



The Social Worker as Manager: A Practical Guide to Success (5th Edition)

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Summary: Preface PART ONE. Human Services Management in Perspective Chapter 1 Defining and Describing Management If There Were No Management What Exactly Is Management? The Functions of Management Management as Both a Science and an Art Management Ethics Avoiding Misconceptions about Management The Presence of Management Summary Endnotes Chapter 2 The Context of Human Services Management The Task Environment Comparing Human Service Organizations and Manufacturing Summary Endnotes Chapter 3 Historical Origins of Current Management Theories Scientific Management Administrative Management Bureaucratic Management Common Shortcomings of Classical Management Theories Responses to Classical Management Theories Summary Endnotes PART TWO. The Major Management Functions Chapter 4 Planning What Is Planning? The Planning Menu Types of Planning That Occur Within Human Service Organizations Summary Endnotes Chapter 5 Creating and Managing Staff Diversity Recruitment and Hiring Issues The Staff Menu Creating the Best Mix of Staff Types Managing Diversity in the Workplace Summary Endnotes Chapter 6 Promoting a Productive Work Environment Understanding Individual Motivation Classical Theories of Motivation Other Factors That Affect Job Performance Supporting Staff Growth Summary Endnotes Chapter 7 Staff Performance Evaluations and Personnel Actions Staff

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Reviews

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