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Performance

appraisals are

used in the

overwhelming

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*majority of
workplaces.*

*Yet, most
organizations
that use
appraisal-and
a similar
percentage of
givers and
receivers of
appraisal-are
dissatisfied*

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with the
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*process. Many
are beginning
to deeply
question
whether
appraisal is
necessary and
consistent
with the work
culture
espoused by*

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*progressive
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organizations.*

Abolishing

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Appraisals

provides an

insightful,

well

documented

look at the

flaws of appra

isal-including

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its
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*destructive,
unintended
effects-and
offers
practical
guidance to
organizations
that want to
move on to
more
progressive*

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approaches to

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coaching,

feedback,

development,

and

compensation.

While many

books

prescribe

cures for

appraisal,

this is the

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*first to focus
exclusively on
eliminating
appraisal
altogether and
creating
alternative,
non-appraisal
approaches
based upon
progressive
and healthier*

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*assumptions
about people.*

*The authors
expose and
dispel the
widely
accepted myths
and false
assumptions
that underlie
common
management*

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*strategies
surrounding
the five key
functions of a
ppraisal-
coaching,
feedback,
development,
compensation,
and legal
documentation.
They then*

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offer step-by-step practical guidance on implementing alternative non-appraisal strategies that deliver the objectives of each function. And they suggest

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*ways to give
supervisors
and managers
the freedom to
choose for
themselves the
most effective
ways of
working with
people. Filled
with real-life
examples,*

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*resources,
tools, and
detailed
practical
advice,
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Appraisals is
an entirely
fresh and
radically
different view*

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*of performance
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appraisal and

its functions

that will help

people start

over and

discover new

and more

effective

approaches.

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this concise

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behaviour for
quick*

*reference or
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key themes and
developments,
this enhanced*

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concepts to
real-life
situations,
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concepts, and
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and Technology
of Law,**

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and Technology

and ICT. The

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been
significantly
revised,
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useful**

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*feedback from
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our active
monitoring of
evidence-based
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*All chapters
have new
examples and
either new or
revised
factoids; most*

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*chapters have
new conceptual*

content or

literature

foundation.

The most

substantial

changes have

occurred in

Chapter 1

(introduction

to OB),

Chapter 4
(workplace
emotions,
attitudes, and
stress),
Chapter 6
(decision
making and
creativity),
Chapter 8 (com
munication),
and Chapter 10

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(*conflict and
negotiation*).
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*The authors
personally
researched,
selected, and
wrote all of
this content,
thereby
providing
superior
integration of*

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ensuring that
the examples
are relevant
and recent"--*

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Innovation,

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and Co-
Creation
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**unprecedented breadth
of topics, including
content areas,
pedagogical issues,
and other critical
topics like executive
function, PBIS, and
EBD Reproducible
research-based, field-
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strategies that are low
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**developing shared
leadership and for
working with families**

**This book examines
the concepts of open
innovation,
crowdsourcing and co-
creation from a
holistic point of view
and analyzes them
considering their
suitability to the
tourism industry.**

Methods, theories and

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**models are discussed
and examined**

regarding their

practical applicability

in tourism. The book

illustrates the

theoretical

mechanisms and

principles of Open

Innovation,

Crowdsourcing and Co-

creation with case

studies and best

practices examples. In

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addition to the scientific target group, the book is a useful resource for managers of the entire tourism industry. First, the book presents the theoretical fundamentals and concepts in 11 specific chapters. This basis is then enriched by three parts with case studies, focusing on

**information, creation
and provision
respectively. Finally in
a concluding part the
editors sum up the
book and give an
outlook on the
implications, learnings
and future
perspectives of open
innovation,
crowdsourcing and
collaborative
consumption in the**

tourism industry.

This lively, concise and to-the-point guide offers hints and practical suggestions to help you deal with the issues you face when working on a group project. It helps you to understand what goes on in project groups, to move forward in difficult situation, and to draw valuable

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**lessons from the
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share out the work ·
How to transform your
group into a team ·
How to take decision ·
How to deal with‘free
riders’ · How to work
constructively with
someone you don't like
· How to make good
use of your experience
when applying for jobs
A must for every**

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**student working on a
group project, and
especially
recommended if you
have been put into a
group, assigned a
project and left alone
to get on with it!**

**The book shows the
most effective way of
balancing the
fundamental pillars,
assisting the modern
day manager by**

**handling a dynamic,
constantly adjusting
workplace, which
easily adapts to all
challenges and
changes. It was written
by an international
management professor
and technology expert
speaking directly to
managers and
engineers about the
four dimensions of
international project**

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**management; people,
value engineering and
multinational
cooperation.**

**International Project
Management will
bridge the gap of
knowledge and
highlight the modern
and effective findings
related to international
project management,
value engineering, and
multinational**

cooperation. The author teaches about specifics of international project management and he defines what exactly a project should contain, sharing personal examples as well as models that include all the required steps to reach the set goals. Readers will be able to immediately

implement these skills into work, find the motivation to move forward, and have confidence easily manage and complete tasks.

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with background knowledge of these foundational theories and an understanding of their influence on our thinking and our organizational world. Written at an accessible level for early graduate

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students, yet still sophisticated enough for doctoral students, the book is ideal for students and teachers of organizational communication and communication history.

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motivating and retaining staff, and managing labor relations in the workplace are included in this useful guide.

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shortened product cycles, fast-changing information, an increasingly mobile workforce, more demanding customers, complex financial markets, ad-hoc public policies, and many other factors that add

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layers of
uncertainty to all
future
possibilities.

While most
believe that good
management
requires better
prediction of the
future and better
planning, Gill
Eapen instead
contends that the

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best way to manage effectively in an uncertain world is through the conscious application of flexibility — an ability to absorb constantly shifting variables and adapt quickly.

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Flexibility:

Flexible

Companies for
the Uncertain
World explores
ways in which
organizations can
systematically
enhance their
ability to survive
and succeed
without the
guarantees that

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come with
certainty. In these
pages, Eapen
details: Specific
attributes of
status-quo
organizations that
hinder their
capacity for
flexibility in their
three primary
components:
structure,

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systems, and
strategies A tool

and process for

diagnosing

flexibility-related

problems within

an organization

Specific actions

companies can

take to improve

flexibility,

regardless of their

size or age A case

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study of a
technology
company
progressively
losing flexibility
due to
management
actions, as well as
a detailed project
plan for remedial
actions Based on
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years of

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experience
working with a
variety of
industries,
including life
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offers a holistic alternative approach for managing risk and making the best decisions possible in these especially uncertain times. Organizational Behavior in Sport Management provides

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many useful tools
to help instructors
enhance
students'
learning.

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*Executive leaders need a
framework with which to
evaluate current and to
create new corporate
ethical management*

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systems in their organizations. This book offers such a framework, called the Moldable Model©, a system of consistent components that give leaders a framework and a guide to build an organization-specific corporate ethical management system (CEMS). This book teaches how to design

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*ethical workplaces
utilizing the role
modeling, context, and
accountability
components. In a step-by-
step process, the author
guides the reader through
the research-based
components with
definitions, theory,
explanations, and the
practical application of
those components
through suggested*

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*employees who increase
organizational*

productivity and

competitive advantage.

The tourism industry, of

which the hospitality

industry is the core

element, is one of the

largest and the fastest

growing industries world-

wide. According to

World Tourism

Organisation forecasts,

the industry will continue

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to grow and employ more people in the twenty-first century. In parallel with the growth of the tourism and hospitality industry world-wide, consumer expectations and demands for quality are rising while consumer tastes are varying on the one hand, and competition among the firms, both nationally and internationally, is

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*intensifying on the other.
In this business
environment of
heightened consumer
expectations, distinct
market segments that
demand unique products
and services, and stiff
competition, tourism and
hospitality organisations
are looking for ways to
excel in service quality,
customer satisfaction,
competition and*

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performance. This book takes the view that employees are one of the most, if not the most, important resources or assets for tourism and hospitality organisations in their endeavour to provide excellent service, meet and exceed consumer expectations, achieve competitive advantage and exceptional

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organisational performance. The purpose of this book is to emphasise the critical role of employees for tourism and hospitality organisations and to examine the ways and means of managing their attitudes and behaviours for the mutual benefit of both parties: tourism and hospitality organisations and their employees.

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This handbook consists of 19 chapters that critically review mainstream hospitality marketing research topics and set directions for future research efforts. Internationally recognized leading researchers provide thorough reviews and discussions, reviewing hospitality marketing research by topic, as well

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diverse, and a better understanding of multiculturalism and its impact on organizations is needed. This book, with contributions from expert academics, is designed to motivate both the further development of models concerned with the influence of cultural diversity on several Human Resource Management processes

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and practices and the design and conduct of empirical research on the same topic. It primarily focuses on processes and practices that occur at three general phases; the pre-hire phase, the selection phase, and the post-hire phase. An improved understanding of the roles that culture plays in such processes and practices should

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contribute to both the efficiency and effectiveness of organizations and the performance and well-being of their members. This edited book is appropriate for undergraduate and graduate students in industrial and organizational psychology, human resource management,

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organizations. It can

provide a central

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psychology, strategic

human resource

management, and global

issues in human resource

management.

Professionals and

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increasingly interact with

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organizational issues at the global level will find this book essential to their work.

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Managing Employee
Attitudes and Behaviors
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Hospitality Industry
Effective Fire and
Emergency Services
Administration*

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focuses on the
knowledge and
skills that
managers at all
levels need. The
authors integrate

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contemporary
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communication as
a field of study has
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tremendously

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that have
occurred in
organizational life
with the
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globalization
processes, and
changing
organizational
forms. Exploring

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organizations as complex and dynamic, the Handbook brings a communication lens to bear on multiple organizing processes. Providing a comprehensive and critical review

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of the major theories of leadership, this text uses many varied examples from Europe and the US in order to relate leadership theories to both real cases and their own experiences.

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developments in
today's

dynamic business
environment.

Whilst

maintaining its
strong research
foundations,

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Behaviour

is contemporary,

engaging, and

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for the aspiring

practitioner and

academic

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explore: *How the

individual

interacts with its

wider social

setting in the

business

environment *The

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change *The
diagnostic
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in organisational

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European
perspective on
theories and
practice from both
sides of the
Atlantic. *Case
Studies begin
each chapter with
an interesting and
relevant example

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to introduce and
apply key theories

in OB. Cases now

include The Gulf

of Mexico oil spill,

Royal Dutch Shell,

and FedEx to

name a few.

*Critical thinking

questions and

activities have

been added

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*Exercises and

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review questions

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understanding of
core theories.

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highlight the
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two closely-
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A Manager's

Guide to Human

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Practical, Pr:o

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Approa

The thinking

on Human

Resource

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Development (HRD)

**practices has
been**

**evidenced for
the last one
and a half
decades.**

**However the
pace and
volume of
change has**

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**forced HR
managers to
meet complex
challenges like
globalization,
a diverse
workforce and
informed
expectations
for training
learning and
development.**

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**Both
organizations
and
employees
benefit from
HRD
interventions
because an
organization's
success
critically
depends on**

**the levels of
employee
skills and
motivation.
The HRD
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