Final Exam
Revised Key Topics List

CHAPTER 4
The External Environment (78-83) MAJOR
  Includes Figure 4.1

CHAPTER 9
Types of Controls (197-198) MAJOR
  Includes Figure 9.2

CHAPTER 10
Levels of Strategy (218-219) MINOR
  Includes Figure 10.1
SWOT Analysis (222-223) MAJOR
  Includes Figure 10.4

CHAPTER 14
Leadership and Power (319-320) MAJOR
  Includes Two Unnumbered Figures (319, 320)
Leader-Participation Model (329) MINOR
  Includes Figure 14.6

CHAPTER 16
Equity Theory (371-373) MINOR
  Includes Figure 16.3
Goal-Setting Theory (374-376) MAJOR
  Includes Unnumbered Figure (376)
Reinforcement Theory (377-379) MINOR
  Includes Figure 16.5
Job Characteristics Model (380-381) MAJOR
  Includes Figure 16.6

CHAPTER 17
Stages of Team Development (399-401) MINOR
  Includes Unnumbered Figure (400)
Ways Teams Make Decisions (406-408) MAJOR
  Includes Unnumbered Figure (406)

CHAPTER 18
Conflict Management Styles (427-428) MAJOR
  Includes Figure 18.4
Negotiation Goals and Approaches (430-432) MINOR
  Includes Figure 18.5