

Modern Human Relations at Work (The Dryden Press series in management)



By combining practical examples, theory and application-oriented exercises, this textbook shows how human relations concepts and skills can increase productivity and job satisfaction in the workplace. Features: * Detailed coverage of current topics includes total quality management (and how to use it), the development of world-class enterprises, and methods to understand and manage diversity at home and abroad. * Chapter 2 introduces and explains empowerment - one of the hottest motivation topics used today. * Chapter 13 describes the unique challenges presented by cultural diversity in the international arena. * A cultural diversity emphasis is evident throughout the book, addressing such issues as the treatment of women, African-Americans, Asian-Americans, older employees and international employees in the workplace. * Chapter 14 provides excellent insights to new changes and challenges in human relations, covering such topics as re-engineering and flow charting, approaches for dealing with cultural diversity issues, and the characteristics (and how to acquire them) of a world-class organization. * Two chapters are geared toward improving communications, including one that describes how to use the text information to secure a job. * Each chapter features a Human Relations in Action box illustrating the practical applications of chapter concepts. * Other In Action boxes such as Global Relations in Action, Cultural Diversity in Action, and Ethics and Social Responsibility in Action explore emerging human relations challenges of the 1990s. * Self-feedback exercises and cases at the end of each chapter allow students to apply what they're learning and then receive feedback on what their answers mean. Experimental exercises highlight important concepts from each chapter by allowing students to apply concepts to real-world situations and

to analyze them as a group.

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