

# Appendix C: Recommended Resources

The scope of management is indeed broad. Based upon recommendations from a committee of respected subject matter experts, candidates may find the following resources useful for examination preparation. Although each resource may be applicable in multiple areas, they are especially helpful in the domains specified.

## All Domains

American Management Association. (2019). *The Management Body of Knowledge*. New York, NY: AMA

Mason A. Carpenter, Talya Bauer, and Berrin Erdogan. (2010). *Principles of Management*. Boston, MA: FlatWorld

## Domain I: Professional Effectiveness

Daniel Goleman. (2000). *Working with Emotional Intelligence*. New York, NY: Bantam

Richard G. Jones Jr. (2013). *Communication in the Real World: An Introduction to Communication Studies*. Boston, MA: FlatWorld

Scott McLean. (2010). *Business Communication for Success*. Boston, MA: FlatWorld

## Domain II: Relationship Management

Dale Carnegie. (2009). *How to Win Friends & Influence People*. New York, NY: Simon and Schuster

Daniel H. Pink. (2011). *Drive: The Surprising Truth about What Motivates Us*. New York, NY: Riverhead Books

## Domain III: Business Acumen

Mauro Cavallone. (2017). *Marketing and Customer Loyalty: The Extra Step Approach*. Cham, Switzerland: Springer International Publishing

Diane F. Halpern. (2014). *Thought and Knowledge: An Introduction to Critical Thinking*. Fifth Edition. New York, NY: Psychology Press

David Spiceland, Wayne Thomas, and Don Herrmann. (2016). *Financial Accounting*, Fourth Edition. New York, NY: McGraw-Hill

## Domain IV: Analytical Intelligence

Diane F. Halpern. (2014). *Thought and Knowledge: An Introduction to Critical Thinking*. Fifth Edition. New York, NY: Psychology Press

Harvard Business Review. (2018). *HBR Guide to Data Analytics Basics for Managers (HBR Guide Series)*. Boston, MA: Harvard Business Review Press

Dona M. Wong. (2013). *The Wall Street Journal Guide to Information Graphics: The Dos and Don'ts of Presenting Data, Facts, and Figures*. New York, NY: Norton

