Chapter 15 Managing Communication

- Knowledge workers
- Skills in managing communications
- Types of information
- Communications model: sender, receiver, channels, perception barriers, noise, feedback
- Best channels by types of communications
- Patterns of organizational communications
- Constructive feedback
- Informal communications
- Communications skills
  - Assertive
  - Presentation
  - Non-verbal
  - Listening

Chapter 16 Management Control

- Alignment with management function
- Factors of control
- Control tools- formal and informal, comparing performance with other organizations
- Objective data
- Employee participation
- The control cycle- steps, types of control
- Control and objectives
- Production and financial controls