe the traditional components of management (planning, organizing, coordinating, staffing, directing, controlling, and evaluating). (pp. 7–16)
5. Distinguish among technical, human relations, and conceptual skills and their importance to supervisory success. (pp. 16–18)
6. Identify fundamental supervisory responsibilities. (pp. 18–21)