

Contents

Your Guide to using this book	vi
About the Authors	viii
Acknowledgements	ix

Part One

MANAGING PEOPLE IN ORGANIZATIONS

1

1	Managing and Organizations	3
2	Managing Individuals	37
3	Managing Teams and Groups	75
4	Managing Leading, Coaching and Motivating	107
5	Managing Human Resources	141

Part Two

MANAGING ORGANIZATIONAL PRACTICES

183

6	Managing Cultures	185
7	Managing Conflict	221
8	Managing Power, Politics and Decision-making in Organizations	253
9	Managing Communications	285
10	Managing Knowledge and Learning	319
11	Managing Innovation and Change	351
12	Managing Social Responsibility Ethically	385

Part Three

MANAGING ORGANIZATIONAL STRUCTURES AND PROCESSES

419

13	Managing Principles	421
14	Managing Organizational Design	457
15	Managing Globalization	491

Bibliography	523
Index	589