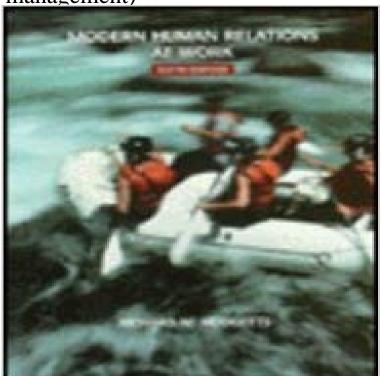
Modern Human Relations at Work (The Dryden Press series in management)



By combining practical examples, theory and application-oriented exercises, this textbook shows how human relations and skills concepts 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 flow re-engineering and 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 communications, toward improving 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 theyre 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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