

**Chapter 1 Vocabulary**

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| Intellectual capital |  |
| Knowledge worker |  |
| Workplace diversity |  |
| Prejudice |  |
| Discrimination |  |
| Glass ceiling effect |  |
| Globalization |  |
| Ethics |  |
| Portfolio worker |  |
| Organizations |  |
| Open systems |  |
| Productivity |  |
| Performance effectiveness |  |
| Performance efficiency |  |
| **Managers** |  |
| Top managers |  |
| Middle managers |  |
| Team leaders |  |
| Line managers |  |
| Staff managers |  |
| Functional managers |  |
| General managers |  |
| Administrators |  |
| Accountability |  |
| Effective managers |  |
| QWL |  |
| Upside-down pyramid |  |
| **Management** |  |
| Planning |  |
| Organizing |  |
| Leading |  |
| Controlling |  |
| Agenda setting |  |
| Networking |  |
| Social capital |  |
| Learning |  |
| Lifelong learning |  |
| Skills |  |
| Technical skills |  |
| Human skills |  |
| Conceptual skills |  |
| Emotional intelligence |  |
| Managerial competencies |  |
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