

Contents

Introduction	5
I. Individual	
1. Learning and Personality	7
2. Perception and Decision Making	12
3. Values, Attitudes, and Emotions	17
4. Motivational theories	24
Summary Case: Motivated	31
II. Group	
5. Communication Process.....	34
6. Group Dynamics	40
7. Group Decision Making.....	44
8. Conflict and Stress Management.....	48
9. Leadership, Authority	53
Summary Case: Call Center - Standard of a Modern Company	59
III. Organization	
10. Power and Politics	62
11. Organisation Culture and Socialization	67
12. Control Mechanism	72
13. Organisation Change	77
14. Diversity Management	81
15. International Organizational Behavior.....	86
Summary Case: Resistance to Change.....	91
Tables index.....	94
Figures index.....	94
References	95