

## Organizational Behavior 15th Edition

Workplace bullying, the repeated and regular act of harassing, offending, socially excluding someone, or negatively affecting someone's work over time has been recognized as a serious threat to the health and well-being of employees. This study sought to explore resilience as a coping strategy to help improve the physical and mental health effects of professional women who have or are experiencing workplace bullying. The central research question was, how does perceived resilience, when used as a coping strategy, help with the physical and mental health stressors while helping to improve the overall well-being of professional women who were or have experienced workplace bullying? Using a qualitative methodology with a single-case study design, 10 professional women who have and are still experiencing workplace bullying were commissioned to participate. To increase the validity of the results, four data techniques were employed: open-ended interviews, researcher notes with observations, and two surveys-the Resilience at Work (R@W) Scale, and the SF12v2 Health Survey. Four major themes emerged: Negative Experiences, Consequences of Bullying, Impact on Health, and Support Systems. It was discovered that the majority of the participants believed that they were targeted at their workplace because of their race, followed by their gender, and age. The women shared that the negative experiences and consequences of bullying can serve as indicators that workplace bullying is evident and that it can affect their health negatively. Additionally, the participants reported that various support systems and networks greatly increased their resilience at work.

This book addresses the increased fragmentation and internationalization of production. It explores how concurrent business transformations in manufacturing and marketing impact global and developing economies, and how supply chain initiatives and information sharing impact overall organizational performance. It further connects marketing and advertising as an important link between organizations and its partners; education as a bridge between developing and developed world economies; and growth as a long-term objective of increasing integration at the regional and global level. Through a series of case studies, scholars across the US and France contribute chapters on the manufacturing, marketing, and internationalization of luxury fashion brands, music advertising, the growth of Amazon, and the business landscapes in India, China, Africa, and North Korea. The book provides academic libraries, international business scholars, graduate students, and policy makers with insights and opportunities that enable firms to achieve a competitive advantage in the marketplace.

Advances in Mergers and Acquisitions stands out from the competition due to its focus on three key characteristics: studies from scholars in different countries, with different research questions, relying on different theoretical perspectives. Such a broad and inclusive approach to mergers and acquisitions is not easily replicated in academic journals, with much narrower mandates and metrics. The chapters published in this volume provide cutting edge ideas by leading scholars, and help to inform mergers and acquisitions research around the world.

Mercu Buana International Conference on Social Sciences aims to bring academic scientists, research scholars and practitioners to exchange and share their experiences and research results on all aspects of Social Sciences. It also provides a premier interdisciplinary platform for researchers, educators and practitioners to present and discuss the most recent innovations, trends, and concerns as well as practical challenges encountered and solutions adopted in the fields of Social Science Society 5.0. This international conference event was held on September 28-29, 2020 virtually.

The thoroughly revised and updated fifteenth edition of Management - A Global, Innovative and Entrepreneurial Perspective takes an international view of management. This book comprehensively covers the latest management advancements. Entrepreneurial and innovative perspectives of management are integrated throughout in this edition. Based on real-life business experiences and integration of theory with practice, this edition focuses on the professional development of its readers by providing exercises that encourage students to enhance their professional profile and network. Salient Features: ? Inclusion of professional development and global networking exercises ? Inclusion of exclusive interviews with leading executives to help students gain more professional insights ? Real-time examples from global, innovative, international, entrepreneurial, and leadership perspectives of management from leading companies such as Apple, Google, Facebook, Nissan, Boeing, Cisco, Netflix, General Motors, General Electric, and many others ? Case study with questions that ends each chapter ? Key ideas and Concepts for Review, For Discussion, Action Steps, and Internet Research in all chapters for better understanding

Robbins: Leading the way in OB Organisational Behaviour shows managers how to apply the concepts and practices of modern organisational behaviour in a competitive, dynamic business world. Written and researched by industry-respected authors, this continues to be Australia's most popular text for introductory courses in organisational behaviour. A new suite of learning and teaching resources that will excite future managers and inspire critical thinking, accompanies the text.

How can managers and executives motivate workers to make them happier and more productive? How can employees find meaning and motivation in their careers? The classic Two Factor Theory--a simple, time-tested model for conceptualizing job satisfaction--is here re-imagined for a modern world, with relevant examples, and backed by dozens of academic studies that organizational leaders can draw upon to improve worker motivation. The Universal Dual-Factor Survey (UDS) is introduced, providing a means to assess workforce job satisfaction. Managers will be able to understand which factors need improvement, leading to more meaningful work. Employees, at all levels of business, government and nonprofit organizations, will be able to improve personal motivation, facilitating a more cohesive and thriving workforce.

Managing Organizational Behavior in an African Context discusses management and organization science theories as they apply within the social, cultural and economic contexts in which organizations operate in Africa. The first organizational behavior book to cover the entire continent, it uses the findings of OB studies to establish a conceptual foundation, then explores how those topics apply in Africa's unique business environment. This integrative framework allows students and scholars to connect organizational phenomena in Africa with those in other parts of the globe. Illustrative examples, mini-cases, and self-assessment exercises all based on Africa-specific sectors, industries, and organizations round out this foundational guide to the OB field in Africa.

Although the terms "data mining" and "knowledge discovery and data mining" (KDDM) are sometimes used interchangeably, data mining is actually just one step in the KDDM process. Data mining is the process of extracting useful information from data, while KDDM is the coordinated process of understanding the business and mining the data in order to id

These Proceedings represent the work of contributors to the 11th European Conference on Management Leadership and

Governance held this year at the Military Academy, Lisbon, Portugal on the 12-13 November 2015 The Conference Chair is Major-General Joao Vieira Borges from and the Pro-gramme Chair is Lieutenant-Colonel Jose Carlos Dias Rouco, both from the Mili-tary Academy, Lisbon, Portugal. Keynote presentations are given by Colonel Nuno Lemos Pires from the Military Academy and Lt Col Paulo Fernando Viegas Nunes from the National Defence Institute, Lisbon, Portugal. The Conference offers an opportunity for scholars and practitioners interested in the issues related to Management, Leadership and Governance to share their thinking and research findings. These fields of study are broadly described as including issues related to the management of the organisations' resources, the interface between senior management and the formal governance of the organi-sation. This Conference provides a forum for discussion, collaboration and intel-lectual exchange for all those interested in any of these fields of research or practice. With an initial submission of 163 abstracts, after the double blind, peer review process there are 64 Academic research Papers, 8 PhD Research Papers and 2 Masters research paper in these Conference Proceedings. These papers reflect the truly global nature of research in the area with contributions from Belgium, Canada, China, Colombia, Czech Republic, Denmark, Finland, Germany, Italy, Japan, Kazakhstan, Lithuania, Netherlands, New Zealand, Poland, Portugal, Republic of Korea, Romania, Russia, Scotland, South Africa, Syria, The Netherlands, Turkey, UAE, UK, United Arab Emirates, USA."

The tourism and hospitality industries are seeing continued success, which is why so many new businesses are trying to find a foothold in the field. However, the functions and responsibilities of management differ heavily between organizations within the tourism industry, such as the differences faced by big chain hotels, family owned hotels, and individually owned hotels. Understanding the methods of managing such companies is vital to ensuring their success. Industrial and Managerial Solutions for Tourism Enterprises is a pivotal reference source that focuses on the latest developments on management in the tourism and hospitality industries. Highlighting a range of topics including core competency, customer relationship management, and departmental relationships, this book is ideally designed for managers, restaurateurs, tour developers, destination management professionals, travel agencies, tourism media journalists, hotel managers, management consulting companies, human resources professionals, performance evaluators, researchers, academicians, and students.

The first textbook to emphasize the importance of critical thinking skills to practice, this third edition of the classic Social Work Practice retains its unique focus on thinking critically about decisions that social workers make daily. Organized around the phases of helping, this hands-on introduction highlights the decision points that social workers encounter during assessment, intervention, and evaluation. This text, together with its companion website, provides students with a wealth of hands-on exercises for developing and assessing their practice skills. Most importantly, it helps students enhance client well-being by becoming critical thinkers and evidence-informed practitioners.

This volume of Research on Emotions in Organizations demonstrates the ubiquitousness of emotions and effects of emotions in organizational setting - starting from what goes on in the boardroom, extending right down to the way employees at the coalface interact with their customers every day.

Inleidend overzicht van het gehele vakgebied van management.

For courses in organizational behavior. A streamlined presentation of key organizational behavior concepts Currently in use at more than 500 colleges and universities worldwide, Essentialsof Organizational Behavior, 15th Edition teaches students howto communicate and interact within organizations. The text uses real-worldscenarios and offers comprehensive coverage of key organizational behaviorconcepts that resonate with students — making each lesson engaging, relevant, andeasy to absorb. With updated research and examples, and the integration ofcontemporary global issues, readers can apply what they've learned to their owneducation, future career plans, and other organizational endeavors.

One of the key elements in determining the socio-economic significance of education is quality. Quality management plays an integral role in higher education by ensuring that quality benchmarks are being met, thereby attributing to its prestige, increased enrollment, and student success. Quality management policies must be successfully implemented for the institution to thrive. With quality management still in the growing stage, research is needed regarding the applications, challenges, and benefits of these policies within advanced academics. Quality Management Principles and Policies in Higher Education provides emerging research exploring the theoretical aspects of quality management policies and applications within the educational field. Featuring coverage on a broad range of topics such as faculty involvement, administration practices, and critical success factors, this book is ideally designed for educators, administrators, educational consultants, researchers, policymakers, stakeholders, deans, provosts, chancellors, academicians, and students seeking current research on successfully implementing quality management systems in teaching, learning, and administrative processes.

Organizational Behavior: Human Behavior at Work, 14e is a solid research-based and referenced text known for its very readable style and innovative pedagogy. While minimizing technical jargon, John Newstrom carefully blends theory with practice so that basic theories come to life in a realistic context. As in previous editions, this edition will be filled with practical, applied advice and a widely accepted, and specially updated, presentation of five models of organizational behavior that provides an integrating framework throughout the book.

This book, Career Development and Job Satisfaction, not only looks at how employees can develop their careers and create career paths that are meaningful for their lives, it also looks at keeping employees satisfied with their jobs. This book highlights how to work with the millennial generation and being able to motivate them and guide them through their careers. It presents case studies on satisfaction and career planning. The function of human resource management has an important implication on the performance of the whole organization and giving it acute attention can enhance the performance of the business.

The Oxford Handbook of Evidence-based Management shows how leaders and managers can make effective use of best available evidence in the decisions they make — and what educators and researchers need to do to help them come to the right solution.

Recognizing the importance of selecting and pursuing programs, projects, and operational work that add sustainable business value that benefits end users, the Project Management Institute (PMI) issued its first Standard on Portfolio Management in 2006. In 2014, it launched

the Portfolio Management Professional (PfMP) credential-which several of the

Outstanding first-line supervisors are essential to the success of any law enforcement agency, yet many officers lack the supervision training necessary to excel. *Effective Police Supervision* immerses readers in the group behaviors and organizational dynamics supervisors must master in order to lead their teams and to help create an effective police department. Combining behavioral theory and updated case studies, this core text, now in its eighth edition, is a vital tool for all college students pursuing criminal justice courses on supervisory practices, as well as police officers preparing for promotional exams.

Organizations of all types are consistently working on new initiatives, product lines, and workflows as a way to remain competitive in the modern business environment. No matter the type of project at hand, employing the best methods for effective execution and timely completion of the task is essential to business success. *Operations and Service Management: Concepts, Methodologies, Tools, and Applications* is a comprehensive reference source for the latest research on business operations and production processes. It examines the need for a customer focus and highlights a range of pertinent topics such as financial performance measures, human resource development, and business analytics, this multi-volume book is ideally designed for managers, professionals, students, researchers, and academics interested in operations and service management.

This book serves to provide a detailed exploration of the various leadership exhibited today. In order to better comprehend the organic link between styles of leadership, this book deals with almost all models of leadership and demonstrates how dynamic these forms of leadership actually are. It is an essential and extensive reference point for both academics and practitioners.

This book makes a contribution to a global conversation about the competencies, challenges, and changes being introduced as a result of digital technologies. This volume consists of four parts, with the first being elaborated from each of the featured panelists at CELDA (Cognition and Exploratory Learning in the Digital Age) 2014. Part One is an introduction to the global conversation about competencies and challenges for 21st-century teachers and learners. Part Two discusses the changes in learning and instructional paradigms. Part Three is a discussion of assessments and analytics for teachers and decision makers. Lastly, Part Four analyzes the changing tools and learning environments teachers and learners must face. Each of the four parts has six chapters. In addition, the book opens with a paper by the keynote speaker aimed at the broad considerations to take into account with regard to instructional design and learning in the digital age. The volume closes with a reflective piece on the progress towards systemic and sustainable improvements in educational systems in the early part of the 21st century.

Studie- en trainingsboek voor leidinggevenden en personeelsfunctionarissen om medewerkers leiding te geven en te motiveren.

What kind of character strengths must leaders develop in themselves and others to create and sustain extraordinary organizational growth and performance? In this updated and expanded second edition, the author, John J. Sosik, answers this question by reviewing what is known about the connection between authentic transformational leadership and positive psychology. He summarizes a wealth of leadership knowledge in a unique collection of captivating stories about 25 famous leaders from business, history and pop culture: Aung San Suu Kyi, John F. Kennedy, Maya Angelou, Bill Gates, Brian Wilson, Rosa Parks, Martin Luther King, Jr., Joe Namath, Malala Yousafzai, Mother Teresa, Angelina Jolie, Pope Saint John Paul II, Shirley Chisholm, Sheryl Sandberg, Andy Griffith, Margaret Thatcher, Oprah Winfrey, Nelson Mandela, Warren Buffet, Carlos Ghosn, Eleanor Roosevelt, Herb Kelleher, Steve Jobs, Johnny Cash, and Fred Rogers. What do these leaders have in common? Each possesses virtues of wisdom, courage, humanity, justice, temperance, and transcendence and their associated character strengths that form the foundation of their outstanding leadership. Besides generating astonishing results for their organizations, these leaders reaped numerous physical, mental, social and spiritual benefits from their strong character. Their stories teach readers leadership principles that they too can apply to achieve sustainable growth and excellence. The author includes dozens of interesting examples, vivid anecdotes, and clear guidelines to offer readers an in-depth look at how character and virtue forms the moral fiber of authentic transformational leadership. Individuals currently in leadership positions as well as aspiring leaders will find the book's conversational style, fascinating stories, and practical guidelines both useful and inspiring.

Corporations have a social responsibility to assist in the overall well-being of their employees through the compliance of moral business standards and practices. However, many societies still face serious issues related to unethical business practices. *Social Issues in the Workplace: Breakthroughs in Research and Practice* is a comprehensive reference source for the latest scholarly material on the components and impacts of social issues on the workplace. Highlighting a range of pertinent topics such as business communication, psychological health, and work-life balance, this multi-volume book is ideally designed for managers, professionals, researchers, students, and academics interested in social issues in the workplace.

Are you looking for ways to differentiate your instruction to meet the needs of gifted visual-spatial learners? You've found it in *Visual-Spatial Learners: Understanding the Learning Style Preference of Bright But Disengaged Students* (2nd ed.). Visual-spatial learners are students who show advanced abilities with computers, maps, construction toys, and puzzles. The techniques outlined within these pages help all learners succeed—regardless of preferred learning style. Based on the most current understanding of the brain's hemispheric functions, the author provides a number of strategies and lesson plan ideas to help make your classroom a successful learning environment for all learners. These strategies address preparing students to succeed on timed tests; easing the pain of handwriting; teaching spelling using imagery; incorporating mnemonics, rhyme, and other tricks that engage the right hemisphere of the brain; helping students stay focused and on track; getting—and keeping—students organized; and much more!

Based on neuroscience research, this book presents and demonstrates a 'Ten Enablers' model as a framework to help change leaders successfully lead and manage change. It focuses on the execution of change processes within volatile and challenging emerging markets with high growth potential. The book first presents the organizational development and change research on which the model is based, and discusses the basic neuroscience principles. It then introduces a systematic model of the ten enablers, taking readers through the process of change, from considering the ethos prior to embarking on it, including engagement of stakeholders, up to the final phase, where change leaders exit the process or the organization. It highlights this circular process through several step-by-step illustrations, supported by examples from emerging markets. Further, it includes neuroscience research and principles to help leaders understand and manage change in themselves and others. This well-researched and practical book is a valuable resource for students and professionals alike.

Good police officers are often promoted into supervisory positions with little or no training for what makes a good manager. *Effective Police Supervision* is a core text used in college-level classes on supervisory practices in criminal justice. This popular book combines behavioral theory with case studies that allow the reader to identify and resolve personal and organizational problems. It provides readers with an understanding of the group behaviors and organizational dynamics, with a focus on effectiveness as well as proficiency, and on how a supervisor can help to create an effective organization. This book is also a vital tool in the preparation of police officers for promotional exams. **NEW THIS EDITION:** This revised and updated edition has a new chapter Homeland Security and Terrorism -- A Changing Role. New material has been added throughout the textbook on the following topics: characteristics of an effective coach, mentoring, work values, unions, dealing with change, supervisory styles, empowerment, SARA, identifying stakeholders, dealing with Limited English Proficient individuals, intercultural communication, and equity theory. The case studies and references have been thoroughly updated and expanded. If you are tasked with developing effective leaders, "teaching" just isn't going to be enough! Teaching leadership can be one of the most fulfilling, as well as challenging, tasks of a trainer. *Learning for Leadership* builds on foundational learning and development concepts and

practices to help trainers and facilitators develop programs that meet these challenges and turn learners into leaders. Yael Hellman illustrates how a truly "facilitative" classroom is structured, and she shows why it is the best environment to learn leadership skills. The author does so through the lens of group dynamics and her own experience facilitating leadership courses for the Los Angeles Police Department. The facilitative approach invites learners to practice leadership by being accountable for reaching learning objectives, taking initiative to solve problems, and nurturing their own ideas rather than leaning on authority. This book includes everything you need to develop a facilitative leadership development course, including: icebreakers or warm-ups to focus learners on the session's agenda interactive instruction models to help them master content ideas for group work, including collective projects; experiential exercises or games and joint activities that immediately apply new material wrap-ups to summarize one session and link it to an upcoming one.

The proceedings of the "Economics and Business Competitiveness International Conference" (EBCICON) provides a selection of papers, either research results or literature reviews, on business transformation in the digital era. Nine major subject areas, comprising accounting and governance, customer relations, entrepreneurship, environmental issues, finance and investment, human capital, industrial revolution 4.0, international issues, and operations and supply chain management are presented in the proceedings. These papers will provide new insights into the knowledge and practice of business and economics in the digital era. Therefore, parties involved in business and economics such as academics, practitioners, business leaders, and others will be interested in the contents of the proceedings.

Learn how to effectively plan, implement, and evaluate health programs Health Program Management: From Development Through Evaluation, Second Edition is a practical and useful introduction to the management of health programs. While providing an overview of the current best practices in management, the textbook goes beyond simple management techniques, teaching students how to develop, lead, and evaluate their programs to ensure quality outcomes. The focus is on the three core management concepts of strategy, design, and leadership, but time is also devoted to describing facilitative management activities integral to successful programs. Students will learn techniques for communication, decision-making, quality assurance, marketing, and program evaluation within the structure of the book's program management model. Logically organized with a separate chapter for each activity, this resource provides a thorough, systematic overview of the effective development, implementation, and evaluation of health programs. Health Program Management: From Development Through Evaluation, Second Edition provides a comprehensive approach to management throughout all stages of a health program. Learn to develop a strategy that steers the program toward specific goals Discover how to design, market, and lead an effective health program Become familiar with the manager's role in a quality health program Evaluate potential and existing programs for performance and capability Students and aspiring managers and leaders preparing themselves for the challenges of managing health programs will find the information and techniques to develop the skills they need in Health Program Management: From Development Through Evaluation, Second Edition.

Improving positive and reducing negative organizational behaviors in businesses are important in terms of organizational success as this will lead to an increase in employee organizational commitment and job satisfaction. Considering that the tourism industry has such a dynamic structure, it is obvious that behavioral issues in the industry need to be scrutinized. Organizational Behavior Challenges in the Tourism Industry is a collection of innovative research that aims to explore relevant theoretical frameworks in terms of organizational behavior issues and provides the opportunity for tourism organizations to understand their employees' behavior. While highlighting topics including emotional labor, deviant behavior, and organizational cynicism, this book is ideally designed for hotel managers, tour directors, restaurateurs, travel agents, business managers, professionals, researchers, academicians, and students.

Organizational Behavior Essentials of Organizational Behaviour, Global Edition Trainen van interpersoonlijke vaardigheden Pearson Education

With the newly inaugurated US Presidential Administration signing several orders to mitigate discrimination and racism within the United States government, attentions globally are once again brought to the Black Lives Matter campaign, and its message. Discrimination in business contexts, social interactions, and educational institutions remains a concern for leaders today. The empowerment of marginalized communities has been rapidly spreading through societies, thanks to the platforms that social media now offer. The Research Anthology on Empowering Marginalized Communities and Mitigating Racism and Discrimination is a three-volume, hand-selected compilation of the highest quality research on the empowerment of marginalized communities that have been experiencing ongoing discrimination. To shed light on the underpinnings of disparities between marginalized groups and overreaching society, this text explores social justice applications and practices and the changes being made or pushed for around the globe that promote equality, fair treatment, and inclusivity. This book is ideal for sociologists, teachers, activists, practitioners, managers, administrators, policymakers, government officials, researchers, academicians, and students working in fields such as gender studies, race studies, social justice, behavioral studies, history, sociology, anthropology, psychology, law, as well as anyone interested in the current practices and advances in mitigating racism and discrimination in society.

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