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Course 201-1 : Organization Structure & Behaviour

Course Content	<p>Unit 1. Introduction to Organization and Management</p> <ul style="list-style-type: none">1.1.What makes an organization1.2.Structure of organization1.3.What is Management1.4.Scope of Management1.5.Role of Management1.6.Manager's Role (Interpersonal Role, Information Role and Decisional Role)1.7. Managerial Skills(Technical Skills, Human Skills, Conceptual Skills) <p>Unit 2. Attitude</p> <ul style="list-style-type: none">2.1.Meaning of Attitudes2.2.Characteristics of Attitudes <p>Unit 3. Motivation</p> <ul style="list-style-type: none">3.1. What is motivation?3.2 Nature and Characteristics of Motivation3.3. Importance & Benefits of Motivation <p>Unit 4. Leadership</p> <ul style="list-style-type: none">4.1. What is Leadership?4.2.Characteristics of Leadership4.3.Leadership Styles4.4. Leadership Skills(Technical Skills, Conceptual Skills. Personal Skills) <p>Unit 5. BPO & Call Centre</p> <ul style="list-style-type: none">5.1. What is B.P.O?5.2. What is out-sourcing? Benefits of outsourcing.5.3. What is Call Centre?5.4.Call Centre setup & functions
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