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1. The American work force is increasingly diversified and the concerns of minorities (by age, race, gender, ethnic background, and education) are very important. Material on diversity has been expanded into a full chapter, entitled "Human Diversity in the Workplace" and given prominence at the front of the book. The great opportunities created by diversity are stressed.

2. The American workplace is undergoing significant changes. New work systems are giving much greater freedom to employees, who often now work in teams and without close supervision. Other innovations include enhanced employee involvement and the empowerment of rank-and-file workers. Unions, which in the past have been slow to accept these changes because they impose greater responsibilities on employees, are now sometimes highly supportive. The success of such an effort at the Saturn Corporation is described.

3. Competition from firms abroad is challenging American companies and unions to develop better quality, productivity, and relationships. Automation, quality consciousness, downsizing, and the new way of working are all responses. The competitive challenge and its results are described in the chapter on the new workplace.