**OUTLINE**

**Management**

A. Management: Another piece of the puzzle

B. Terminology

C. Management Structures

D. Management Functions

E. Management Styles

An Effective Manager…

**Interpersonal Skills**

A. Interpersonal Skills

B. Personal Traits

C. Personal Ethics

D. Creativity, Initiative, Responsibility

Attitude

Self-control/Orderliness

G. Self-awareness & Willingness to

Change

H. Self-esteem

Empathy

Personal Skills

K. Goal Setting