**Unit 1 Test: Review Sheet**

1. The six challenges facing 21st Century Managers (globalisation, intellectual capital, technology, careers, diversity and ethics)

2. The three levels of management

3. The four functions of managements (leading, controlling, planning, organising)

4. Katz’s essential managerial skills diagram

5. The four types of CSR (proactive, defensive, obstructionist, accommodative)

6. The different management theories

7. The different motivational theories (learn at least 3)

8. Maslow’s hierarchy of needs.

9. Types of stakeholder and why they are important

10. Quantitative, contingency and systems approaches to management

**Key terms to Learn**

Ethics ethical imperialism cultural relativism

Universalism whistleblowing stakeholder

CSR globalisation discrimination

Ethical behaviour intrinsic motivation extrinsic motivation

Manager values motivation