



CERTIFIED
MANAGER

Institute of Certified Professional Managers

MANAGEMENT SKILLS

LEADING AND
CONTROLLING

REFERENCES AND
ENDNOTES

FOREWORD

We are pleased to present this Instructor's Manual to assist you in preparing students for the Certified Manager exams. To bring innovative and thought provoking exam prep materials to you and to your students, ICPM has partnered with McGraw Hill/Irwin to custom publish ICPM's study manuals. The manuals are compiled of chapters written by well-known and respected authors in the fields of management, finance and business. These chapters were chosen for their quality of content, application to the workplace, and the diverse perspectives of management they represent.

This volume has been compiled from the instructor resources for the texts that were used to produce ICPM's study manuals. The visual quality and format of the supplied instructor resources varies from text to text and author to author. As a result, this volume contains a number of unavoidable inconsistencies in format and appearance, despite all efforts to the contrary.

Despite these inconsistencies, we are confident that the contents of this volume will effectively assist you in preparing students for the CM exams. Should you have any questions or comments, please feel free to contact us by email at icpmcm@jmu.edu or by phone at 800.568.4120.

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