

Chapter One Understanding Organizational Behaviour Nptel

Ideal for anyone studying an introductory module in organisational behaviour, Introduction to Organisational Behaviour is a rigorous critique of all essential organisational behaviour topics. A comprehensive book with extensive accompanying online resources makes this a must-have package for anyone wanting to understand the theory and practice of organisational behaviour. Practitioner case studies, supporting video interviews where solutions and approaches are discussed, review questions at the end of every chapter make this an essential resource. Covering organisational behaviour in the context of individuals, groups and teams and managing organisations as well as the importance of organisational structures and emerging issues, Introduction to Organisational Behaviour gives understanding and guidance on the full spectrum of organisational behaviour issues. Supported by extensive online resources including video interviews, clips of key skills lecture slides, additional tutorial activities and a test bank of multiple choice questions make this a truly integrated print and electronic learning package.

In this title, Charles Handy offers profound observations about the world that lies ahead and helps us search for meaning in our personal and professional lives.

This book has been painstakingly and thoroughly prepared to cover extensively various facets of organizational behaviour—both micro as well as macro. Its coverage is broad, up to date and balanced in terms of concept and application. The book is especially intended for the Organizational Behaviour paper of WBUT. It will also be useful for students of management, human resources management, organizational behaviour and behavioural sciences, as well as management practitioners who want to understand and enrich their understanding of human behaviour to manage their workforce more effectively. Key Features • Comprehensive coverage of the syllabus • Covers the latest developments in the field of organizational behaviour • Case study at the end of each chapter • Interesting and student-friendly presentation

Electronic Inspection Copy available for instructors here Organizing and Organizations is well loved by students and lecturers for its accessible, conversational tone and insightful real-life examples introducing the study of organizations and organizational behaviour. Fineman, Gabriel and Sims, eminent academics in the field, cover a wealth of key concepts, research and literature leaving students informed and engaged. The Fourth Edition builds on the strengths of previous editions, to provide you with a textbook that continues to stand out from the rest. This new edition has been fully developed to include: - New chapters on Influence and Power, and Innovation and Change. - A new section within each chapter that highlights the theoretical links informing the chapters. - New review questions to test and apply your understanding of the ideas in each chapter. - New 'reading on' sections that direct you to free links to highly recommended journal articles relating to each chapter's coverage, and found on the companion website. - New critical review questions at the end of each chapter to encourage debate. - Each chapter is now enlivened with pictorial illustrations. - A fully updated glossary of key concepts in the study of organizations Organizing and Organizations integrates a strong critical approach throughout. Visit the Companion Website at www.sagepub.co.uk/fineman

This text encourages participate teaching and active learning through a structured style and format, with each chapter containing a list of key concepts and objectives.

This refreshing textbook shows how research into human behaviour can be applied in the workplace. It is focussed on helping students to develop the key skills they will need as future managers and employees. It assumes no prior work experience, and instead asks students to draw on their everyday experiences. They are invited to complete a range of innovative activities designed to deepen their understanding of key topics, such as personality, perception, and motivation. The book is an ideal length for one-semester taught courses. It is aimed primarily at first and second year undergraduate students on business and management degrees, who are taking OB modules for the first time, though could also be used on postgraduate and MBA courses.

This popular textbook offers an inspiring and focused introduction to the study of organizational behaviour and management. The second edition builds on the fresh and innovative approach to the study of management and organization introduced in the first edition. To make the subject matter more relevant and accessible, it treats organizational behaviour as a field of activity that has many parallels with everyday life, particularly in relation to participating in organizations and institutions. Uniquely, this textbook presents two distinct and highly contrasting perspectives on organizational behaviour, discussing the alternative critical perspectives alongside the more traditional approaches, to encourage critical thinking and debate. Each chapter has been fully updated by specialist authors who are committed to thinking differently about the field of organizational behaviour. They effectively identify and explore the key concepts that underpin this diverse subject in their respective chapters, utilising a range of international and everyday examples. The second edition benefits from a new four-colour design and uses a variety of pedagogical features to engage students and provide a stimulating learning - and teaching - environment. This text is ideal for use on introductory undergraduate and post graduate courses in Organizational Behaviour and Management. This textbook is autopackaged with CourseMate. CourseMate brings course concepts to life with interactive learning, study, and exam preparation tools that support the printed textbook and the textbook-specific website. CourseMate includes an integrated eBook and interactive teaching and learning tools including quizzes, flashcards, videos, and more and an EngagementTracker, a first-of-its-kind tool that monitors student engagement in the course.

The #1 Canadian and only 100% Canadian-authored Organizational Behaviour text has been thoroughly updated and finely tuned to reflect the continuous changes Canadian organizations face in today's business world. There's a revolution going on in the workplace. Knowledge is replacing infrastructure. Self-leadership is replacing direct supervision. Networks are replacing hierarchies. Virtual teams are replacing committees. Companies are looking for employees with emotional intelligence, not just technical smarts.

Globalization has become the mantra of corporate survival. Co-workers aren't just down the hall; they're at the other end of an Internet connection. Canadian Organizational Behaviour (COB) is written with this revolution in mind

For one-semester, undergraduate/graduate level courses in Organizational Behavior. This title is a Pearson Global Edition. The Editorial team at Pearson has worked closely with educators around the world to include content which is especially relevant to students outside the United States. Vivid examples, thought-provoking activities—get students engaged in OB. George/Jones uses real-world examples, thought- and discussion-provoking learning activities to help students become more engaged in what they are learning. This text also provides the most contemporary and up-to-date account of the changing issues involved in managing people in organizations. The sixth edition features new cases, material addressing the economic crisis, and expanded coverage of ethics and workplace diversity. Accompanied by mymanagementlab! See the hands in the air, hear the roar of discussion—be a rock star in the classroom. mymanagementlab makes it easier for you to rock the classroom by helping you hold students accountable for class preparation, and getting students engaged in the material through an array of relevant teaching and media resources. Visit mymanagementlab.com for more information.

Clear, concise, and written by experts currently lecturing in the field, Organizational Behaviour focuses exclusively on what you need to know for success in your business course and today's global economy. For a focused view of organizational behaviour, this is the book for you. The concise, accessible style makes this the perfect text for introductory courses covering organizations and is well suited to international students. This innovative textbook features: a clear and thought-provoking introduction to organizational behaviour relevant, cutting-edge case studies with global focus hot topics such as emotional intelligence, corporate responsibility, Generation Y and ethics keep you up-to-date with current business thinking summaries, activities, key theme boxes and review questions to help reinforce your understanding Part of the 360 Degree Business series, which provides accessible yet stimulating introductions to core business studies modules, this textbook comes with additional support materials including further case studies, revision summaries and interactive multiple choice questions available online at www.routledge.com/cw/farmer.

Organisational Behaviour An Introduction Bloomsbury Publishing

Organizational Behaviour As A Management Discipline Is A Fascinating Subject And Is Becoming Increasingly Important As People With Diverse Backgrounds And Cultural Values Have To Work Together Effectively And Efficiently. This Book Addresses All The Issues That Come In To Play In An Organization In Today S Global Economy. It Has A Novel Orientation And Its Primary Aim Is To Let Practitioners And Students Know The Latest And Best Trends In Organizational Behaviour. This Book Prescribes Methods To Manage Employees And Suggests That The Management Takes Responsibility For Everything That Might Adversely Affect An Employee S Capacity To Work Creatively And Intelligently, Irrespective Of The Place Inside The Organization Or Outside It. The Focus Of The Book Is On Holistic Development Of The Individual. Peeping Into The Human Mind, It Shows How Organizations Can Tap The Passions And Fears Of Their Employees To Make Them More Creative And Productive. The Book Prescribes A Democratic And Inclusive Management Style. A Special Feature Of This Book Is That There Is An Innovative Integration Of Chapter Objectives And Summaries Leading To Analysis Through Caselets. Every Point In The Objectives Has Corresponding Text And Is Supplemented By A Case. Going Through This Book Will Be A Personally Fulfilling Experience And Maybe It Succeeds To Make The Readers Better Human Beings, Better Teachers, Better Friends And May Be Even Better Managers.

Organizations are complex entities that must adapt the practices of their employees and management to meet the demands of a dynamic environment. Organizations are behavioral systems that coordinate interactions among its members and environment. Changing practices in one area of an organization can generate a reaction throughout the entire system, thus affecting the behaviors of those working within other areas, the experience of customers, and important organizational results. Behavioral Systems Analysis (BSA) focuses on these complex contingencies from the macro system all the way down to individual behavior. This book contains articles by internationally recognized experts in Behavioral Systems Analysis who discuss the role of organizational practices in their study of performance improvement and cultural change from both practical and conceptual perspectives. Business and non-profit managers will find tools and case studies to help understand and diagnose their organization's dynamics. Scholars will appreciate articles' theory and real-world descriptions when considering their own research direction. Finally, all students of management theory, behavior analysis, and human resources will find this collection a thought-provoking tool for their understanding of behavioral systems and their application in organizations. This book was published as a special issue in the Journal of Organizational Behavior Management.

While keeping the book's trademark features - clear writing style, solid theoretical underpinnings, cutting-edge content and engaging pedagogy - each chapter has been thoroughly updated to reflect the most recent research within the field of organisational behaviour and the major practical issues facing employees and managers in the contemporary workplace.

Organizations do not have goals – only people do. Furthermore, people within the same organizations have different goals. This book takes this as its starting point, recognizing that organizations are a dynamic coalition of individuals and groups competing and co-operating as they each pursue their various objectives. Power is a fundamental part of organizational behaviour but many previous studies failed to recognize its centrality. This book remedies this.

For creating a balance in the organizational environment, harmony amongst the employees and the employer is a prerequisite. The factors that help in determining an organizational balance are the sociology of an environment, psychology of the people working there, channels of communication along with a sound and rational management.

The book highlights the fundamental concepts of organizational behaviour, and its applications in the Indian organizational scenario. The second edition of the book, maintaining the same chapters' organization as in the previous edition, comprises 28 chapters based on the fundamental concepts of organizational behaviour, and case studies from various Indian industry verticals. These case studies reveal the authors' experience in real-life scenario as consultants as well as their observations pertaining to the concepts of organizational behaviour. Besides, the text lays emphasis on some modern tools of management such as TQM, BPR and Knowledge Management, which is a unique feature of this book. The book is designed for the students of management and psychology. Moreover, it is useful for the postgraduate students of commerce as well as it is of immense use to the personnel associated with technical, commercial and IT-based industries requiring human resource management. **KEY FEATURES** • Every chapter is concluded with a real-life case study. • Appendices added to most of the chapters contain research-based questionnaire instruments. • Discussion Questions on Case studies enhance learning among students. **NEW TO THE SECOND EDITION** Includes three new sections on 'Case Study Method as an Important Pedagogy', 'Classification of Case Studies' and 'Steps of Solving a Case'. Incorporates 29 new short and sharp cases at the end of the book to make the reader aware of real-life situations. **TARGET AUDIENCE** • MBA / PGDM / BBA • BA (Hons.) Psychology • MCom

This new edition builds on the strengths and successes of the first edition and has been fully updated to reflect changes in the world of work, following the global financial crisis. The authors combine a managerial approach, focusing on practical, real-world applications, with a rigorous critical perspective that analyses the research behind the theories. The text addresses alternative theoretical perspectives, in parallel to the introduction of new worldwide cases and examples. New pedagogical features, such as the Ethical Dilemma and Critical Thinking boxes, reinforce the critical approach. The concise coverage of the core topics can be applied to both one-semester and year-long teaching and learning patterns.

In Indian context.

Organizational behaviour affects all of us, every single day. But do your students struggle to see the subject's relevance? Do they have difficulty going beyond its most commonplace theories? Do they wonder how it will help them in their future career? Then take a step into the lobby of Junction Hotel! We follow the experiences of its managers and employees as a new consortium tries to rebuild the success of a once-great establishment that has fallen on hard times. This fictional running case study helps students see how theory translates into practice in a familiar setting. For example, what kind of leadership styles do the new management team use? Are personality tests any use for hiring new staff for the gym? How do the staff on the receiving end of various management techniques feel and react? Follow the management dilemmas faced, and the techniques employed with varying rates of success, by a wide range of characters. The running case is interwoven throughout the book, encouraging students to make links between the different topic areas and gain a holistic view of organizational behaviour. The book covers all the core topics found on undergraduate modules, while also going a step further to consider alternative approaches and compare them with mainstream theories. Students are encouraged to develop a critical mindset and think about the context of the theories they come across and the values embedded within them. A wealth of real-life case studies, including those drawn from the public and not-for-profit sectors, bring the subject to life. Innovative on-page learning features link study and employability skills to the topics being discussed so students can apply theories from the book directly to their own lives and future careers. Interviews with students, employees and business leaders are included online, and show just how relevant organizational behaviour is to people's everyday lives. The real-life examples in the second edition have been augmented with new international and European examples in every chapter, and the book's Online Resource Centre now features seminar and group activities and a lecturer guide to help lecturers make full and effective use of the book and online material in their teaching. A unique, lively package makes this core reading for all business students taking an introductory module in organizational behaviour.

Business Psychology and Organizational Behaviour introduces principles and concepts in psychology and organizational behaviour with emphasis on relevance and applications. Well organised and clearly written, it draws on a sound theoretical and applied base, and utilizes real-life examples, theories, and research findings of relevance to the world of business and work. The new edition of this best-selling textbook has been revised and updated with expanded and new material, including: proactive personality and situational theory in personality; theory of purposeful work behaviour; emotional and social anxiety in communication; decision biases and errors; and right brain activity and creativity, to name a few. There are numerous helpful features such as learning outcomes, chapter summaries, review questions, a glossary, and a comprehensive bibliography. Illustrations of practice and relevant theory and research also take the reader through individual, group, and organizational perspectives. This is an essential textbook for undergraduates and postgraduates studying psychology and organizational behaviour. What is more, it can be profitably used on degree, diploma, professional, and short courses. It's also likely to be of interest to the reflective practitioner in work organizations.

Organizational Behaviour for Social Work unites the well-established study of behaviour in organizations with the special, and sometimes unusual, organizational settings of social work practice. In doing so, it recognizes the gendered nature of social work organizations, but, uniquely, retains simultaneously the valuable insights of mainstream organizational behaviour research, despite its often male context.

Another innovation of the book is the targeting of non-traditional organizational behaviour audiences. For, where previous textbooks have tended to cater for managers, this book is aimed at the social work practitioner, and others who interact with social work organizations. Finally, the book uses real social work case examples to flesh out traditional organizational behaviour concepts, and, in doing so, also explains the impact of recent organizational changes upon social work practice.

Purchasing is championed as key to improving health systems performance. However, despite the central role the purchasing function plays in many health system reforms, there is very little evidence about its development or its real impact on societal objectives. This book addresses this gap and provides: -A comprehensive account of the theory and practice of purchasing for health services across Europe -An up-to-date analysis of the evidence on different approaches to purchasing -Support for policy-makers and practitioners as they formulate purchasing strategies so that they can increase effectiveness and improve performance in their own national context -An assessment of the intersecting roles of citizens, the government and the providers Written by leading health policy analysts, this book is essential reading for health policy makers, planners and managers as well as researchers and students in the field of health studies. Contributors: Toni Ashton, Philip Berman, Michael Borowitz, Helmut Brand, Reinhard Busse, Andrea Donatini, Martin Dlouhy, Antonio Duran, Tamás Evetovits, André P. van den Exter, Josep Figueras, Nick Freemantle, Julian Forder, Péter Gaál, Chris Ham, Brian Hardy, Petr Hava, David Hunter, Danguole Jankauskiene, Maris Jesse, Ninel Kadyrova, Joe Kutzin, John Langenbrunner, Donald W. Light, Hans Maarse, Nicholas Mays, Martin McKee, Eva Orosz, John Øvretveit, Dominique Polton, Alexander S. Preker, Thomas A. Rathwell, Sabine Richard, Ray Robinson, Andrei Rys, Constantino Sakellarides, Sergey Shishkin, Peter C. Smith, Markus Schneider, Francesco Taroni, Marcial Velasco-Garrido, Miriam Wiley

Organization Behaviour for Leisure Services provides the reader with the conceptual tools necessary for analysing organizational behaviour in the context of hospitality, leisure and tourism provision, and understanding events in order to take appropriate management action. Taking the view that leisure services involve an array of industry sectors - they are related, for instance, to work-time spent eating, drinking and staying away from home, as well as the more obvious recreational pursuits - the text uses examples and case studies from a wide range of international businesses such as hotels, restaurants, museums, shopping malls and sports stadia. Specific examples used are from Marriotts, McDonald's, Trafford Centre and many more. With a user-friendly structure and style, the text is an ideal introduction to the fundamental issues involved - perfect for students and managers alike. This book discusses and questions a number of key elements, including: The individual and the organization Groups in the organization Organizational structures and behaviour Management within the organization Commercial hospitality, leisure and tourism in a service context There is a Tutor Resource pack available to lecturers who adopt this text. Accredited lecturers can request access to download this material by going to <http://books.elsevier.com/academic/defaultmanuals.asp?> to request access.

This edition provides a critical approach to the study of work and organizational behaviour, questioning what organizational behaviour is and how it has been researched and discussed.

"Welcome to the eleventh edition of Organizational Behaviour: Understanding and Managing Life at Work! This edition marks the 33rd anniversary of the text, which has been rigorously updated over the years to present students with the latest knowledge and research on both the science and practice of organizational behaviour. First published in 1983, Organizational Behaviour is the longest-running, continuously published, and regularly revised organizational behaviour textbook authored in Canada."

The third edition of Organizational Behaviour: Text and Cases offers a concise yet comprehensive coverage of the theories that determine behaviour in organizations. The relationship between effective organizational behaviour and the effective functioning of an organization is established through a clear and lucid style of presentation. With the help of necessary concepts, tools and techniques necessary for understanding behaviour in organizations, this book attempts to unfold human behaviour at four levels; starting from the individual processes and moving on to the interpersonal, organizational, and change processes. It encourages active learning through exercises, field projects and case studies, and develops competencies that are essential for becoming successful managers and effective employees in organizations. The three new chapters—Career, Planning and Management; Performance and Reward Management; and Gender Issues in Management—help readers understand organizational behaviour in the current Indian business scenario better. **KEY FEATURES** • Classroom-tested case studies pertaining to actual incidents from the workplace • Several examples from BPCL, HCL Technologies, Wipro, Infosys and SAP highlighting the best practices in the industry • Caselets focusing on behavioural issues in organizations • Field projects involving students in data collection and analysis • Marginalia summarizing crucial points and serving as quick references • A companion website featuring multiple-choice questions, learning objectives, an instructor's manual, and PowerPoint lecture slides enabling effective presentation of concepts

Brooks offers readers a succinct, lively and robust introduction to the subject of organisational behaviour. While aiming to encourage and promote the critical examination of the theory of organisational behaviour, this book also seeks to enable students to interpret and deal with real organisational problems. This new edition has major changes to the text to embrace international contexts and the modern realities of OB. It has proved a popular student choice because it combines relative brevity with thorough coverage and plentiful real-world examples. Popular features for today's organisational behaviour course include: ¶ More prominent organisational theory coverage _ this key topic has been moved forward to provide students with an overview of the different ways OB can be looked at early on in the book. ¶ More coverage of modern communications technologies, cross cultural management, generational change and the gig economy. ¶ New and updated case studies and 'Managerial Implications' boxes help to broaden students' knowledge and understanding of OB in real organisations. ¶ 'Illustration in Film' boxes illustrate key ideas through famous films such as 12 Angry Men and The Devil Wears Prada. Uday Pareek's Understanding Organizational Behaviour, 3e is a comprehensive textbook aimed at management students. It explores the core concepts and theories of organizational behaviour through managerial applications.

Positive Organizational Behaviour: A Reflective Approach introduces the most recent theoretical and empirical insights on positive organizational practices, addressing emerging topics such as resilience, job crafting, responsible leadership and mindfulness. Other books on positive approaches tend to gloss over the limitations of the positive agenda, but this textbook is unique in taking a reflective approach, focussing on the positive while also accommodating critical perspectives relating to power and control. Positive Organizational Behaviour provides an integrated conceptual framework, evidence-based findings and practical tools to gain an understanding of the potential of positive organizational practices. This innovative new textbook will provide advanced management and psychology students with a grounding in the area, and help them develop strategies for building effective and responsible organizations.

What makes a sport enterprise successful? How can managers working in sport improve organizational effectiveness through strategic behaviour management? This comprehensive and accessible textbook addresses these important questions and examines the theories that underpin organizational analysis in sport. Helping both students and practitioners to understand the different types of behaviour that occur within a sports enterprise, it also demonstrates how to develop ways of managing behaviour more effectively for the benefit of all stakeholders. The book explores behaviour on individual, interpersonal, group and whole-organization levels, and presents an evidence-based framework for analysis built around key concepts such as: Change and culture Leadership Motivation, rewards and incentives Power and influence Conflict, disputes and grievances Equity, diversity and inclusion. With international case studies, learning objectives, review questions and guides to further reading included in every chapter, no other textbook develops critical skills or an awareness of ethical issues in such detail and depth. Organizational Behaviour in Sport is essential reading for all students and practitioners working in sport, leisure or recreation management.

Electronic Inspection Copy available for instructors here 'With his usual engaging and inimitable style, Mats Alvesson takes the reader on a riveting journey through the diverse ways in which culture itself can be understood and how these powerfully inform organizational life.' - Blake E. Ashforth, Arizona State University 'Understanding Organizational Culture communicates complex ideas in a manner that will illuminate for those who are less familiar with the concepts discussed, as well as providing a depth and critique of interest to those familiar with the topics.' - Claire Valentin, The University of Edinburgh Unlike prescriptive books about organizations, Understanding Organizational Culture challenges and provokes the reader to think critically. It provides an insight into organizational culture, aided by numerous empirical illustrations from ethnographic studies that develop and illustrate how cultural thinking can be used in managerial and non-managerial organizational theory and practice. Mats Alvesson answers questions of definition, explores alternative perspectives and expands on substantive issues, before discussing key issues of research and developing his framework. Further more, the advances in the field of organizational culture are synthesized for the reader by drawing upon the range of relevant literature within organization studies. Understanding Organizational Culture provides great breadth within a textbook approach - covering a wide spectrum of management and organization while at the same time developing a new theoretical approach to organizational culture. The new edition contains improved pedagogy and expanded coverage of topics such as identity and organizational change. It is essential reading for students taking undergraduate and postgraduate modules in Organizational Behaviour and Organizational Theory on Management and Organization Studies programmes, including MBA.

Decision makers strive to be rational. Traditionally, rational decisions maximize an appropriate return. The contributors to this book challenge the common assumption that good decisions must be rational in this economic sense. They emphasize that the decision-making process is influenced by social, organizational, and psychological considerations as well as by economic concerns. Relationships, time pressure, external demands for specific types of performance, contractual expectations, human biases, and reactions to unfair treatment alter the decision-making context and the resulting decision outcomes. This book offers a fresh and comprehensive approach to the essentials that constitute the discipline of organizational behaviour with a strong emphasis on the application of organizational behaviour and performance management in practice. It concentrates on the development of effective patterns of behaviour, values and attitudes, and relates these issues to effective organization performance in times of organizational and environmental change and turbulence. The book is divided into four parts, providing a clear structure for the study of the subject: Part One: The context of organizational behaviour Part Two: The disciplines of organizational behaviour Part Three: Organizational behaviour in practice Part Four: Organizational behaviour – expertise and application Organizational Behaviour is packed with references to current topics, practical examples and case studies from large corporations from around the world, including Ryanair, The Body Shop and RBS. This book covers examples of both good and bad practice, making it an interesting and unique introduction to the study of organizational behaviour.

"At last there is a lucid, well-written OB book, which covers key issues required in OB teaching, but which has a mind of its own. Students and faculty will recognize this is more than standard fare." - Bill Cooke, Manchester Business School

Clear, concise, and written by experts currently lecturing in the field, Organizational Behaviour focuses exclusively on what you need to know for success in your business course and today's global economy. The text brings together a vast range of ideas, models, and concepts on organizational behaviour from an array of fields, such as psychology, sociology, history, economics, and politics. This information is presented in bite-sized, digestible pieces to create an accessible and engaging style that makes it the perfect text for introductory courses covering organizations. Key features include: a clear and thought-provoking introduction to organizational behaviour relevant, cutting-edge case studies with global focus hot topics such as eOrganizations, ethics, and diversity, keeping you up-to-date with current business thinking further reading, summaries, activities, key theme boxes, and review questions to help reinforce your understanding This textbook will be a valuable resource for students of business and management studies, organization studies, psychology, and sociology.

Emotion is one of the most important aspects of the human personality. This book deals with the role of emotional intelligence in teacher trainees across the globe. It emphasizes how emotional intelligence affects the level of aspiration and self-concept of teacher trainees, and shows that emotional intelligence is an important aspect in understanding the behavior of students. The school teacher should observe the students' emotions and adopt a specific strategy to manage them for specific learning.

Do big bonuses really motivate bankers to work harder? Is it better to hire someone with a personality similar to your own? What impact does delivering 'service with a smile' have on employees? Introduction to Work and Organizational Behaviour answers all of these questions and more, offering insights into contemporary management practices and encouraging you to reflect critically on the realities of the workplace. Building on the success of the previous edition, this new edition offers: • New chapters on organizational change, and diversity and people management • Brand new Links to Management videos featuring business managers and consultants discussing topics such as perception and learning • 12 new Globalization and Organization Misbehaviour vignettes illustrating contemporary organizational practice and its impact across the world • 12 new The Reality of Work boxes providing thought-provoking examples of the interconnection between society and organizational behaviour • Over 200 new references, bringing the discussion right up to date. Visit www.palgrave.com/bratton-ob to access examples of organizational behaviour in popular films such as The Imitation Game, as well as a guide to developing your skills in report writing and oral presentations, and Chinese translations of key vocabulary and chapter summaries.

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