

<<管理系列>>

图书基本信息

书名：<<管理系列>>

13位ISBN编号：9787810443876

10位ISBN编号：7810443879

出版时间：1998-03

出版时间：东北财经大学出版社

作者：荷尔瑞格,等(美)

版权说明：本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问：<http://www.tushu007.com>

书籍目录

BRIEFCONTENTS

CHAPTER I Introduction to Organizational Behavior

PART I: INDIVIDUAL PROCESSES

CHAPTER 2 Personality and Attitudes

CHAPTER 3 Perception and Attribution

CHAPTER 4 Learning and Reinforcement

CHAPTER 5 Motivation in the Work Setting

CHAPTER 6 Motivating Performance: Goal Setting and Reward Systems

CHAPTER 7 WorkStress

CHAPTER II: GROUP AND INTERPERSONAL PROCESSES

CHAPTER 8 Group and Team Behavior

CHAPTER 9 Power and Political Behavior

CHAPTER 10 Leadership: Foundations

CHAPTER 11 Leadership: Contemporary Developments

CHAPTER 12 Conflict and Negotiation

CHAPTER 13 Interpersonal Communication

PART III: ORGANIZATIONAL PROCESSES

CHAPTER 14 Decision Making in Organizations

CHAPTER 15 Job Design

CHAPTER 16 Organization Design

CHAPTER 17 Organizational Culture

CHAPTER 18 Organizational Change

Appendix: Tools and Techniques for Studying Organizational Behavior

Integrating Cases

Author Index

Subject and Organizational Index

Internet Organization Index

CHAPTER I Introduction to Organizational Behavior

PREVIEW CASE: Andrea Cunningham

The Many Aspects of Diversity

DIVERSITY IN PRACTICE: General Electric's Boundaryless Behavior

ACROSS CULTURES: Avon's Global Diversity

Additional Organizational Issues

QUALITY IN PRACTICE: Ritz-Carlton Hotel Company

TECHNOLOGY IN PRACTICE: Banc One's Special Intranet

ETHICS IN PRACTICE: Cummins Global Ethics

Core Competencies and Their Corresponding Skills

MANAGING IN PRACTICE: Ford's Competency-Based Recruitment Program

Organizational Behavior Framework

Developing Competencies

Self-Insight: Attitudes Toward Diversity

Organizational Insight: Executive Dining?

PART I: INDIVIDUAL PROCESSES

CHAPTER 2 Personality and Attitudes

PREVIEW CASE: Individual Differences in Reactions

<<管理系列>>

Concept of Personality
 Sources of Personality Differences
 DIVERSITY IN PRACTICE: Generational Tension in the Office
 Personality Structure
 Personality and Behavior
 MANAGING IN PRACTICE: Personality and Teams at Hewlett-Packard
 Concept of Attitudes
 Attitudes and Behavior
 Job Satisfaction
 ACROSS CULTURES: A Comparison of Japanese and U. S. Work Attitudes
 Organizational Commitment
 QUALITY IN PRACTICE: Building Commitment at Merck
 Individual Differences and Ethical Behavior
 ETHICS IN PRACTICE: Who's Your Phone Company-I Don't Care
 Developing Competencies
 Self-Insight: Assessing the Big Five
 Organizational Insight: Earning Loyalty at A. C. Edwards
 CHAPTER 3 Perception and Attribution
 PREVIEW CASE: The Job Training Opportunity
 The Perceptual Process
 ACROSS CULTURES: British Budweiser Ads Rankle American Indians
 Perceptual Selection
 ACROSS CULTURES: Time Perception
 Perceptual Organization
 MANAGING IN PRACTICE: Office Design, Layout and Deco -What Do They Tell You?
 Person Perception
 Perceptual Errors
 Managing in Practice .
 DIVERSITY IN PRACTICE: Workplace Stereotype
 Attributions: Perceiving the Causes of Behavior
 MANAGING IN PRACTICE: Searching for Cause of Job Applicant Behavior
 Developing Competencies
 Self-Insight: Measuring Perceptions of Women as Managers
 Organizational Insight: Fudge the Numbers or Leave
 CHAPTER 4 Learning and Reinforcement
 PREVIEW CASE: Viking Freight
 Types of Learning
 MANAGING IN PRACTICE: Empowerment-The Saturn Way
 ACROSS CULTURES: PepsiCo's Designate Program
 Contingencies of Reinforcement
 Positive Reinforcement
 QUALITY IN PRACTICE: Prudential Makes Wellness Work
 DIVERSITY IN PRACTICE: Seattle Times
 MANAGING IN PRACTICE: Discipline Without Punishment
 Schedules of Reinforcement
 ETHICS IN PRACTICE: Working at Sears

<<管理系列>>

Behavioral Modification
 Developing Competencies
 Self-Insight: What's Your Self-Efficacy?
 Organizational Insight: This is Going to Cost Me My Job
 CHAPTER 5 Motivation in the Work Setting
 PREVIEW CASE: High-Performance Management at UPS
 The Basic Motivational Process
 Content Models of Motivation
 ACROSS CULTURES: Motivating Czech Employees
 DIVERSITY IN PRACTICE: Petty's Diversity Program
 MANAGING IN PRACTICE: Mirage Hotel Bets and Wins
 Process Models of Motivation
 QUALITY IN PRACTICE: Working at Home Depot
 ETHICS IN PRACTICE: To Steal or Not: That's the Question
 Developing Competencies
 Self-Insight: What Do You Want From Your Job?
 Organizational Insight: Working at Nordstrom
 CHAPTER 6 Motivating Performance: Goal Setting and Reward Systems
 PREVIEW CASE: Papa John's Pizza
 Fundamentals of Goal Setting
 QUALITY IN PRACTICE: Service at the Ritz-Carlton Hotel
 Goal Setting and Performance
 MANAGING IN PRACTICE: Steve Forbes
 Management by Objectives
 ETHICS IN PRACTICE: Misread Paper Tests
 DIVERSITY IN PRACTICE: Beyond Good Faith
 Reward Systems for Enhancing Performance
 MANAGING IN PRACTICE: Tying Pay to Performance-A Mixed Bag
 ACROSS CULTURES: General Electric Appliance
 Developing Competencies
 Self-Insight: Goal-Setting Questionnaire
 Organizational Insight: General Stair Corporation
 CHAPTER 7 Work Stress
 PREVIEW CASE: So Much to Do, So Little Time I 98
 Nature of Stress
 Sources of Stress
 ACROSS CULTURES: Siesia Sunsel
 ETHICS IN PRACTICE: Sexual Harassment Charges at Mitsubishi
 DIVERSITY IN PRACTICE: The Complex Dance of the Dual-Career Couple
 Effects of Stress
 MANAGING IN PRACTICE: "Just Enough but Not Too Much"
 DIVERSITY IN PRACTICE: The "New-Collar" Workers
 Personality and Stress
 Stress Management
 QUALITY IN PRACTICE: Tenneco's Wellness Program
 Developing Competencies
 Self-Insight: Strategies for Coping with Stress

<<管理系列>>

Organizational insight: Stress Management at Metropolitan Hospital
 PART II: GROUP AND INTERPERSONAL PROCESSES
 CHAPTER 8 Group and Team Behavior
 PREVIEW CASE: Macy's New Team System
 individual-Team Relations
 MANAGING IN PRACTICE: individual and Team Pay
 Varieties of Teams and Groups
 QUALITY IN PRACTICE: HoneyweWs Self-Managed Team
 Influences on Teams and Groups
 TECHNOLOGY IN PRACTICE: Surfacing Options
 DIVERSITY IN PRACTICE: Standard Molor Products Reduces Barriers
 ETHICS IN PRACTICE: Texas Instrument's Ethics of Diversity
 Team Decision Making
 ACROSS CULTURES: General Motors Work Teams in Mexico
 Stimulating Team Creativity
 TECHNOLOGY IN PRACTICE: Brainstorming al North American Life and
 Casualty
 Developing Competencies
 Team Insight: Assessing Team Diversity
 Organizational Insight: Great Majestic Company
 CHAPTER 9 Power and Political Behavior
 PREVIEW CASE: Craziano's Last Stand
 Power
 MANAGING IN PRACTICE: The King is Dead
 Interpersonal Sources of Power
 Structural Sources of Power 276
 ACROSS CULTURES: Power m Chinese and British Organiations
 MANAGING IN PRACTICE: Using Networks to Build Support
 DIVERSITY IN PRACTICE: Bilmgual Employees Acquire Power
 The Effective LIse of Power
 Political Behavior
 QUALITY IN PRACTICE: The Politics of Innovation
 ETHICS IN PRACTICE: The Politics of Employee Appraisal
 Personality and Political Behavior
 Developing Competencies
 Team Insight: How Much Power Do You Have in Your Croup?
 Organizational Insight: The NASA Moonlander Monitor
 CHAPTER 10 Leadership: Foundations
 PREVIEW CASE: Stirring It Up at Campbell Soup
 Keys to Effective Leadership
 ACROSS CULTURES: Crooming Global Leaders,
 Traditional Leadership Models
 MANAGING IN PRACTICE: A Tale of Two Leaders
 Contingency Models
 ACROSS CULTURES: Ricardo Semler
 ETHICS IN PRACTICE: William Agee
 QUALITY IN PRACTICE: Bemard Walsh

<<管理系列>>

DIVERSITY IN PRACTICE: Brooke McCurdy
 Developing Competencies
 Self-Insight: What's Your Leadership Style?
 Organizational Insight: Herb Kelleher Is No Ordinary Leader at Southwest Airlines
 CHAPTER 11 Leadership: Contemporary Developments
 PREVIEW CASE: Orit Gadiesh
 The Attribution Model
 ETHICS IN PRACTICE: You Make the Decision
 Visionary Leaders
 ACROSS CULTURES: Lars Kolind
 QUALITY IN PRACTICE: Richard Rosenberg
 DIVERSITY IN PRACTICE: Emily Morgan
 The Seven Habits of Highly Effective People
 MANAGING IN PRACTICE: Ofelia Gonzales
 Does Leadership Matter?
 Developing Competencies
 Self-Insight: Are You a Transformational Leader?
 Organizational Insight: Malden Mills
 CHAPTER 12 Conflict and Negotiation
 PREVIEW CASE: Charlie Olcott
 Conflict Management
 QUALITY IN PRACTICE: Motorola's Dilemma with Retailers
 Levels of Conflict
 TECHNOLOGY IN PRACTICE: David Kessler at the FDA
 DIVERSITY IN PRACTICE: Women and Men in the Workplace
 Conflict Handling Styles
 ETHICS IN PRACTICE: Whistle-Blowers As Object of the Forcing Style
 Negotiation in Conflict Management
 MANAGING IN PRACTICE: Umon-Management Negotiations
 ACROSS CULTURES: Business Negotiation in Mexico
 Developing Competencies
 Self-Insight: Conflict Handling Styles
 Organizational Insight: The Reluctant Loan Officer
 CHAPTER 13 Interpersonal Communication
 PREVIEW CASE: New Employee Encounters
 Essentials of Interpersonal Communication
 DIVERSITY IN PRACTICE: Communicating Biases
 ACROSS CULTURES: Business Communication with Arabs
 Interpersonal Networks
 TECHNOLOGY IN PRACTICE: SM's Video Conferencing
 Fostering Dialogue
 ETHICS IN PRACTICE: Individual Privacy Versus Openness
 QUALITY IN PRACTICE: Pilbury's Special Listening System
 Nonverbal Communication
 Developing Competencies
 Self-Insight: Individual Communication Practices

<<管理系列>>

Organizational Insight: The Irate Customer
 PART III: ORGANIZATIONAL PROCESSES
 CHAPTER14 Decision Making in Organizations
 PREVIEWCASE:Decisions!?!
 Key Ethical Issues
 DIVERSITY IN PRACTICE: Controversy Over Donnelley's Initiatives
 ETHICS IN PRACTICE: Consult the PsYcholoyst?
 Decision-Making Models
 TECHNOLOGY IN PRACTICE: HR Technologf at McCormick & Company
 ACROSS CULTURES: Political Model in French Organizations
 Phases of Managerial Dedsion Making
 Stimulating Creativity
 QUALITY IN PRACTICE: Creativity at Hallmark
 Developing Competencies
 Self-Insight: Individual Ethics Profile
 Team Insight: Olson Medical Systems
 CHAPTER15 JobDesign
 PREVIEW CASE: Pillars ofJob Design at the Fed
 Introduction to Job Design
 TECHNOLOGY IN PRACTICE: U. S. Postal Service Pursues High Tech
 Common Job Design Approaches
 MANAGING IN PRACTICE: Makmg Godfather's Pizza
 DIVERSITY IN PRACTICE: The Brian Capshaw Story
 Technology and Job Design
 QUALITY IN PRACTICE: Metz Baking Company
 Job Characteristics Enrichment Model
 ETHICS IN PRACTICE: GM's New Ethics Policy
 Sociotechnical Systems Model
 ACROSS CULTURES: Volvo's Uddevalla Versus NUMMI
 Developing Competendes
 Team Insight: Job ofService Representative
 Organizational Insight: McGuire Industry
 CHAPTER16 Organization Design
 PREVIEW CASE: Corning, Inc.
 Key Factors in Organization Design
 TECHNOLOGY IN PRACTICE: US West
 QUALITY IN PRACTICE: Ford Reengineers Its Accounts Payable Process 5
 Mechanistic and Organic Systems
 ETHICS IN PRACTICE: Whistle-Blowing al Darling International
 Functional Design
 Place Design
 Product Design
 MANAGING IN PRACTICE: Iohnson & Iohnson's Multidivisional Design
 Integration of Units
 Multinational Design
 ACROSS CULTURES: Black & Decker's Worldwide Design
 Network Design

<<管理系列>>

MANAGING IN PRACTICE: Eastman Chemical's Network Design
 ACROSS CULTURES: Procter & Gamble's New Network Design
 Developing Competencies
 Self-Insight: Inventory of Effective Design
 Organizational Insight: Asea-Brown-Boveri
 CHAPTER 17 Organizational Culture
 PREVIEW CASE: "The Firm"
 Types of Organizational Culture
 Dynamics of Organizational Culture
 ACROSS CULTURES: National Cultural Values and Organizational
 Performance and Organizational Culture
 QUALITY IN PRACTICE: Gillette's Total Quality Culture
 Ethical Behavior and Organizational Culture
 ETHICS IN PRACTICE: Bath Iron Works Enforces Ethics
 Managing Cultural Diversity
 DIVERSITY IN PRACTICE: Diversity at Marriott International
 Organizational Socialization
 MANAGING IN PRACTICE: Herb Kelleher and Southwest Airlines
 Developing Competencies
 Self-Insight: Assessing Ethical Culture
 Organizational Insight: Cultural Change at Texaco
 CHAPTER 18 Organizational Change
 PREVIEW CASE: A Grim Fairy Tale
 The Challenge of Change
 ACROSS CULTURES: 12,000 World Managers View Change
 QUALITY IN PRACTICE: The Chairman's Rice Pudding
 Resistance to Change
 MANAGING IN PRACTICE: Resistance to Change at Fagor
 Organization Development
 Change Management
 TECHNOLOGY IN PRACTICE: The Technology Challenge
 MANAGING IN PRACTICE: Downsizing
 Ethical Issues in Organizational Change
 ETHICS IN PRACTICE: Layoff Ethics
 Developing Competencies
 Self-Insight: Measuring Support for Change
 Organizational Insight: Planned Change at the Piedmont Corporation
 APPENDIX Tools and Techniques for Studying Organizational Behavior
 Integrating Cases
 Author Index
 Subject and Organizational Index
 Internet Organization Index

版权说明

本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问:<http://www.tushu007.com>