

Organizational Behaviour Case Study With Solutions

Many companies today are either undergoing drastic organizational changes or are faced with the prospect of having to make these changes in the near future. The need for change may arise from internal sources—growth in the size of the company, the problem of aging—or, more frequently, from external sources: changes in the nature of markets, in the technology of the industry, or even cultural beliefs about the rewards of work and behavior for employers and employees. This book is concerned with the process of change by which organizations achieve their purposes and meet the needs of their individual and group contributors. Lawrence's study is centered on a medium-sized supermarket chain in which several important management functions were being shifted from the home office to newly created store managers. The origin and reasoning behind these organizational changes, the methods of introducing them, the process of shifting the roles of key individuals, and the consequences of the changes are considered in detail. The author's inquiry proceeds from four essential research questions: What is the nature of the basic behavior patterns in this organization? What are the key factors involved in changing those patterns? Did significant measurement change occur? If so, how was it accomplished. This volume, first published in 1958, broke new ground in devising techniques to measure changes in behavior patterns of individuals, in focusing attention on the behavior patterns of individuals at the management levels of an organization, and in clarifying the stubborn facts of human behavior involved in changing administrative patterns. The book will be of continuing interest to managers and administrators concerned with making key changes in customary supervisory practices and to sociologists for the way the book addresses the general issue of the conflicts between the shifting demands of large organizations and the integrity of the individual. The new 1990 introduction by the author nicely illustrates his belief that the process of organizational change remains a central issue for American society.

Positive psychology focuses on finding the best one has to offer and repairing the worst to such a degree that one becomes a more responsible, nurturing, and altruistic citizen. However, since businesses are composed of groups and networks, using positive psychology in the workplace requires applications at both the individual and the group levels. There is a need for current studies that examine the practices and efficacy of positive psychology in creating organizational harmony by increasing an individual's wellbeing. The Handbook of Research on Positive Organizational Behavior for Improved Workplace Performance is a collection of innovative research that combines the theory and practice of positive psychology as a means of ensuring happier employees and higher productivity within an organization. Featuring coverage on a broad range of topics such as team building, spirituality, and ethical leadership, this publication is ideally designed for human resources professionals, psychologists, entrepreneurs, executives, managers, organizational leaders, researchers, academicians, and students seeking current research on methods of nurturing talent and empowering individuals to lead more fulfilled, constructive lives within the workplace. New aspects of human resource management and organizational behavior have emerged in recent years. As such, it has become imperative to facilitate proper educational initiatives for professionals entering these fields. Teaching Human Resources and Organizational Behavior at the College Level is an essential reference source for the latest empirical research on emerging teaching strategies for business-oriented frameworks. Featuring coverage on a broad range of topics and perspectives such as talent development, curriculum development, and career competencies, this book is ideally designed for students, practitioners, and managers seeking current research on learning methodologies and conceptual developments in human resources management.

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.

Cases in Organizational Behaviour Perspectives from the New-Gen Workplace SAGE Publications Pvt. Limited

There is a large body of shared knowledge between the study of Organizational Behaviour and Human Resource Management but despite the crossover, they are often treated as very distinct disciplines. Written by a team of experts across both fields, Organizational Behaviour bridges the gap between OB and HRM, with an emphasis on inter-cultural and cross-cultural perspectives of organizational development, talent management, and leadership. Through a critical analysis of existing literature and case studies, the contributors cover topics such as corporate governance, ethical business practices, employee morale and motivation, performance management, corporate politics and conflict resolution, workplace diversity, creativity, and change management - all within the framework of current global employment standards and best practices.

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.

Presents 56 problem-solving and analytical cases, designed to develop the critical thinking and analytical skills required to understand organizational life. The case studies cover a wide range of topics, from motivation and group dynamics, to ethics and corporate responsibility.

Readings and Cases in International Human Resource Management and Organizational Behavior, 5th Edition examines cross-cultural interactions between people, cultures and human resource systems in a wide variety of regions throughout the world. This is truly a Global collection. Features include: * new readings and case studies positioned alongside trusted 'tried and true' readings and cases from past editions * a companion website featuring supplemental material and teaching notes to enhance instructors' abilities to use the readings and cases with their students. Written to enable students to meet the international challenges that they face every day and to sensitize them to the complexity of human resource issues in the era of globalization, this text is a vital resource for all those studying international human resource management.

Organizational Behavior in Health Care was written to assist those who are on the frontline of the industry everyday—healthcare managers who must motivate and lead very diverse populations in a constantly changing environment. Designed for graduate-

level study, this book introduces the reader to the behavioral science literature relevant to the study of individual and group behavior, specifically in healthcare organizational settings. Using an applied focus, it provides a clear and concise overview of the essential topics in organizational behavior from the healthcare manager's perspective. *Organizational Behavior in Health Care* examines the many aspects of organizational behavior, such as individuals' perceptions and attitudes, diversity, communication, motivation, leadership, power, stress, conflict management, negotiation models, group dynamics, team building, and managing organizational change. Each chapter contains learning objectives, summaries, case studies or other types of activities, such as, self-assessment exercises or evaluation.

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. *Organizational Behavior* is a unique text that thoroughly explores the topic of organizational behavior using a strengths-based, action-oriented approach while integrating important topics such as leadership, creativity and innovation, and the global society. Authors Afsaneh Nahavandi, Robert B. Denhardt, Janet V. Denhardt, and Maria P. Aristigueta focus on the interactions among individuals, groups, and organizations to illustrate how various organizational behavior topics fit together. This text challenges students to develop greater personal, interpersonal, and organizational skills in business environments, as well as utilize their own strengths and the strengths of others to achieve organizational commitment and success.

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

The Book Is Addressed To A Wide Readership. It Is Useful For The Students Of Management, Human Resource Management, Organizational Behaviour, And For Those In The Field Of Behavioural Sciences. It Is Equally Useful For The Management Practitioners Who Wan

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

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.

This book presents 24 research-based cases that require users to apply relevant theoretical models to the analysis of real-life organizations and to specify solutions to practical managerial problems. Nine of the cases additionally provide role-playing exercises. The book is organized into five parts and the cases deal with issues at the interface of strategy, organizational behaviour and HRM. These include: Japanese manufacturing methods, TQM, JIT, high-performance-work teams, greenfield sites, culture and commitment, layering, recruitment, selection, appraisal and development, managing growth and retrenchment. All the cases are united by the common theme of managing organizational change - in settings as diverse as car components and assembly companies, British Airways, Fulham Football Club, retail distribution and retailing, a partnership of professional surveyors, the NHS and British Rail.

Structure of the Book: The structure is logical and easy to use. The book begins with an introductory section (Part I) which describes and illustrates the Foundations of Organizational Behaviour. The book next discusses, in Part II, Individual Processes and Behaviour. It then moves, in Part III, to examine the interactions among individuals in Group Behaviour. Part IV discusses The Organization System and, finally, in Part V, the book presents Organizational Dynamics. Numerous up-to-date examples: Because many students have limited exposure to real organizations, the book contains recent examples from a broad spectrum of organizations to illustrate the major concepts and to help students apply the knowledge. Some Distinctive Pedagogical Features: Organizational Behaviour offers a number of distinctive, time tested and interesting features for students as well as new and innovative features. These features should facilitate the students' acquisition and retention of the material. Learning objectives focus student attention on upcoming chapter content and show what happens to the manager or organization. Cases at the end of the chapter provide students an opportunity to apply their knowledge in making managerial decisions and recommendations. Numerous review and discussion questions follow each chapter. These questions are designed to enhance student learning and interest.

The Second Edition of Case Studies in Organizational Communication: Ethical Perspectives and Practices, by Dr. Steve May, integrates ethical theory and practice to help strengthen readers' awareness, judgment, and action in organizations by exploring ethical dilemmas in a diverse range of well-known business cases.

This compendium of 35 case studies examines managerial and organizational behavior concepts put to practice in everyday, real-world healthcare settings. Through these cases, students will gain skills, confidence, and a clear understanding of the application of theory. This is one of the few collections that offers case studies specific to the theories of organizational behavior, within the healthcare setting. Case studies topics include chapters such as "I Don't Want to Get Fired, But...", "Readiness and Change Management During Electronic Medical Records Adoption", "Joint Patient Liaison Office: Building a Streamlined Unit", "The Tardy Drama Queen", "It's Just Not Fair!", "When Increased Diversity Improves Team Performance", "Whose Patient Is It?", "Managing Organizational Growth during a Time of Downsizing", "Working Toward Collaborative Care", "The Struggle for Power at Midwest Hospital System", "Conflict at the Academic Medical Center: Productivity Levels", "EMR System: A Blessing or A Curse?", "The New Manager's Challenge", and much more.

Culture and Organizational Behaviour is a textbook for management studies that highlights the effect of the confluence of Western and Indian cultural influences. It adheres to the syllabi of the organizational behaviour courses followed in most major universities and management institutes. The book presents basic knowledge of organizational behaviour as developed in the West, adds to these the latest global research findings, and situates them in the Indian cultural perspective. It also highlights the issues that emanate from the interface of the Indian culture and organizational behaviour. Key Features: - Contains updated case studies from Indian organizations - Focuses on current and emerging strategies in organizational structures, leadership, power and politics - Covers topics like balancing work and other responsibilities, power and politics, and conflict and negotiation, which, though extremely crucial to organizational behaviour, have perhaps not got due attention in the existing literature - Presents the relatively unexplored effects of Indian culture on organizational behaviour. Provides a platform where both theoretical and practical issues can be addressed by managers, researchers, students and teachers alike.

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.

Realistic, intermediate-length cases make up this inexpensive casebook. Based on real events but with all names changed, the cases either illustrate theory or describe a recent real-life dilemma requiring a decision. Cases are long enough to require significant analysis from the reader, but short enough that a wide variety of topics can be covered. Describes the full range of management, systems, group, interpersonal, and individual topics; also highlights international

business, globalization, diversity, ethics, communications, and human resource decisions. References each case to several leading management and organizational behavior books. Offers a versatile range of material and organization, making book suitable for a variety of uses. An inexpensive, handy reference for trainers, organizational development consultants, and other Human Resources professionals.

Concise, practical, and based on the best available research, *Essentials of Organizational Behavior: An Evidence-Based Approach*, Second Edition equips students with the necessary skills to become effective leaders and managers. Author Terri A. Scandura uses an evidence-based approach to introduce students to new models proven to enhance the well-being, motivation, and productivity of people in the work place. Experiential exercises, self-assessments, and a variety of real-world cases and examples provide students with ample opportunity to apply OB concepts and hone their critical thinking abilities. New to this Edition A new Emotions and Moods chapter delves into important topics like emotional intelligence, emotional contagion, and affective neuroscience. A new Power and Politics chapter unpacks the most effective influence strategies and helps students develop their political skills. A streamlined table of contents now combines perception and decision making in a single chapter and change and stress in a single chapter. New case studies, including some from SAGE Business Cases for the Interactive eBook, on topics such as virtual teams, equal pay and the gender wage gap, and the use of apps at work introduce timely and relevant discussions to help foster student engagement. The new edition has been rigorously updated with the latest research throughout and includes expanded coverage of Machiavellian leadership, ethical decision making, and organizational design through change. New Best Practices and Research in Action boxes as well as new Toolkit Activities and Self-Assessments have been added to make the text even more hands-on and practical.

People, processes, and technology. These are the three major drivers of business achievement. The best leaders inherently understand that great companies start with great people. This is as true now as it was during the beginning of the industrial revolution, and understanding and staying current on the latest organizational behavior research and best practices paves the way for managerial success. In this updated edition of *Organizational Behavior*, theory, new research and real-world case studies are combined in an engaging manner to blend together the critical concepts and skills needed to successfully manage others and build a strong organization across all levels of a company. Featuring an in-depth view of the process and practice of managing individuals, teams, and entire organizations, the text provides a solid foundation for students and future managers.

New-gen organizations are different in their design, structure, culture and processes; new-gen employees are different in their attitudes, aspirations and behaviour—they need to be managed differently. With the development of new-gen organizations and the emergence of new-gen professionals, there is a need to document the behavioural issues and concerns of these workplaces. *Cases in Organizational Behaviour* presents 120 cases from the new-gen workplace that provide the readers insights into 'the good, the bad and the ugly' facets of the corporate lives of new-gen professionals. Based on real-life work experiences of corporate executives working with indigenous or multinational organizations operating in India, these cases address a variety of issues faced by professionals in new-gen organizations and their behavioural implications at the workplace. Key Features • 120 cases, classified under 10 major sub-themes of organizational behaviour (OB), covering as many as 18 professional sectors • Ideal for educating and training students aspiring to be part of new-gen organizations and employees already working with them • A general introduction along with abstracts and discussion questions for each case, to assist instructors and participants

This stimulating case-study volume addresses key issues in organizational behaviour organizational change and human resource management in a range of European organizations. Its consistent emphasis is organizational change in a shifting, 'internationalizing' world and sensitivity to the impact of different cultures on the problems as they are defined, as well as on their solutions. The carefully selected cases capture realistic breadth and complexity, including firm location of 'OB' and 'HRM' themes in the context of the broader market and other issues facing the organizations concerned. The themes covered include: managing growth and 'Europeanization'; managing decline and crisis; transforming cultures; organization design; leadership, autonomy and control; and organizational learning and change.

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.

This text uses realistic case examples, discussion questions, and self-tests to illustrate principles of workplace psychology. Each chapter begins by posing a difficult work situation, which may be a conflict, a motivation problem, or an issue of diversity, then goes on to discuss principles and theories that apply to the case, covering areas of ethics, problem employees, and organizational culture, as well as neglected areas such as the physical atmosphere of the workplace, the effects of new technologies on workers, and workplace gossip. Harris teaches management at the University of Louisiana- Monroe; Hartman, at the University of New Orleans. Annotation copyrighted by Book News, Inc., Portland, OR

Managers and supervisors will sharpen their analytical and decision-making skills with this new collection of fully reproducible case studies. Based on actual, real-life situations, these exercises prepare supervisors and team leaders for the challenging problems they face in today's

complex workplace. Each case study includes: Summary of the case; Discussion questions which evoke thought and analysis; Suggested solutions to the problems presented. Training Objectives: Improve participant's listening skills; Empower employees to negotiate; solutions fairly; Provide opportunities for participants to practice new skills in a supportive environment; Illustrate the skills needed to respond productively to complex issues. Activities Cover: Performance appraisal; Managing effectively; Sexual harassment/discrimination; Managing disruptive employees; Coaching/counseling employees; Hiring the right person

Casebook of Organizational Behavior provides a panorama of absorbing, appropriately complex, modern cases from a diversity of work and organizations. The cases chosen are designed to illustrate a wide range of organizational behavior concepts and principles, those ordinarily described and discussed in any comprehensive textbook in organizational behavior. This book is organized into five parts encompassing 44 chapters. It rests upon a foundation of cases about human behavior in organizations drawn from a wide variety of settings. Cases in each chapter are chosen to illustrate concepts that fall under the particular chapter heading, but the classification is not rigid. Each case is accompanied by several questions designed to focus the student's attention upon some of the more important issues raised by the case. After a brief introduction to guidelines for case analysis, this book goes on focusing on individual cases, structured under the general topics of work motivation, the human element in decision making, stresses in managerial and professional life, and political maneuvering in organizations. The next two parts are devoted to cases of small-groups and organizational behavior. Emphasis in small groups is places upon cases that have the most relevance for knowledge workers, including managers, professionals, technical and sales personnel, while in organization behavior focuses on bringing about changes in organizations, yet many of these changes are initiated at the individual and small-group level. This book is of value to college and university undergraduate and masters level courses, and in programs of management development.

This casebook is designed to develop an understanding of, and appreciation for, the various challenges, dilemmas, and constraints that decision makers face in real organizational settings. The cases are made up of actual events and include globalization, managing a diverse workforce, and leadership.

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.

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. 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.

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