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BUSINESS AND SOCIETY

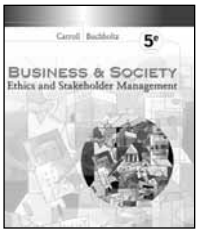
Business and Society: Ethics and Stakeholder Management with InfoTrac, 5e

Copyright 2003

Carroll, Archie B.
University of Georgia
Buchholtz, Ann K.
University of Georgia

0-324-11495-8 (768 pages, Hardbound)

http://carroll.swcollege.com



Business and Society: Ethics and Stakeholder Management, 5th edition employs a stakeholder management framework, emphasizing business' social and ethical responsibilities to both external and internal stakeholder groups. A twin theme of business ethics illustrates how ethical or moral considerations are included the public issues facing organizations and the decision making process of managers. The text is written from a managerial perspective that along with the two themes shows how to identify stakeholders, incorporate their concerns into the organization's strategy and operations, and also integrate ethical wisdom into their decision making process. In addition, 35 case histories are included to help connect theory and practice through timely and interesting examples.

- **NEW! Impact of the Internet:** New material on the increasing impact of the Internet such as grassroots advocacy (cyberadvocacy), consumer power, biotechnology, and IT have been added.
- **NEW! Discussions of 9/11/01:** The authors have included discussions on the impact of the events of September 11 on areas such as industrial policy, privacy, worker safety, global ethics and crisis management, among others.
- **NEW! Strategic Management for Social Responsibility:** The section on Strategic Management for Social Responsibility was moved to Part 2 to give it more priority earlier in the text.
- **NEW! Expanded Business Ethics Coverage:** The authors have added a fourth chapter on business ethics, "Ethics and Technology Issues" (Chapter 8).
- **NEW! Case Studies:** Several new longer cases on current topics such as Firestone, Nike, Napster, as well as new short cases have been added.
- **Practical and Interesting Web Features:** The "Search the Web" feature reveals Web-based resources for ethics, stakeholder and corporate responsibility research, plus opens discussions and offers the latest news.
- **More Case Exposure:** 35 case studies provide an inside look at how organizations manage the issues presented in the text.
- **Web Site:** Downloadable ancillaries, additional cases, case analysis material, and links are available at the product Web Site (carroll.swcollege.com).
- **Easy to Understand:** Cutting-edge research is presented in an easy-to-read and understandable form.
- **Ethics in Practice:** Interspersed throughout the text, these features represent actual ethical situations or dilemmas faced personally in the work experiences of the authors' former students. Approximately one-third of the Ethics in Practice features are new to this edition
- **Search the Web:** Web-based resources and information on organizations that augment each chapter's text material are included in each chapter.

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Supplements

ExamView Testing Software	0-324-11498-2
Instructor's Manual with Test Bank	0-324-11496-6
PowerPoint® Presentation Slides	0-324-11497-4
Video	0-324-11499-0

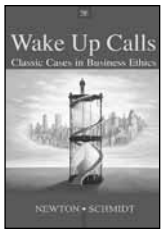
NEW Wake Up Calls: Classic Cases in Business Ethics, 2e

Copyright 2004

Newton, Lisa H.
Fairfield University
Schmidt, David P.
Fairfield University

0-324-26152-7 (208 pages, Softbound)

http://newton.swlearning.com



Wake Up Calls: Classic Cases in Business Ethics presents classic cases that demonstrate business ethics blunders by mainstream companies. The authors provide a conceptual background to help put each case into a meaningful context. By exploring and discussing where businesses have failed, students get a greater insight into the importance of practicing ethical behavior.

- **Recognizable Events:** Includes a collection of pivotal cases that clearly show situations of business no longer being conducted "as usual" that clearly illustrate key points.
- **The Full Story:** Each chapter begins with a description of the event or development that sent the "wake-up call", then tracks the business practices that led to it and the resulting implications. The body of each the chapter analyzes the significance of these implications.
- **Balanced Analysis:** The analysis of these events illustrates the complexity of the key issues and presents a balance of perspectives, allowing readers to draw their own conclusions.
- **Application Questions:** Each chapter includes questions to keep in mind and questions for reflection which provide effective exam or term paper topics.
- **TextChoice Cases and Exercises:** TextChoice is the home of Thomson Learning's digital content. The Management Cases and Exercises content database allows you to easily evaluate and select cases, experiential exercises, activities, and even your own material to create a course companion tailor-fit to your course.

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Harassment on the Job. 4. Whose Job Is It to Protect Consumer Health? Tobacco's Last Stand. 5. How Shall We Know If Our Products Are Safe? The Transformations of the Ford Motor Company Case. 6. Who Should Clean Up the Mess? Love Canal and Corporate Responsibility for Old Pollution. 7. How Shall We Deal With Unlimited Greed? The Insider Trading Scandals. 8. Which Hat Must the Engineer Wear? The Challenger Case. 9. What Responsibilities Do We Have for Foreign Management? Union Carbide and the Disaster at Bhopal.

Supplements

Instructor's Manual	0-324-27308-8

Business, Public Policy, and Society

Copyright 2000

Lesser, Larry
University of Maryland

0-03-025909-6 (656 pages, Hardbound)

http://swlearning.com

Business, Public Policy, and Society not only addresses timely theories and concepts related to ethics, social responsibility and public policy, it adds relevance through real-life application in business. Its exclusive interviews—in which corporate and trade association executives explain in their own words how they manage their responsibilities to government and society—give this text a distinct advantage over any other book on the market.

- Controversial issues in business and society presented in a pro/con format. Each issue includes views of a company or industry executive on such topics as: human cloning, sweatshops, taxing e-commerce, the influence of popular music on society, Internet gambling, tobacco, affirmative action, privatization of Social Security, as well as the use of trade sanctions to promote human rights. Emphasis on the role of information and technology in the field of business and society, including use of the Internet and the World Wide Web.
- In each chapter, web addresses enable students to access additional information about companies, organizations and topics that are discussed.
- The textbook's home page further integrates technology with the real world. Here, students can plug into additional sources of information, and professors can access valuable teaching resources and educational information.
- Exclusive interviews with corporate and trade association executives. Readers will learn first hand how successful companies manage their responsibilities toward government and society.
- Special consideration of trade theories, policies and related topics of importance in the global business environment. Subjects covered include competitiveness, trade barriers and protectionism, as well as trade negotiations and world trade agreements.
- A focus on the expanding commercial relationships between Western-based multinational enterprises and the rapidly growing markets of China, Russia and the new independent states of the former Soviet Union and Central Europe.
- Comprehensive treatment of the natural environment, including regulation, the greening of corporations, and the development of a pollution control and environmental services industry in the US.

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Supplements

Computerized Test Bank	0-03-025912-6
Video	0-03-025911-8
Instructor's Manual with Test Bank and Transparency Masters	0-03-025910-X

Business Ethics: A Stakeholder and Issues Management Approach, 3e

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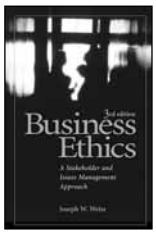

Weiss, Joseph W.
Bentley College

0-03-018458-4 (464 pages, Softbound)

http://weiss.swcollege.com

This text examines the role of ethics in the business world and ethical dilemmas encountered by managers. Ethical decisions do not take place in a vacuum. Many people, all with their own interests and standards, are involved in business encounters every day. "Stakeholder and Issues Management" is this text's unique approach to teaching business ethics. It pays special attention to the relationships among the many and varied stakeholders that have roles in business situations. These stakeholders include the market and non-market entities that affect a business. Ethical issues must be addressed by individuals, groups, corporations, and even nations in very different ways, and the consequences differ with each person or group involved. This text gives students practical tools to handle moral dilemmas in the workplace and the world. Topics include risk management, preferential hiring, corporate legitimacy, and moral accountability.

- **NEW! Cases:** There are nine new cases with six updated cases from earlier edition.
- **NEW! Corporate and Political Realities:** New discussions are included focusing on recent political and corporate real-world events.
- **NEW! Current Research:** New research brings business ethics into the 21st Century.
- **Comprehensive:** The author spotlights major contemporary and international topics in business ethics by integrating current and emerging issues from today's complex workplace.
- **Broad Appeal:** With its clear presentation and far-reaching applications, the text is appropriate for undergraduates, graduate students, and business professionals alike.

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Supplements

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BUSINESS RESEARCH METHODS

Business Research Methods with WebSurveyor and InfoTrac College Edition, 7e

Copyright 2003

Zikmund, William G.
Oklahoma State University

0-03-035084-0 (736 pages, Hardbound)

http://zikmund.swcollege.com

This best-selling text continues in its seventh edition to provide the most current and comprehensive coverage of business research. Its student-friendly design contains numerous examples illustrating real-world research in management, marketing, finance, accounting, and other business areas. *Business Research Methods, 7e*, is the ideal text for undergraduate and first year MBA courses in marketing, management, or quantitative studies.

- **NEW! WebSurveyor Partnership:** A partnership with WebSurveyor, a specialist in web-based marketing research, greatly enhances student learning by providing sample surveys, response scales, question libraries, and survey results developed specifically for Business Research Methods, 7e. WebSurveyor activities and quizzes, written by William Zikmund, appear in both the text and companion Website. Based on market feedback, the questions have been designed to produce clear-cut answers to simplify the grading process.
- **NEW! Expanded Web Page Survey Coverage:** Chapter 15, "Questionnaire Design", includes expanded coverage on writing questions and formatting Web pages for Internet surveys. Students learn how layout and physical attractiveness of the questionnaire can play a critical role in the success of Internet and other self-administered questionnaires.
- **NEW! Coverage of Internet Samples:** Chapter 16, "Sampling Designs and Sampling Procedures", now includes a section on drawing Internet samples. Students learn more about the sampling problems associated with surveys conducted on the Internet.
- **NEW! More on Microsoft® Excel:** Chapter 20, "Basic Data Analysis: Descriptive Statistics", has been updated and revised to reflect the growing use of Microsoft Excel in data analysis. Several exhibits and end of the chapter questions show statistical menus and output from Excel.
- **NEW! Brand New Videos:** Brand new video cases, written by William Zikmund, correspond with new video segments. The video cases guide students through marketing research issues faced by a variety of well-known companies. Recommended solutions to the video cases are included in the Instructor's Manual on the IRCD.
- **NEW! Dedicated Web Site:** http://zikmund.swcollege.com has been developed especially for the new edition and features chapter review quizzes, downloadable supplements, flash cards, and links to the best on-line marketing research resources available.
- **NEW! InfoTrac College Edition:** InfoTrac College Edition is packaged free with each new text. This fully searchable online database gives professors and students 24-hour access to full-text articles from a variety of well-known periodicals and scholarly journals.
- **Comprehensive Internet Coverage:** Comprehensive coverage of the Internet and its impact on Business Research is integrated throughout the text. Placed early in the text, the topic of Information technology and Knowledge Management sets the stage for discussion of the Internet and many new information technologies influencing Business Research.
- **Straight Forward Approach:** *Business Research Methods, 7e,* continues to take an applied research approach, while providing a thorough exploration of theoretical research issues and real-world business research. Statistical concepts are presented in a simple, straight forward manner that allows students to easily understand complex issues of Business Research.
- **International Perspective:** Thorough coverage of global research activities provides students with an international perspective.
- **Expanded Coverage:** Chapter 8: Secondary Data in a Digital Age has been substantially revised to incorporate discussions of data mining and other new technologies that are changing the way researchers view secondary data investigations.
- **Case Studies with Data:** Cases at the end of text delve into current topics. This popular feature enhances student understanding by allowing them to apply critical thinking skills to actual problems.

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Instructor's Resource CD-ROM	0-324-18240-6
Video	0-324-18150-7

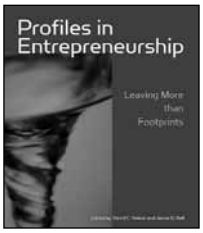
ENTREPRENEURSHIP

NEW Profiles in Entrepreneurship: Leaving More Than Footprints with Video CD-ROM

Copyright 2004

Nelson, David C.
Southwest Texas State University
Bell, James D.
Southwest Texas State University

0-324-26153-5 (160 pages, Softbound)
http://bell.swlearning.com



Profiles in Entrepreneurship showcases success through the experiences of 28 highly successful entrepreneurs in their own words. Learn about topics like opportunity recognition, risk assessment, leadership, and how to compensate for limited resources from the first-hand accounts of leaders like Herb Kelleher, Red McCombs, and Katie Brickman Harvey. Each profile includes a look at their driving motivation, tactics, and strategies, highlights of their professional experiences, and a question and answer session. Also included is 2 hours of video on CD—where the profiled entrepreneurs discuss their experiences as if they were addressing your own class. Profiles in Entrepreneurship provides the real-world experience and wisdom in a way that both engages and informs.

- **28 Diverse Profiles:** Briskly written first-person accounts of interesting entrepreneurs working in a wide range of industries, from media to equity investments, from lumber to high-tech.
- **28 Real Voices:** These profiles are the entrepreneurs in their own words, taken entirely from the talks each had with an entrepreneurship class at Southwest Texas State University during the past few semesters.
- **"Glad You Asked That":** A brief question-and-answer session with the entrepreneur appears in every profile.
- **"Using the Video" Introduction:** An introduction with cues for making best use of the accompanying videos is included.
- **Video on CD-ROM:** Each text includes all the accompanying videos on CD-ROM — two hours of memorable excerpts of guest lectures on entrepreneurships organized by key topics.

Table of Contents

1.Samuel Erwin Barshop, Barshop & Oles Company, Inc., and La Quinta Inns, Inc. 2. Herb Kelleher, Southwest Airlines. 3. Ray Benson, Asleep at the Wheel. 4. Stacey Bishkin, BBH Exhibits, Inc. 5. Randi Shade. 6. Heriberto Guerra, Jr., SBS Communications, Inc. 7. Robert F. McDermott, USAA. 8. Richard Tankerson. 9. Jim Kozlowski, Texas Growth Fund & TGF Management Corp. 10. Walter Embrey, Embrey Development Corporation. 11. C. Patrick Oles, Jr., Barshop & Oles Company, Inc. 12. Lowell Lebermann, Centex Beverage, Inc. 13. Nelson Wolff, Sun Harvest Foods. 14. Katie Brickman Harvey, KG Brickman, Inc. 15. Charles E. Amato, Southwest Business Corporation. 16. Steve Hicks, AMFM Inc. 17. Ian Fisher, Builders First Source. 18. Gary Woods, McCombs Enterprises. 19. Jan A. Lehman, Lehman McLeskey. 20. Thomas Meredith, Dell Ventures. 21. Jesse Luxton, National Picture and Frame. 22. Bob Marbut, Hearst-Argyle Television, Inc. 23. Sonny Melendrez, KLUP. 24. Peter Holt, The Holt Companies and San Antonio Spurs. 25. Todd Maclin, Chase Bank of Texas. 26. H. B. Zachry, Jr., H. B. Zachry Company. 27. Bobby Inman, Gefinor Ventures. 28. Red McCombs, McCombs Automotive and Minnesota Vikings.

Supplements

Video (VHS) Package	0-324-27455-6

Entrepreneurial New Ventures

Copyright 2001

Corman, Joel
Suffolk University
Lussier, Robert N.
Springfield College

0-87393-891-7

This flexible and practical hands-on text teaches students in business planning how to develop and write effective business plans. Business planning software is packaged with the text and was developed by the authors to integrate completely with the text. The text is brief enough to be covered in one quarter or semester and is designed to appeal to students with little or no business background. Students gain a solid understanding of how to develop a successful business plan. Using the business planning software, students finish the course with a successful business plan to take with them.

- **NEW!** Author-developed computerized business planning software gives students hands-on practice in developing a business plan. It ensures the seamless integration of material in the text with the software package.
- **NEW!** Instructors have the flexibility to tailor the course to specific audiences. Features of the text can be used or omitted without interrupting the overall flow.
- **NEW!** Continuing integrated case provides students with detailed information about operating an actual small business, as students walk through the developmental process of business planning.
- **NEW!** A systems approach in each chapter includes a section on how various parts and functions of a business interrelate and affect each other.
- **NEW!** Internet exercises in each chapter require students to utilize this important tool. A list of Web sites displays more information on various topics.

Table of Contents

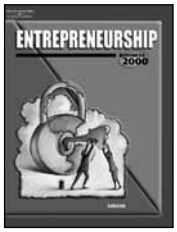
PART I: SELECTING THE NEW VENTURE. 1. Entrepreneurship and Defining the New Venture. 2. Global Opportunities and Assistance. 3. New Venture Ownership Options. 4. New Venture Classification and Legal Form of Ownership. 5. The Legal Environment and Social Responsibility. PART II: THE NEW VENTURE BUSINESS PLAN. 6. The Business Planning Steps. 7. The Strategic Plan. 8. The Marketing Plan. 9. The Location and Layout Plan. 10. The Operations Plan. 11. The Human Resources Plan. PART III: NEW VENTURES CONTROL AND FINANCING. 12. Controlling Assets, Risks and Computer Applications. 13. Accounting and Taxation. 14. The Financial Plan. 15. Financial Control and Analysis. Appendix A. The Business Plan. Appendix B. Developing and Finalizing Your Computerized Business Plan.

Business 2000: Entrepreneurship

Copyright 2001

Greene, Cynthia L.
Marietta, GA

0-538-69875-6 (166 pages, Softbound)
http://www.b2000.swep.com



Business 2000: Entrepreneurship provides information on becoming an entrepreneur, selecting a type of ownership, developing a business plan, marketing your business, hiring and managing a staff, and financing, protecting, and insuring your business. The way this textbook can be used is unlimited! By incorporating critical thinking exercises, vocabulary building, business math, technology, and career awareness into this textbook, we've made *Business 2000: Entrepreneurship* inviting and informative.

MANAGEMENT

- Packed full of vocabulary building, career awareness, business math, communication, and technology applications to reinforce and review concepts taught!
- Dedicated website provides activities and links for each chapter.
- Special sections highlight a company and the careers it offers to demonstrate various career opportunities.

Table of Contents

Chapter 1—Should you Become an Entrepreneur, Chapter 2—Select a Type of Ownership, Chapter 3—Develop a Business Plan, Chapter 4—Market Your Business, Chapter 5—Hire and Manage Staff, Chapter 6—Finance, Protect, and Insure Your Business

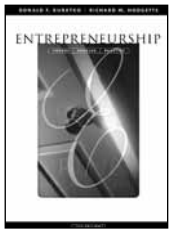
Supplements

Annotated Instructor's Edition	0-538-69879-9
Computerized Test Bank	0-538-43177-6
Instructor CD-ROM, Include: Powerpoint files, learner data and solutions, lesson plans (Word and RTF), video discussion guide, and Exam View Pro electronic testing software	0-538-69878-0
Learner Guides Pkg. of 25	0-538-69917-5
Module contains learner guide, annotated instructor's edition, instructor's CD ROM, and video	0-538-69876-4
Video—Optional	0-538-69877-2

NEW Entrepreneurship: Theory, Process, and Practice with InfoTrac College Edition, 6e

Copyright 2004

Kuratko, Donald F.
Ball State University
Hodgetts, Richard M.
Florida International University



0-324-25826-7 (608 pages, Hardbound)

http://kuratko.swlearning.com

Entrepreneurship, 6th Edition combines a practical, step-by-step approach with a theoretical foundation to form a basic framework for understanding the process of entrepreneurship. The aim of the text is to both present the most current thinking in entrepreneurship but also provide students the opportunity to apply ideas and develop useful analytical skills. The revision of this text has been updated to include current developments and issues in this explosive field.

- **NEW! Business Plans:** Two new business plans in this edition: one emphasizing starting a new business; the other is a business plan based upon an acquisition.
- **NEW! Cases:** There are new comprehensive cases for Parts I and II – "Local Web4U.com" and "Stew Leonard's Dairy."
- **NEW! In Practice Feature:** The new Entrepreneurship in Practice boxes are current, real, examples showing how entrepreneurship is practiced today.
- **NEW! Current Coverage:** All chapters have been updated and revised to include the most current, leading edge information available.
- **NEW! Small Business School Videos:** New video cases are found at the end of 10 chapters, which correspond to videos from the Small Business School and illustrate entrepreneurship in action.
- **Chapter Ending Cases:** Two short cases at the end of each chapter provide current material for student analysis and classroom discussion. Students are encouraged to apply their knowledge of chapter topics.
- **Cases:** A comprehensive case ends each of the text's five parts. Combining topics from a number of chapters, these cases illustrate venture creations or managerial ideas confronted by real-world companies.
- **Experiential Exercises:** A short exercise at the end of each chapter and comprehensive exercises at the end of most parts apply principles presented in the text material giving students an opportunity to experience activities related to the entrepreneur.

Table of Contents

PART I: ENTREPRENEURSHIP IN THE TWENTY-FIRST CENTURY. 1. The Entrepreneurial Revolution. 2. Entrepreneurship: An Evolving Concept. 3. Intrapreneurship: Developing Corporate Entrepreneurship. PART II: THE ENTREPRENEURIAL PERSPECTIVE. 4. Understanding the Entrepreneurial Perspective in Individuals. 5. Developing Creativity and Understanding Innovation. 6. Ethical and Social Responsibility Challenges for Entrepreneurs. 7. Environmental Assessment: Preparation for a New Venture. PART III: DEVELOPING THE ENTREPRENEURIAL PLAN. 8. Market Research for New Ventures. 9. Financial Preparation for Entrepreneurial Ventures. 10. Developing an Effective Business Plan. PART IV: INITIATING ENTREPRENEURIAL VENTURES. 11. Assessment and Evaluation of Entrepreneurial Opportunities. 12. Legal Structures for New Business Ventures. 13. Legal Issues Related to Emerging Ventures. 14. Sources of Capital Formation for Entrepreneurs. PART V: GROWTH AND DEVELOPMENT OF ENTREPRENEURIAL VENTURES. 15. Strategic Planning for Emerging Ventures. 16. Managing Entrepreneurial Growth. 17. Global Opportunities for Entrepreneurs. PART VI: CONTEMPORARY CHALLENGES IN ENTREPRENEURSHIP. 18. Acquisition and Valuation of Business Ventures. 19. Management Succession and Continuity: A Family Business Perspective. 20. Women and Minority Entrepreneurship. 21. Total Quality Management: Continuous Improvement for Entrepreneurs.

Supplements

ExamView Testing Software	0-324-25829-1
Instructor's Manual with Test Bank	0-324-25827-5
PowerPoint® Presentation Slides (available online only)	0-324-25902-6
Small Business School Video	0-324-25830-5

NEW Strategic Entrepreneurial Growth, 2e

Copyright 2004

Kuratko, Donald F.
Ball State University
Welsch, Harold
DePaul University

0-324-25823-2 (496 pages, Hardbound)

http://kuratko.swlearning.com

Strategic Entrepreneurial Growth is designed for MBA courses in Entrepreneurship. The goal of the text is to transform the strategic process for entrepreneurs into a growth-oriented approach. The chapters are brief and to the point and include a comprehensive case and relevant journal article. The text explores strategic management process as it relates to building the entrepreneurial firm, planning, growth, and important current and future implications for entrepreneurship.

Table of Contents

1. Entrepreneurial Leadership for the New Millennium. 2. Ethics. 3. Managing Entrepreneurial Growth. 4. Understanding the Strategic Process. 5. Opportunity Recognition: Developing Distinctive Competencies. 6. Assessment of Entrepreneurial Ventures. 7. Business Plans for Entrepreneurial Ventures. 8. Family Business Succession Strategies. 9. Corporate Entrepreneurship: Developing Internal Innovation. 10. Embracing Rapid Expansion: The Franchise Option. 11. The Challenges of Global Expansion.

Supplements

Instructor's Manual with Test Bank	0-324-25824-0

Corporate Entrepreneurship: Entrepreneurial Development within Organizations

Copyright 2002

Morris, Michael H.
Syracuse University
Kuratko, Donald F.
Ball State University

0-03-033726-7 (408 pages, Hardbound)
http://swlearning.com

This new book explores the concept of entrepreneurship in established companies. The offering of courses in this field is growing as the study of entrepreneurship increases in schools across the country. It can be used as the primary text in a Corporate Entrepreneurship class, or as an ancillary book for courses in Entrepreneurship and Strategic Management.

- **Entrepreneurial Environment:** The text identifies the environmental conditions that foster an entrepreneurial attitude and orientation in today's organizations.
- **Entrepreneurship in Mature Organizations:** Explores the reasons why entrepreneurship tends to be discouraged, if not destroyed, in organizations as they grow and mature.
- **Facilitating Entrepreneurship:** The authors systematically identify the ways in which entrepreneurship can be facilitated in established firms.

Table of Contents

Part I. The Nature of Entrepreneurship in Established Companies. 1. Corporate Evolution and the Entrepreneurial Imperative. 2. Applying Entrepreneurship to Established Companies. 3. Levels of Entrepreneurship in Organizations: Entrepreneurial Intensity. 4. Differences between Start-Up and Corporate Entrepreneurship. Part II. Entrepreneurial Vision and Direction. 5. Who is the Corporate Entrepreneur? 6. Creativity and the Corporate Entrepreneur. 7. Product Innovation, Technology and the Corporation. 8. Corporate Entrepreneurial Strategy. 9. Understanding the Obstacles to Corporate Entrepreneurship. . Part III. Developing an Environment to Support Entrepreneurship. 10. Structuring the Company for Entrepreneurship. 11. Controls, Numbers and Profit Pools. 12. Human Resource Management and Entrepreneurship. 13. Company Culture, Change and Failure. Part IV. Entrepreneurial Orientation and the Future. 14. Measuring an Organization's Entrepreneurial Orientation. 15. Entrepreneurship in Government Organizations. 16. The Entrepreneurial Organization of Tomorrow.

The Entrepreneurial Journey, Pre-Release

Copyright 2003

O'Malia, Thomas
University of Southern California
Whistler, Margaret
Director of Operations for MedReviews, LCC.

0-324-17688-0 (336 pages, Softbound)
http://omalia.swcollege.com

South-Western Publishing is pleased to present this Pre-Release edition of *The Entrepreneurial Journey.* Authored by Tom O'Malia, Director of the Grief Center for Entrepreneurship, Marshall School of Business, University of Southern California, and Margaret Whistler, Director of Operations for MedReviews, LCC. *The Entrepreneurial Journey* is a unique, new text in entrepreneurship that is like no other. It offers a pragmatic, "how to" approach and gives the rules of the road for a successful entrepreneurial venture. There are no ultimate theories or absolute rules in entrepreneurship—just the myriad of paths that have been traveled before by successful entrepreneurs. These are presented as case studies and framed in such a way as to identify the concepts and approaches that have led to prosperity for many others.

- **Authentic Voices and Experiences:** The text is a collection and synthesis of many real-world experiences of entrepreneurs, whose first-hand experiences are an education in themselves.
- **Experimental Orientation:** The text presents entrepreneurship as a journey with trial and error, presenting exercises, assessments, worksheets, cases, and diagrams, O'Malia successfully models the process of becoming an entrepreneur and how to successfully begin the journey.
- **Focus on Feasibility:** The authors present a variety of filters to use in evaluating business ventures to help make the decision to "go" or "no go".
- **Entrepreneurial Tools:** The text includes a range of entrepreneurial toolkits (chapters 7 through 11) to give students the skills and tools they need to thrive as entrepreneurs.
- **Business Plan in Context:** The text first challenges learners to take on an entrepreneurial mindset, evaluate business opportunities, test ideas, and decide on the opportunity for them, before writing the business plan in the last chapter.

Table of Contents

1. Do You Have What It Takes? 2. Myths and Characteristics. 3. Finding Your Idea. 4. Lifecycles and Entry Strategies. 5. Getting Past the Idea. 6. Feasibility. 7. Entrepreneurial Marketing. 8. How Do I Sell? 9. Developing Your Benefit. 10. Money Tool Kit. 11. How and Where Do I Find the Money? 12. Feasibility: Part Two. 13. The Business Plan.

Supplements

Instructor's Manual	0-324-17689-9
PowerPoint® Presentation Slides	0-324-17690-2

Small Business Management: An Entrepreneur's Business Plan, 6e

Copyright 2003

Ryan, J. D.
Irvine Valley College
Hiduke, Gail
Saddleback College

0-03-033587-6 (384 pages, Softbound)
http://swlearning.com

This book is your guide to small business enterprise, helping you to identify opportunities, your needs and those of your target customers. The practical, step by step nature of this text makes it indispensable. The goal of the text is to help you in creating a business plan that will set the course for your small business endeavors. You will profit from these tried and true techniques.

- **NEW! Global Village:** Throughout the text integrated global village boxes you to encourage students to explore global opportunities
- **NEW! Passion Boxes:** New Passion boxes help you figure out what you love to do and help guide you to identifying opportunities.
- **NEW! Community Boxes:** New Community boxes help you find resources in your community to help you on your way to entrepreneurship.

- **NEW! Web Resources:** A major focus of the 6th edition is using the web to identify small business opportunities with updated Entrepreneurial Links help you get connected with organizations, Web Sites, and magazines.
- **Practical:** The practical, step by step nature of this text makes it an indispensable guide throughout your career in small business.
- **Business Plans:** The text includes three different samples of business plans providing examples from service and manufacturing businesses to help you in the creation of your own plan.
- **Action Steps:** Over 80 Action Steps take readers through every phase of an upstart, from the initial dream, developing marketing strategies, and finally how to implement the completed business plan.
- **Case Studies:** Case studies full of strategies and real world applications provide readers with insights into entrepreneurial ventures

Table of Contents

1. Your Great Adventure, Exploring the right fit. 2. Spotting Trends and Opportunities, Opening your Eyes. 3. Opportunity Selection, Filtering your ideas. 4. Profiling the Target Customer. 5. Reading and Beating the Competition. 6. Marketing Promotions. 7. Location, Location, Location. 8. Numbers and Shoebox accounting. 9. Shaking the Money Tree. 10. Legal Issues. 11. Building a Winning Team. 12. TBA. 13. Buying a Business. 14. Buying a Franchise. 15. Pulling the Plan Together. 16. Fast-Start Business Plan.

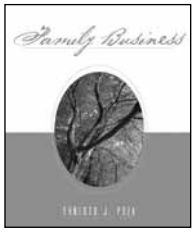
Supplements

Business Software	0-03-033806-9
ExamView Testing Software	0-03-033798-4
Instructor's Manual with Test Bank	0-03-033791-7
Video	0-03-033813-1

FAMILY BUSINESS

NEW Family Business

Copyright 2004



Poza, Ernesto J.
Case Western Reserve University

0-324-26151-9 (304 pages, Hardbound)

http://poza.swlearning.com

Family Business provides the next generation of family business owners with the knowledge and skills needed for the successful management and leadership of the family enterprise. The author, Ernesto Poza, uses both text and cases to explore a diverse set of family firms, examining the interrelationships among the owners, the family, and the management team. *Family Business,* at its core, is a practical book that presents the management and family practices that ensure success as well as an honest look at the advantages and challenges facing family enterprises. With an emphasis on leadership and positioning for the future, *Family Business* illustrates how the family enterprise can achieve sustained growth and continuity through generations.

- **Real Cases:** There are nine family business cases appearing throughout the text. These cases feature a diverse array of industries, firm sizes, regions, leaders, and challenges.
- **Practical Exercises:** End-of-chapter exercises draw on actual tools used by the Discovery Action Research Project to coach family businesses to higher levels of performance.
- **Leadership Orientation:** The critical leadership tasks for family businesses receive comprehensive treatment and the role and importance of leadership is introduced early in the text.
- **Best Practices:** Part 3 is devoted to a collection of the best family, management, and corporate governance practices that recent research has highlighted to both protect family enterprise and capitalize on their unique strengths.
- **Forward Looking:** *Family Business* looks at the firm across generations and provides strategic insights for positioning the firm for future growth.

Table of Contents

PART I. DEFINING THE FAMILY BUSINESS. 1. Family Business: What Makes It Unique? PART II. LEADING THE FAMILY BUSINESS. 2. First Leadership Imperative: The Mandate to Build Institutions of Governance and Manage the Transfer of Power. 3. Second Leadership Imperative: Promote Trust among Family Members. 4. Third Leadership Imperative: The Next Generation. Case 1. Adelphia Communications Case 2. The Washington Post and the Graham Family. Case 3. Sigma Motion, Inc. Case 4. The Cousins Tournament. PART III. MANAGING THE FAMILY BUSINESS: BEST PRACTICES. 5. Estate and Ownership Transfer Planning. 6. Promoting Strategic Growth. 7. The Critical Role of Nonfamily Managers. 8. Family Business Governance. 9. The Family Culture. Case 5. Fasteners for Retail: A Question of Succession (Part A). Case 6. The Vega Food Company. Case 7. The Grupo Ferré Rangel. PART IV. THE EVOLVING AND CHANGING FAMILY BUSINESS. 10. Leading the Evolution. 11. The Future: Can Family Business Compete and Thrive? Case 8. Golf and Gardens, Inc. Case 9. Fasteners for Retail (Part B).

Supplements

Instructor's Manual	0-324-27142-5
PowerPoint® Presentations Slides	0-324-28208-7

HUMAN RELATIONS

Modern Human Relations at Work, 8e

Copyright 2002

Hodgetts, Richard M.
Florida International University

0-03-033579-5 (544 pages, Hardbound)

The original intent of the book remains paramount: to provide an up-to-date textbook for readers who are novices in the area of human relations or for practitioners with little formal training in the subject. This edition examines the most interesting human relations developments of the early millennium. Many of these issues, while not found in other human relations textbooks, relate to current topics discussed in today's newspapers and magazines.

- **NEW!** Examines Human Relations developments in the early Millennium.
- **NEW!** Examples of the impact of technology in the marketplace.
- **NEW!** Techniques for developing and maintaining organizational efficiency and effectiveness.
- "Human Relations in Action" boxes illustrate the practical application of each chapter.
- "Time-Out" exercises help students gain personal insight into the material.
- A balanced mix of Theory and Practice makes this one of the pre-eminent books in the marketplace.

Table of Contents

Part I. Introduction. 1. The Nature of Human Relations. 2. Fundamentals of Motivation. Part II. The Social System. 3. Individual Behavior. 4. Group Behavior. 5. The Informal Organization. Part III. The Technical System. 6. Technology and People at Work. 7. Productivity and Quality Improvement. 8. Job Redesign and Job Enrichment. Part IV. The Administrative System. 9. Fundamentals of Leadership. 10. Developing,

Appraising, and Rewarding Personnel. Part V. Behavioral Effectiveness. 11. Communicating for Effectiveness. 12. Managing Conflict and Change. Part VI. Looking to the Future. 13. International Human Relations. 14. Human Relations Challenges of the Future. 15. Human Relations and You.

Supplements

Computerized Test Bank	0-03-033714-3
Instructor's Manual with Test Bank and Transparency Masters	0-03-033698-8
Video	0-03-033722-4

HUMAN RESOURCE MANAGEMENT

Human Resource Management: A Strategic Approach, 4e

Copyright 2002

Anthony, William P.
Florida State University
Kacmar, K. Michelle
Florida State University
Perrewe, Pamela L.
Florida State University

0-03-033509-4 (758 pages, Hardbound)

Written from a "what human resources can do for you" perspective, this text demonstrates how human resources fit into the organizational big picture. Many cross-functional topics are integrated throughout the text including, marketing, finance, operations, and accounting. Updated cases include material that reinforces the key concepts presented in the chapters and provide additional practical perspectives to problems faced by human resource managers.

- Chapter opening and chapter closing cases provide excellent support and practical insight into text content by reinforcing key concepts and actively engaging critical thinking.
- Longer cases at the end of the text explore how companies use human resources to gain a competitive advantage.
- The text material is presented in an organized, student-friendly manner and successfully integrates current research with real-world examples.
- The authors' extensive corporate experience lends itself to insightful discussions of the current issues faced by human resource managers in the workplace.
- Thorough treatment of strategic diversity management and environment serve as central components of day-to-day and long-term strategic human resource practices.

Table of Contents

Part I. The Strategic Approach. 1. The Strategic Approach to Human Resource Management. 2. Formulating a Corporate and Human Resource Strategy. 3. The External and Global Environment for Human Resources: Change and Diversity. Part II. Strategies for Human Resource Acquisition and Placement. 4. Human Resource Planning and Information Systems. 5. Equal Employment Opportunity and Managing Diversity. 6. Job Analysis. 7. Recruitment, Selection, and Retention. Part III. Strategies for Maximizing Human Resource Productivity. 8. Job Design. 9. Socialization, Training, and Development. 10. Strategies for Effective Performance Appraisal Systems. 11. Strategic Compensation Systems. 12. Improving Productivity. Part IV. Strategies for Maintaining Human Resources. 13. Benefit Plans. 14. Managing Health, Safety, and Stress. 15. Ethics, Employee Rights, and Employer Responsibilities. 16. Unions and Strategic Collective Bargaining. Part V. Strategic Separation. 17. Separation Restructuring and the Virtual Organization.

Supplements

Computerized Test Bank	0-03-033532-9
Instructor's Manual with Test Bank & Transparency Masters	0-03-033517-5
PowerPoint®	0-03-033524-8
Video	0-03-033541-8

Compensation Decision Making, 4e

Copyright 2001

Bergmann, Thomas
University of Wisconsin, Eau Claire
Scarpello, Vida
Georgia State University

0-03-031972-2 (672 pages, Hardbound)

This text equips students with a solid understanding of the theories, concepts, and principles behind compensation decision making. The new edition includes updated information about the detailed procedures used in implementation of compensation practices.

- **NEW!** Updated compensation strategy model strives to present graphically the progression of text from theory to action. The new Chapter 2 focuses on strategy by tying in the updated strategy model.
- **NEW!** Discussion of executive compensation, team compensation, and compensation beyond base wage has been updated and broadened.
- **NEW!** Examples and updated survey data have been added throughout the text.
- **NEW!** This edition now takes a broader view of compensation in a global environment.
- The text illustrates the importance of understanding the decision making constraints under which compensation decisions are made and suggests ways to reach the most rational decision.

Table of Contents

Part I. Introduction and Theoretical Foundations. 1. Introduction to Compensation. 2. Compensation Decision Making: A Strategic Perspective. 3. Theoretical Framework I: Economic Constraints. 4. Theoretical Framework II: Worker Behaviors Part II. Institutional Constraints in Compensation. 5. Institutional Constraints: Labor Markets and Labor Unions. 6. The Legal Environment Part III. Internal Equity Determination. 7. Job Analysis. 8. Job Evaluation: Determining Internal Equity Part IV. Pay Structure Decisions. 9. Job Pricing: Surveying Labor and Product Markets. 10. Pay Structure Design: Integrating Job Evaluation and Pay Structure Data. 11. Performance Assessment Part V. Individual Equity. 12. Individual and Group Incentives. 13. Employee Benefits Part VI. Completing the Compensation Package. 14. Compensation Control and Administration. 15. Special Compensation Situations.

Supplements

Computerized Test Bank (WIN/CD)	0-03-029591-2
Instructor's Manual with Test Bank and Transparency Masters	0-03-031973-0
Instructor's PowerPoint® CD-ROM	0-03-029541-6
Video	0-03-029561-0

NEW Managing Human Resources with InfoTrac College Edition, 13e

Copyright 2004

Bohlander, George W.
Arizona State University
Snell, Scott A.
Cornell University

0-324-18405-0 (800 pages, Hardbound)

http://bohlander.swlearning.com

This market-leading human resource text covers all aspects of managing people. It is practical in its orientation but also grounded in research and the successful HR practices of organizations.

Managing Human Resources is highly user-friendly with an easy writing style and liberally and effectively illustrated with real-life examples. Over 500 different companies, from many different industries, are used as examples to illustrate text content. The Highlights in HRM examples provide exact illustrations of organizational practices and policies.

This book is very up-to-date on all recent trends and practices in HR with 90% of all footnotes and references 2000 and later. The cases at the end of each chapter, and the extended cases at the end of the book, illustrate current issues faced by today's managers as they supervise employees.

- **NEW! HRIS:** The role of HR Information Systems in contemporary HRM is a focus of the new edition. Coverage is included where relevant throughout the text. Chapter 1 contains a significant new discussion of the role and influence of HRIS.
- **NEW! Strategic Role of HRM:** Discussion is updated in Chapter 1 and major coverage is added to Chapter 16.
- **NEW! Diversity:** The significant coverage already in the text has been updated, expanded if needed and made more obvious in this edition.
- **NEW! HRM Law:** A complete update of all laws and court decisions governing Equal Employment Opportunity, especially those for the ADA, is included in Chapter 2. Updates of benefits required by law are in Chapter 11; OSHA issues are included in Chapter 13, and other coverage on HR laws in the relevant chapters.
- **NEW! Outsourcing of HR Functions:** Coverage is updated in Chapter 1 and expanded where relevant.
- **NEW! Expanded Topical Discussion:** Retention, ergonomics, diversity, stress management, workplace violence, benefit changes, HRM in the global setting, conflict resolution has been expanded in this new edition.
- **NEW! Consolidation of Organized Labor Coverage:** Significant updating allows a more focused presentation in a single chapter in this edition.
- **NEW! More Experiential Activities:** New to this edition for each chapter is Developing Managerial Skills, an end-of-chapter feature that provides students an opportunity to participate in a team activity. Students will learn to manage time, people and responsibilities in a team environment.
- **NEW! Case Studies:** Each chapter has at least one new end-of-chapter Case Study.
- **NEW! Comprehensive Cases:** Six new comprehensive cases are featured in this edition.
- **Reflects Current Practices and Issues:** Many new figures and "Highlights in HRM" features show current practices and issues in HR. This edition contains more "how-to" practical tips to conduct HR effectively.
- **The Current Work Environment:** This book also reflects today's work environment where functions that may once have been done by HR specialists alone are now done in partnership with line managers and team directors. HR policies must be placed into a comprehensive program that managers can use effectively in their day-to-day interactions with employees.
- **Learning Objectives:** Listed at the beginning of each chapter, "Learning Objectives" provide the basis for the "Integrated Learning System." Icons for identifying these objectives appear throughout the text, end-of-chapter material, and in all print ancillaries.
- **Real-World Examples:** "Highlights in HRM" boxed features provide real-world examples of how organizations perform HR functions. The "Highlights" are introduced in text discussion and include small businesses and international topics.
- **Dynamic Visuals:** An abundance of graphic material, flowcharts, and summaries of research data provide a visual, dynamic presentation of concepts and HR activities. All figures are systematically referenced in the text discussion.
- **Comprehensive Cases:** Ten comprehensive cases portray current issues/problems in HRM and remain at the end of the main text.
- **Case Studies:** At least two case studies per chapter present current HRM issues in real-life settings that allow for student consideration and critical analysis.

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PART ONE. HUMAN RESOURCES MANAGEMENT IN PERSPECTIVE. 1. The Challenge of Human Resources Management. 2. Equal Employment Opportunity and Human Resources Management. PART TWO. MEETING HUMAN RESOURCES REQUIREMENTS. 3. Job Requirements and the Design of Organizations to Achieve HR Productivity. 4. Human Resources Planning and Recruitment. 5. Selection. PART THREE. DEVELOPING EFFECTIVENESS IN HUMAN RESOURCES. 6. Training. 7. Career Development. 8. Appraising and Improving Performance. PART FOUR. IMPLEMENTING COMPENSATION AND SECURITY. 9. Managing Compensation. 10. Pay-for-Performance: Incentive Rewards. 11. Employee Benefits. 12. Safety and Health. PART FIVE. ENHANCING EMPLOYEE-MANAGEMENT RELATIONS. 13. Employee Rights and Discipline. 14. The Dynamics of Labor Relations. PART SIX. EXPANDING HUMAN RESOURCES MANAGEMENT HORIZONS. 15. International Human Resources Management. 16. Creating High-Performance Work Systems. CASES.

Supplements

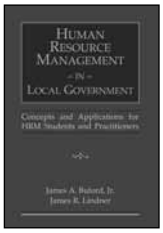
ExamView Testing Software	0-324-18428-X
Instructor's Manual	0-324-18407-7
Instructor's Resource CD-ROM	0-324-18410-7
Study Guide	0-324-18406-9
Test Bank	0-324-18408-5
Transparency Acetates	0-324-18409-3
Video	0-324-18412-3
WebTutor Advantage on Blackboard	0-324-18430-1
WebTutor Advantage on WebCT	0-324-18429-8

Human Resource Management in Local Government: Concepts and Applications for HRM Students and Practitioners

Copyright 2002

Buford, James A.
Auburn University
Lindner, James R.
Texas A&M University

0-324-06156-0 (512 pages, Hardbound)
http://buford.swcollege.com



This book represents a unique approach to human resource management that addresses two important needs. First, the book answers the need for a practical guide for local government HR management. The authors detail applications and techniques required in this working environment. Second, the book answers the need for an instructional text that accurately presents the local government HR manager's role and everyday activities.

- **Comprehensive Coverage:** This text is unique and extremely comprehensive in its coverage. Seventeen chapters include opening vignettes, boxed features, Internet addresses and review questions. An appendix provides questions designed to promote critical thinking and dynamic classroom discussions.
- **Real-World Examples and Illustrations:** The content of each chapter is designed to bridge the gap between concepts, theories, principles, and the practice of personnel management in a local government setting.
- **Sidebars:** These boxed items contain ideas, facts, applications, and insights that support the text material.
- **Summaries:** Located at the end of each chapter, summaries tie the main points of the text material together in a logical and coherent manner.
- **Review and Discussion Questions:** End-of-chapter exercises require an explicit application of the knowledge and concepts presented in the chapter.

Table of Contents

PART I: UNDERSTANDING HUMAN RESOURCE MANAGEMENT. 1. An Introduction to Human Resource Management. 2. Historical Development of the Human Resource Function. 3. The Legal Environment of Human Resource Management. PART 2: ORGANIZATIONAL CONSIDERATIONS. 4. Behavioral Foundations of Human Resource Management. 5. Planning and Policy Development. PART 3: STAFFING. 6. Organizing and Designing Jobs. 7. Analyzing Jobs and Writing Job Descriptions. 8. Preparation for Staffing and Recruiting. 9. Selecting Employees. PART 4: DEVELOPING EMPLOYEES AND MEASURING WORK CONTRIBUTIONS. 10. Orientation, Training and Development. 11. Performance Appraisal. PART 5: COMPENSATING EMPLOYEES. 12. Compensation: Strategies and Structure. 13. Compensation: Pay and Benefits. PART 6: ENHANCING EMPLOYEE RELATIONS AND PROVIDING SECURITY. 14. Identifying and Resolving Workplace Problems. 15. Labor Relations. 16. Safety, Health and Security. PART 7: MOVING TOWARD THE FUTURE. 17.Looking Ahead in Human Resource Management. Appendix A. Questions for Critical Thinking. Appendix B. Content Outline of the HR Body of Knowledge. Appendix C. Selected Competencies in the IPMA HR Competency Model. Appendix D. Organizations and Government Agencies in HR Management. Appendix E. Publications in HR Management. Appendix F. Annual Report Form EEO-4. Appendix G. Job Description for HR Director in Small Municipality. Glossary. Indexes.

Supplements

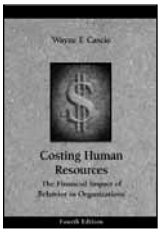
Instructor's Manual with Test Bank	0-324-11966-6

Costing Human Resources, 4e

Copyright 2000

Cascio, Wayne F.
University of Colorado, Denver

0-324-00709-4 (300 pages, Softbound)
http://cascio.swcollege.com



This text addresses the methods available for estimating the dollar value of human resource development programs. It has been thoroughly updated to reflect all the changes in government regulations as they affect the cost of human resources to a company or organization.

- **NEW! Up-To-Date Content:** This edition examines the increasing role of information technology plus identifies the most recent accounting practices and procedures. It also includes completely revised, up-to-date information on costing and managing turnover, absenteeism, employee assistance programs, worksite wellness programs, and employee attitudes.
- **NEW! Integrative Framework:** This text's integrative framework links HR measurements to strategic HR management and competitive strategy.
- **NEW! Intellectual Capital:** Intellectual capital is used as a framework for integrating HR costing measures and as a new way of strategic thinking.
- **NEW! Chapter on Costs of Mismanaging HR:** This edition includes a completely new chapter on the high cost of mismanaging human resources. This includes the costs of investigating and litigating lawsuits on unfair discrimination, and the economic consequences associated with the effective or ineffective management of people.
- **NEW! Work-Life Programs Chapter:** A completely new chapter on the strategic and financial effects of work-life programs has been added to this edition. It includes a model to guide managers charged with making the business case for such programs.
- **NEW! Utility Analysis Chapters:** Three chapters include the latest developments in utility analysis, as well as research-based advice on how to enhance the impact of such analyses on decision makers.
- **NEW! Rewritten Chapter 4:** "Costing the Effects of Smoking at the Workplace" is completely rewritten to reflect changes in government regulations.

Table of Contents

1. Intellectual Capital. PART ONE: COSTING EMPLOYEE TURNOVER, ABSENTEEISM, AND SMOKING. 2. The High Cost of Employee Turnover. 3. The Hidden Cost of Absenteeism and Sick Leave. 4. Costing the Effects of Smoking at the Workplace. PART TWO: COSTING EAPs AND WELLNESS PROGRAMS/ATTITUDES, COLLECTIVELY BARGAINED AGREEMENTS. 5. Costing the Effects of Employees Assistance and Wellness Programs. 6. The Financial Impact of Employee Attitudes. 7. Labor Contact Costing. PART THREE: PERSONNEL PROGRAMS: A RETURN ON INVESTMENT PERSPECTIVE. 8. Utility: The Concept and its Measurement. 9. Estimating the Economic Value of Job Performance. 10. Value Selection Procedures Can Pay Off. 11. Estimating the Costs and Benefits of Human Resource Development Programs. 12. Integrating Alternative Measures of Behavioral and Performance Outcomes. APPENDICES. INDEX.

Supplements

Instructor's Manual	0-324-00710-8

Human Resource Development, 3e

Copyright 2002

DeSimone, Randy L.
Rhode Island College
Werner, Jon M.
University of Wisconsin-Whitewater
Harris, David M.
Rhode Island College

0-03-031932-3 (580 pages, Hardbound)

Human Resource Development, 3e was written primarily to serve as a comprehensive text for undergraduate and graduate courses that prepare students to train and develop people. As such, the book covers the entire field of HRD (as defined by the American Society for Training and Development's competency study), from orientation and skills training, to career development and organizational development. *Human Resource Development,* 3e provides a clear understanding of the concepts, processes, and practices that form the basis of success, and shows how concepts and theory can and have been put into practice in a variety of organizations. The book focuses on the shared role of line management and human resource specialists in HRD. It also reflects the current state of the field, blending real-world practices and up-to-date research.

- **NEW!** Expanded coverage of strategic issues in HRD, and how HRD efforts should align with the goals and objectives of the organization (Chapter 1).
- **NEW!** The discussion of the influences on employee behavior has been reorganized to emphasize the macro- to micro-influences on behavior, and how this relates to the ultimate goals of positively impacting personal and organizational outcomes (Chapter 2).
- **NEW!** Expanded coverage concerning determining HRD objectives, including two application exercises (Chapter 5).
- **NEW!** A new chapter on implementing HRD programs, which includes a description of new training media, including intranet-based training (Chapter 6).
- **NEW!** Expanded coverage of ways to measure the effectiveness or orientation programs (Chapter 8).
- **NEW!** Discussion of changes in federal support for basic skills training, the impact of ISO 9000 standards on quality training and current issues pertaining to safety training (Chapter 9).
- **NEW!** An expanded focus on coaching as part of an overall performance management process (Chapter 10).
- **NEW!** Updated research and statistics on the effectiveness of employee counseling and work site health promotion programs to address issues such as alcohol and drug abuse, stress, hypertension, and fitness (Chapter 11).
- **NEW!** Updated discussion of team-based interventions and presentation of organizational development issues created by the advent of the learning organization concept (Chapter 14).
- Includes a discussion of adult learning theory and how this can be applied to HRD interventions (Chapter 3).
- Covers the description and evaluation of new models of HRD evaluation, advances in evaluation design, and expanded discussion of the use of return-on-investment (ROI) and utility estimates for communicating HRD effectiveness
- Presentation and discussion of the shifts that are occurring in career development, including ideas such as the changing or "new" employment relationship, protean careers, new models of careers and career development, team-based career development, and the individual's responsibility in career development (Chapter 12).
- Discussion of recent thinking about the nature managerial work, strategic management development, global management development, competency-based management education and development, and new practices in leadership and executive development, including transformational leadership-based and work-experience based approaches (Chapter 13).

Table of Contents

1. Introduction to Human Resource Development. 2. Influences on Employee Behavior. 3. Learning and HRD. 4. Assessment of HRD Needs. 5. Designing Effective HRD Programs. 6. Implementing HRD Programs. 7. Evaluating HRD Programs. 8. Employee Orientation. 9. Skills and Technical Training. 10. Performance Management and Coaching. 11. Employee Counseling Services. 12. Career Management and Development. 13. Management Development. 14. Organization Development and Change. 15. HRD in a Culturally Diverse Environment.

International Human Resource Management: Managing People in a Multinational Context, 3e

Copyright 1999

Dowling, Peter
University of Tasmania
Welch, Denice E.
Norwegian School of Management
Schuler, Randall S.
New York University

0-538-86137-1 (306 pages, Softbound)

Written by authors with broad international experience, this current and comprehensive resource contains extensive international research and examples without losing its appeal to a U.S audience. Designed for international human resource management or international or comparative management courses, this text focuses on the choices that confront multinational enterprises in international human resource management and factors to consider in making those choices.

- **Completely Revised** Chapter 3 now includes recent research concerning dual career couples, female international managers, and inpatriates.
- **Performance Management**, an important new concept in HRM, is the basis for the revised Chapter 4.
- **New Chapter 7** (Repatriation) includes a new company case.
- **Rewritten Chapter 9** (Issues and Trends) reflects all the recent changes in HRM.

Table of Contents

1. Introduction and Overview. 2. The Organizational Context. 3. Recruitment and Selection of International Employees. 4. Performance Management. 5. Training and Development. 6. Compensation. 7. Repatriation. 8. International Labor Relations. 9. Issues and Trends in Managing a Global Workforce.

NEW Healthcare Human Resource Management

Copyright 2004

Flynn, Walter
University of Nebraska, Omaha
Mathis, Robert L.
University of Nebraska, Omaha
Jackson, John H.
University of Wyoming
Langan, Patrick
University of Minnesota

0-324-17576-0 (450 pages, Hardbound)

http://flynn.swlearning.com

This text provides a comprehensive human resource management foundation for those who intend to work or are working in healthcare settings. Building on the success of Mathis/Jackson's, *Human Resource Management Essentials, 2e,* this text offers a solid foundation in both human resources and healthcare administrative practices. Operational definitions, artwork, concepts and theory are derived from Mathis/Jackson's work while Flynn and Langan have added current and relevant health care applications. *Healthcare Human Resource Management* is an extremely practical textbook while also providing the best foundation in HR management theory and concepts.

- **Clear Organization:** Concise overviews of content precede each chapter, and a listing of Internet resources conclude each chapter to help provide a clear, sensible organization for readers.
- **Balanced Approach:** This text provides a careful balance of HR management theory and specific healthcare applications with examples appropriate to each.
- **Healthcare Human Resources Insights:** These chapter-opening vignettes help the reader, whether student or practitioner, to better understand the healthcare field's specific HR related issues.
- **Mini-Cases:** Each chapter concludes with a mini-case presenting issues in the context of human resource management healthcare.

Table of Contents

1. HealthCare HR Management. 2. Health HR Competencies, Structures and Quality Standards. 3. Strategic HR Management. 4. Legal Issues Affecting the Healthcare Workplace. 5. Job Design and Analysis. 6. Healthcare Recruitment and Selection. 7. Organizational Relations and Employee Retention in Healthcare. 8. Training and Development in Healthcare Organizations. 9. Performance Management in Healthcare Organizations. 10. Employee Relations in the Healthcare Industry. 11. Labor Relations and Healthcare Organizations. 12. Healthcare Compensation Practices. 13. The Management of Benefits and Variable Pay in Healthcare. 14. Safety, Health, and Security in Healthcare Organizations.

Supplements

Instructor's Manual	0-324-20122-2

Human Resource Selection, 5e

Copyright 2001

Gatewood, Robert
University of Georgia
Feild, Hubert S.
Auburn University

0-03-031933-1 (768 pages, Hardbound)

This leading text offers an advanced treatment of the technical issues involved in developing and implementing selection programs within organizations. The new edition offers the most thorough and up-to-date coverage of HR selection on the market and is appropriate for upper-level undergraduate and graduate courses in management and industrial/organizational psychology departments, as well as for corporate HR departments.

- **NEW!** Completely updated, the fifth edition incorporates the most recent research findings available.
- **NEW!** Discussion on how HR selection is changing and moving into the 21st Century.
- **NEW!** The legal development as they apply to selection sections have been updated to reflect the latest information.
- **NEW!** Greater coverage of topics relevant to the problem of selection in small organizations.
- **NEW!** Reviews of recent research on predictors used in selection including applications, tests, personality inventories and employment interviews.
- The text is reader-friendly which brings advanced topics to an understandable level while clear presentation of research findings walks readers through the steps of HR selection.
- The text's transition of research findings into organizational action applies chapter concepts to real-world practice.

Table of Contents

Part I. An Overview of Human Resource Selection. 1. An Introduction to Selection. 2. Legal Issues in Selection Part II. Foundations of Measurement for Human Resource Selection. 3. Human Resource Measurement in Selection. 4. Reliability of Selection Measures. 5. Validity of Selection Measures. 6. Strategies for Selection Decision Making. Part III. Job Analysis in Human Resource Selection. 7. Preparing for Job Analysis: An Overview. 8. Applying Job Analysis Techniques. 9. Incorporating Job Analysis Results in Selection Measures Part IV. Predictors of Job Performance. 10. Application Forms, Training and Experience Evaluations, and Reference Checks. 11. Weighted Application Blanks and Biographical Data. 12. The Selection Interview. 13. Ability Tests. 14. Personality Assessment. 15. Performance Tests and Assessment Centers. 16. Integrity Testing, Drug Testing, and Graphology Part V. Criteria Measures. 17. Measurement of Job Performance.

Supplements

Computerized Test Bank (WIN/CD)	0-03-029646-3
Human Resource Management with Management Hits	0-03-046863-9
Instructor's PowerPoint® CD-ROM	0-03-029616-1
Video	0-03-029676-5

Labor Agreement Negotiations, 6e

Copyright 2001

Hilgert, Raymond L.
Washington University

0-324-06413-6 (200 pages, Softbound)

http://dame.swcollege.com

Hilgert's *Labor Agreement Negotiations,* 6e, provides a convenient but challenging set of materials for students to use in a realistic simulation of union-management negotiations. This simulation is based on materials that were collected and developed from actual union-management negotiations. Students participating in this simulation will find it to be a hands-on, practical, and rewarding learning experience.

- **NEW!** The Sixth Edition has been updated to reflect current trends in negotiations. Data and issues have been added and updated from previous editions in order to make the simulation as realistic as possible.

- The text takes an experiential approach to labor negotiations. Students are presented with a simulation that is based on actual events, and are given the chance to resolve the issues at hand to the best of their ability.

Table of Contents

1. Simulation Purpose and Objective. 2. Simulation Format. 3. Suggested Simulation Scheduling. 4. Participant Rules. 5. Other Basic Rules. 6. Suggested Forms for Use During Simulation. 7. The Company. 8. The Union. 9. Labor Relations at Midwest Plastics Company. 10. Computer Application. 11. Collective Bargaining Agreement. 12. Statistical Data and Other Information.

The Labor Relations Process, 7e

Copyright 2001

Holley, William H.
Auburn University
Jennings, Kenneth M.
University of Illinois
Wolters, Roger
Auburn University

0-03-025841-3 (656 pages, Hardbound)

This comprehensive text provides the latest information available on current research studies, issues and events in labor relation. The book integrates real-world examples and quotes from practitioners in order to bring the dynamics of the field to life. Labor Relations Process examines the labor movement from its inception to current and emerging trends, including such topics as unions, labor agreements, collective bargaining and labor relations in various business segments including government, white collar non-traditional and foreign. The book gives an in-depth analysis of the complete relationship between management and labor are fully explored, including an examination of the rights and responsibilities of unions and management and negotiation and administration of labor agreements. Other topics that are explored include the results of the labor relations process and collective bargaining issues as well as the labor relations process to different work arrangements.

- **NEW!** This edition provides extensive coverage on employment arbitration.
- **NEW!** The influence of technology on labor relations is explored to show the evolving nature of the field
- **NEW!** The new directions of unions and the impact on the movement is highlighted within the text.
- Ethics in the labor relations process is integrated throughout the text, with discussions emphasizing the ethical issues in bargaining behavior, union organization, and the termination of union advocates.
- An epilogue focuses on the future of labor relations and the issues likely to emerge within the next decade.
- Thought-provoking end-of-part cases and questions stimulate class discussions.
- Internet exercises are included with every chapter to provide students with a familiarity with the resources on the web.

Table of Contents

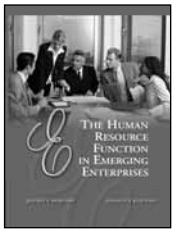
Part I. Recognizing Rights and Responsibilities of Unions and Management. 1. Union-Management Relationships in Perspective. 2. Evolution of Labor-Management Relationships. 3. Legal Influences. 4. Unions and Management: Key Participants in the Labor Relations Process. 5. Why and How Unions are Organized. Part II. Negotiating and Administering the Labor Agreement. 6. Negotiating the Labor Agreement. 7. Resolving Negotiation Impasses and Developing Cooperation. 8. Contract Administration. 9. Labor and Employment Arbitration. Part III. The Outcomes of the Labor Relations Process: Collective Bargaining Issues. 10. Employee Discipline. 11. Institutional Issues: Managerial Rights, Union Security, and the Rights of Minority and Female. Employees. 12. Administrative Issues. 13. Economic Issues. Part IV. Applying the Labor Relations Process to Different Labor Relations Systems. 14. Labor Relations in the Public Sector. 15. Labor Relations in Multinational Corporations and in Other Countries.

Supplements

Computerized Test Bank (WIN/DSK)	0-03-025851-0
Instructor's Manual with Test Bank	0-03-025846-4
Video	0-03-025831-6

The Human Resource Function in Emerging Enterprises

Copyright 2002



Hornsby, Jeffrey S.
Ball State University
Kuratko, Donald F.
Ball State University

0-03-034161-2 (Hardbound)

This book provides a guide for effective Human Resource Management practices in small and emerging organizations. While the content of the book covers traditional HR practices, its focus and applications are toward firms who are formalizing their Human Resource functions. This book could serve as a primary text for a HR class but also as selected reading for entrepreneurship and small business programs.

- For each chapter case stories, exercises,discussion questions and examples of HR forms targeted toward small emerging companies.
- Each chapter provides guidelines or steps for implementing the HR function

Table of Contents

Chapter 1. The Human Resource Function and Emerging Firms. Chapter 2. Legal Issues Impacting Human Resource Management. Chapter 3. Job Analysis and Description. Chapter 4. Human Resource Planning: Investing in Your Future. Chapter 5. Recruiting and Selecting Qualified Employees. Chapter 6. Training and Development: Investing in Your Employees. Chapter 7. Performance Appraisal: Measuring Success. Chapter 8. Employee Discipline and Counseling. Chapter 9. Compensation Administration: Implementing Fair Pay Practices. Chapter 10. Employee Benefits. Chapter 11. An Overview of Labor Relations. Chapter 12. Employee Safety and Health. Chapter 13. International Human Resource Management. Chapter 14. The Human Resource Handbook: An Effective Management Tool.

Managing Human Resources Through Strategic Partnerships, 8e

Copyright 2003

Jackson, Susan E.
Rutgers University
Schuler, Randall S.
Rutgers University

0-324-15265-5 (528 pages, Hardbound)

http://jackson.swcollege.com

Managing Human Resources Through Strategic Partnerships, 8e allows students to capture the excitement of this dynamic field in an interactive and tightly integrated text. Managing human resources effectively requires mutual understanding and collaboration among HR professionals, managers, and all other employees. In this edition, the authors encourage such

collaboration by clearly presenting principles for effectively managing human resources and also explaining the different HR roles and responsibilities of the three primary HR partners. Together, these HR partners can develop and implement an approach to human resource management that satisfies the needs of the organization as well as the multiple external stakeholders who ultimately determine its success.

- **NEW! Updated Content:** Every chapter has been extensively rewritten to incorporate the most current ideas, research results, and real organizational examples of human resource practices in action.
- **NEW! Web Boxes with Links:** Internet exercises have been moved to the Web Site to allow students to use the web in HR Practice. Students can link directly to the web locations.
- **NEW! HR Trend:** Describes the role of HR professionals, managers, and employees.
- **Theme Approach to HR Presentation:** Four themes are emphasized throughout the text: teams, diversity, globalization, and change. Each is highlighted with a special icon.
- **Real-World Examples:** In each chapter, real-world examples of current HR practices are illustrated under the titles: Managing Teams, Managing Diversity, Managing Globalization, and Managing Change. These examples show that effectively managing human resources requires mastering what is known and then having the confidence to venture into the unknown.
- **"Managing Through Strategic Partnerships":** These chapter openers describe a company that is familiar to most readers. The chapter openers illustrate how HR professionals, line managers and employees work together to achieve effective approaches to managing human resources.
- **Margin Notes:** "Fast Facts" offer tidbits of information that are interesting and sometimes surprising, giving student access to important HR information. Quotes illustrate the perspectives of real managers and HR professionals, offering personal insight into the HR field.
- **Integrative Cases and Internet Exercises:** More integrative cases and Internet Exercises are located throughout the text. Internet exercises are provided vis-a-vis referrals to student Web Sites, where direct links to sites are provided.

Table of Contents

Chapter 1. Managing Human Resources through Strategic Partnership. Chapter 2. Understanding The Global Environment. Chapter 3. Ensuring Fair Treatment and Legal Compliance for a Diverse Workforce. Chapter 4. Creating Organizational Alignment. Chapter 5. HR Planning for Strategic Change. Chapter 6. Using Job Analysis and Competency Modeling as the Foundation for the HR System. Chapter 7. Recruiting and Retaining Qualified Employees. Chapter 8. Selecting Employees who Fit the Job and the Organization. Chapter 9. Creating a Competitive Workforce through Training and Development. Chapter 10. Developing an Overall Approach to Compensation. Chapter 11. Measuring Performance and Providing Feedback. Chapter 12. Using Rewards to Enhance Motivation. Chapter 13. Providing Benefits and Services. Chapter 14. Promoting Workplace Safety and Health. Chapter 15. Understanding Unionization and Collective Bargaining. Chapter 16. Understanding the HR Profession.

Supplements

ExamView Testing Software	0-324-17935-9
Instructor's Manual with Test Bank	0-324-17938-3
Instructor's Resource CD-ROM	0-324-18509-X
PowerPoint® Presentation Slides	0-324-17937-5
Transparencies	0-324-18217-1

Human Resource Management: A Managerial Tool for Competitive Advantage, 2e

Copyright 2000

Kleiman, Lawrence
University of Tennessee at Chattanooga

0-324-00871-6 (450 pages, Hardbound)

http://kleiman.swcollege.com

The general management approach in this text emphasizes how the human resource function helps an organization gain competitive advantage. Rather than focusing on detailed theoretical coverage geared to the Human Resource professional, this book focuses each chapter on developing a clear understanding of the various HR functions and on the working relationship between the HR department and other organizational departments. The information presented is targeted to the 90% of students who will not become HR professionals.

- **NEW! Technology Topics:** This edition covers current technology topics such as Online Recruiting (Chapter 5), how companies are incorporating the Internet, intranets, and extranets in their human resource information systems (Chapter 3), plus the use of the Internet as a training tool (Chapter 7).
- **NEW! External Factor Examination:** External factors that affect HRM practices are addressed. These include: the implications of the Supreme Court's recent decisions on sexual harassment (Chapter 11), the Drug-Free Workplace Act (Chapter 13), and understanding the Mexican culture at the workplace (Chapter 14).
- **Functional Chapter Organization:** Each chapter is divided into the following three sections: 1) "Gaining Competitive Advantage" sells each chapter by describing how the successful implementation of HRM practices can lead to competitive advantage, 2) "HRM Issues and Practices" describes the many HR Practices, and 3) "The Manager's Guide" deals with the relationship between Managers and HR.
- **Legal Topics:** Legal issues in the workplace are introduced early because of their critical importance in the HRM area. Chapter 2 covers the basics of EEO and Affirmative Action. Additional legal topics are covered in appropriate chapters.
- **Competitive Advantage Boxes:** "On the Road to Competitive Advantage" boxes highlight how actual companies have succeeded or failed in implementing human resource practices with the goal of improving their competitive position. These boxes demonstrate how human resource decisions impact the long-term success of an organization.
- **Professional Information Boxes:** "Taking a Closer Look" boxes provide technical or detailed descriptions of chapter topics without interrupting the flow of the text. This material is aimed at the HR professional.
- **Experiential Exercises:** Every chapter includes Experiential Exercises relate to the chapter topics.
- **Easy to Understand:** A non-technical, conversational writing style is employed in this text. The authors use many examples to illustrate their points.

Table of Contents

INTRODUCTION. 1. Human Resource Management and Competitive Advantage. 2. Understanding the Legal and Environmental Context of HRM. PART I: HUMAN RESOURCE MANAGEMENT PRE-SELECTION PRACTICES. 3. Planning for Human Resources. 4. Analyzing Jobs. PART II: HUMAN RESOURCE MANAGEMENT SELECTION PRACTICES. 5. Recruiting Applicants. 6. Selecting Applicants. PART III: HUMAN RESOURCE MANAGEMENT POST-SELECTION PRACTICES. 7. Training and Developing Employees. 8. Appraising Employee Job Performance. 9. Determining Pay and Benefits. 10. Implementing Productivity Improvement Programs. PART IV: HRM PRACTICES AFFECTED BY

EXTERNAL FACTORS. 11. Complying with Workplace Justice Laws. 12. Understanding Unions and Their Impact on HRM. 13. Meeting Employee Safety and Health Needs. 14. Establishing HRM Practices Overseas. CONCLUSION. 15. Working in the HRM Field. Manager's Guide to the Internet. Glossary. Index.

Supplements

Instructor's Manual	0-324-00872-4
PowerPoint® Presentation Slides	0-324-00873-2
Thomson Learning Testing Tools	0-324-00875-9

Managing Human Resources in the 21st Century: From Core Concepts to Strategic Choice

Copyright 2000

Kossek, Ellen
Michigan State University
Block, Richard
Michigan State University

0-324-00753-1 (775 pages, Softbound)
http://kossek.swcollege.com

This text uses a modular approach to develop an understanding of the current theory, principles, policies, and practices associated with human resource management decision making and strategy. Students will learn to appreciate how the human resource function can contribute to organizational effectiveness and the achievement of strategic business objectives. The authors present a balanced approach by considering HR issues from both the employer (traditional) and employee (social) perspectives. This title is intended for use in MBA-level or advanced 4-year programs.

- **Written by Experts:** All of the modules are written by leading experts in the field on each particular HR topic. Thirty-three contributors ensure that a variety of perspectives are presented.
- **Flexible Organization:** This modular text will offer professor flexibility. One can mix and match any topic needed to fit a variety of classroom needs. To learn more about this product and the selected modules option, please contact the ITP Custom Publishing Center at 1-800-355-9983.
- **Strategic Issues Explored:** Each module presents the core concepts of the topic area then explores the relevant strategic implementation issues.
- **Instructor's Modules:** Each module has a corresponding instructor's module with detailed teaching notes for presenting the material.

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PART 1: OVERARCHING EMPLOYER PRINCIPLES FOR MANAGING HUMAN RESOURCES. 1. New Employment Relations: Challenges & Basic Assumptions. 2. Human Resource Strategy: From Transactions to Transformation. 3. Leadership by Human Resources: Organizational Roles and Choices. 4. Managing Change: Scenario Planning and Other Tools. 5. Mergers and Human Resources. 6. Collective Bargaining, Industrial Relations, and Human Resource Systems: Managing in Environments. 7. Human Resource Information Systems. PART 2: BUILDING THE HUMAN RESOURCE BASE: RECRUITMENT AND SELECTION STRATEGIES AND LEGAL CONCERNS IN CONSTRUCTING THE WORKFORCE. 8. EEO in the Workplace: Employment Law Challenges. 9. Managing Diversity: Human Resource Issues. 10. Administering the Family Medial Leave Act. 11. Support of Work-Life Integration: Cultural Issues Facing the Employer. 12. Workforce Planning for Flexibility: Staffing with Temporary Employees. 13. Recruitment & Selection: Hiring for the Job or the Organization? 14. Selecting Employees Today: What Managers Need to Know. PART 3: SOCIALIZING, MOTIVATING, AND DEVELOPING EMPLOYEES TO COMPETE. 15. Moving from Performance Appraisal to Performance Management. 16. Compensation Fundamentals and Linkage to Organizational Performance. 17. Pay & Incentive Systems: Transitional, Transformational, and Nontraditional. 18. Benefits: Current Challenges in Providing Cost-Effective Employee Supports. 19. Training & Employee Development. 20. Using the Internet for Training & Development. PART 4: CONTINUOUS IMPROVEMENT OF ORGANIZATIONAL PROCESSES AND WORK RELATIONSHIPS. 21. Systems Approaches to Human Resource Management: New Assumptions. 22. Organizational Development & Change: The Role of Human Resources. 23. Employee Safety & Health. 24. Managing Careers. PART 5: GROWING HUMAN RESOURCE CHALLENGES FOR THE MILLENNIUM AND BEYOND. 25. Globally Managing Human Resources. 26. Comparative Industrial Relations. 27. Ethical Perspectives in Employment Relations & HR: Approaching the New Millennium.

Supplements

Instructor's Manual with Index of All Modules	0-324-00754-X

Human Resource Management with West Group Product Booklet, 10e

Copyright 2003

Mathis, Robert L.
University of Nebraska, Omaha
Jackson, John H.
University of Wyoming

0-324-07151-5 (680 pages, Hardbound)
http://mathis.swcollege.com

This market-leading text takes a pragmatic approach emphasizing the strategic role of human resources. Comprehensive, research-based coverage includes all major topics identified on the Human Resource Certification Institutes Content Outline. Coverage includes a global chapter, expanded coverage of diversity, new material on performance management, and current hot topics such as self-directed work teams, shamrock organization, broadbanding, competency-based pay systems, job security, violence in the workplace, and how organizational commitment affects production, quality, and service.

- **NEW! West Group HR Policies and Practices Advisor on the Web:** Access to this site provides current analysis of HR issues, sample HR strategies, downloadable forms, etc. and comes free with each new copy of the text.
- **NEW! e-HR Features:** Found within most chapters, describe the impact of the Internet on HR practices.
- **NEW! HR Practices:** These sections offer specific suggestions to handling important HR issues or situations. These include conducting exit interviews, conducting new employee orientations and more.
- **Comprehensive, Research-Based Coverage:** All major topics on the Human Resource Certification Institute's Content Outline are included.
- **HR Transitions:** These chapter-opening vignettes introduce students to actual issues in human resource management and also lead students into chapter material. The vignettes focus on hot topics, trends, and changes in human resource management.
- **HR Perspectives:** Boxed inserts (approximately 2 per chapter) show real-world examples of diversity, ethics, research, international issues, and company practices.
- **Strategic Focus:** Chapter 1 addresses the strategic nature of human resources and carries this focus throughout the text.
- **Internet Exercises:** Found at the end of each chapter, "Logging On" boxed features direct students to various sites on the Internet where they can access data on the work force and other human resource topics.
- **Internet Resources:** Readers are directed throughout the text to the product Web Site (http://mathis.swcollege.com) for additional information on HR organizations, literature sources, and more!

- **Capstone Chapters:** Chapter 18 now is a "Capstone" chapter that emphasizes how global forces are affecting HR management practices.

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SECTION I: NATURE OF HUMAN RESOURCE MANAGEMENT. Chapter 1. Changing Nature of Human Resource Management. Chapter 2. Strategic Human Resource Planning. Chapter 3. Individual Performance and Employee Retention. SECTION II: STAFFING THE ORGANIZATION. Chapter 4. Legal Framework of Equal Employment. Chapter 5. Managing Diversity and Equal Employment. Chapter 6. Jobs and Human Resources. Chapter 7. Recruiting in Labor Markets. Chapter 8. Selecting and Placing Human Resources. SECTION III: TRAINING AND DEVELOPING HUMAN RESOURCES. Chapter 9. Training Human Resources. Chapter 10. Careers and HR Development. Chapter 11. Performance Management and Appraisal. SECTION IV: COMPENSATING HUMAN RESOURCES. Chapter 12. Compensation Strategies and Practices. Chapter 13. Variable Pay and Executive Compensation. Chapter 14. Managing Employee Benefits. SECTION V: EMPLOYEE RELATIONS AND GLOBAL HR. Chapter 15. Health, Safety and Security. Chapter 16. Employee Rights and Discipline. Chapter 17. Union-Management Relations. Chapter 18. Globalization of HR Management. Appendices: A. HRCI Content Outline. B. Current Literature Sources in HR. C. Major Federal EEO Laws and Regulations. D. Starting a Career.

Supplements

ExamView Testing Software	0-324-17934-0
Human Resource Management Electronic Review Guide	0-324-18341-0
Instructor's Manual with Video Guide	0-324-18531-6
Instructor's Resource CD-ROM (IM,PP,TB,ExamView)	0-324-07154-X
Study Guide	0-324-07156-6
Test Bank	0-324-18532-4
Transparency Acetates	0-324-07155-8
Video, Volume 1	0-324-07157-4
Video, Volume 2	0-324-07158-2
Video, Volume 3	0-324-07159-0

Human Resource Management: Essential Perspectives, 2e

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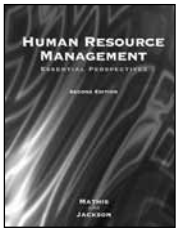

Mathis, Robert L.
University of Nebraska, Omaha
Jackson, John H.
University of Wyoming

0-324-10758-7 (224 pages, Softbound)
http://mathis.swcollege.com

This new edition lets you navigate quickly through an intelligently condensed series of issues and allows you to focus on the most important principles of a challenging field of study. Designed to be used alone, with additional readings, or with instructor-selected cases, this text offers absolute flexibility for the HRM course in a "digest" style that gets right to the point. Covering all the essential HR activities, the text also reviews important laws and regulations and provides an overview of information that is used typically by practicing HR professionals.

- **NEW! Streamlined Content:** Expertly condensed, this revised edition is approximately 200 pages—300 pages less than many other HR texts that cover the field. Unlike other shorter books that are heavily academic in nature, or cover only specific functional areas, this text is both practical and complete. *Human Resource Management Essential Perspectives,* 2e is designed to meet the need for a moderately priced overview of HR management that both HR practitioners and traditional students can use.
- **NEW! Clear Organization:** This book presents information in a way that makes sense to various industry groups and professional organizations. Concise overviews of content precede each chapter and a listing of internet resources conclude each chapter.
- **NEW! International Aspects:** This condensed view of HR management is a valuable resource for managers worldwide as it addresses the tremendous interest in U.S. HR management practices in other countries.
- **Top Quality Research:** Fully documented, all text research is current and pragmatic. Because of the high credibility of research in the text, students become well prepared for professional certification and are equipped with the knowledge they will need to perform future jobs.
- **Additional Information and Readings:** Students are able to further their knowledge with notations that direct them to the best sources for additional study.

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1. Strategic Human Resources Management and Planning. 2. Organizational Performance and Global Effectiveness. 3. Equal Employment Opportunity. 4. Job Analysis. 5. Staffing. 6. Training and Development. 7. Managing and Appraising Performance. 8. Compensation. 9. Variable Pay and Benefits. 10. Employee Relations. 11. Union-Management Relations. Appendices: A. Content Outline of Human Resources Body of Knowledge. B. Important Organizations in Human Resource Management. C. Current Literature in Human Resource Management. D. Major Federal Equal Employment Opportunities Laws and Regulations. E. Guidelines to Lawful and Unlawful Preemployment Inquiries. F. Sample Job Description and Specifications. Glossary. Index.

Supplements

Instructor's Manual with Test Bank on CD-ROM	0-324-10760-9

Strategic Human Resource Management

Copyright 2002

Mello, Jeffrey A.
Towson University

0-324-06584-1 (608 pages, Hardbound)
http://mello.swcollege.com

This text offers a truly innovative, integrative framework that examines the traditional functional HR areas from a strategic perspective. This text is organized into two sections. The first section, Chapters 1-7, examines the context of strategic HR and develops a framework and conceptual model for the practice of strategic HR. The second section, Chapters 8-14, examines the actual practice and implementation of strategic HR through a discussion of strategic issues that need to be addressed while developing specific programs and policies related to the traditional functional areas of HR (staffing, training, performance management, etc.). The integrative framework that requires linkage between, consistency among these functional HR activities, and the approach toward writing about these traditional functional areas from a strategic perspective distinguish the text from what is currently on the market.

- **Real-World Examples and References:** Integrated throughout the text and chapter introductions, frequent examples and references to current literature put HR into a real-world context.
- **Reading Links:** Within the body of the chapter, links alert readers to pertinent articles found later in the chapter.
- **Integrated Strategic Approach:** This text is truly innovative in its perspective and will meet a high demand among faculty, students and practitioners who have been looking for a truly strategic approach.

- **Strategic Emphasis:** The author undertakes a comprehensive discussion of current issues, practices and theories while maintaining a coherent and consistent emphasis on strategy.
- **Collection of Cases:** A rich variety of cases apply the principles and practices of strategic HR to well-known organizations. The cases can be used intermittently throughout the course to expand upon certain topics or as stand-alone integrative cases for analysis.
- **End-of-Chapter Questions and Exercises:** Discussion questions, experiential exercises to aid in student learning, innovative Internet exercises and some recommended discussion questions for each of the readings are found at the end of each chapter.
- **Opening Vignettes:** Found in each chapter, these vignettes apply the chapter's subject matter to a well-known organization, as well as two or three carefully selected readings that are integrated within the text discussion.

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PART I: THE CONTEXT OF STRATEGIC HUMAN RESOURCE MANAGEMENT. 1. An Investment Perspective of Human Resource Management. 2. Trends Affecting Human Resource Management. 3. Strategic Planning. 4. The Evolving/Strategic Role of Human Resource Management. 5. Human Resource Planning. 6. Design and Redesign of Work Systems. 7. Employment Law. PART 2: IMPLEMENTATION OF STRATEGIC HUMAN RESOURCE MANAGEMENT. 8. Staffing. 9. Training and Development. 10. Performance Management and Feedback. 11. Compensation. 12. Labor Relations. 13. Employee Separation. 14. International Human Resource Management. PART 3 CASE STUDIES. Case 1: Strategic Human Resource Management at Herman Miller. Case 2: Strategic Human Resource Management at Lucent. Case 3: Strategic Human Resource Management at Praxair. Case 4: Strategic Human Resource Management at Quantam. Case 5: Strategic Human Resource Management at Sears. Index.

Supplements

Instructor's Resource CD-ROM (IM, TB, PPT) 0-324-06585-X

Readings and Cases in International Human Resources Management, 3e

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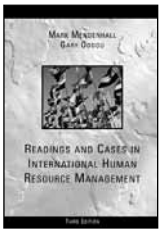

Mendenhall, Mark E.
University of Tennessee, Chattanooga
Oddou, Gary R.
San Jose State University

0-324-00634-9 (523 pages, Softbound)

This book addresses topics in human resource management from an international, cross-cultural perspective. This collection of cases and readings has been carefully selected from prominent authors and researchers to challenge students and help them fully explore human resource issues in a global context.

- **NEW! Two Section Organization:** This edition is now organized into two sections: human resource management functions in international business, and specialized human resource topics in international business.
- **Focus on International Setting:** This collection of readings and cases currently focuses on human resources in an international setting. Therefore, it can be used to satisfy AACSB requirements to include an international perspective in a traditional course.
- **International Contributors:** Readings and cases were contributed from authors around the world. Topics include: strategic human resource management, selection, training, productivity, labor relations, management development, performance appraisal, and the influence of culture on human resource practices.
- **World Wide Representation:** Most major areas of the world are represented. This includes: Japan, Mexico, Europe, United States and Africa.

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Supplements

Instructor's Manual 0-324-00635-7

Human Resource Management and E-Commerce: The Online Legal Environment

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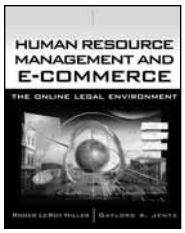

Miller, Roger LeRoy
Institute for University Studies, Arlington, Texas
Jentz, Gaylord A.
University of Texas at Austin, Emeritus

0-324-12276-4 (256 pages, Softbound)

http://lec.westbuslaw.com

Students examine the basic legal environment topics relating to human resources in this dynamic, new module. Content is drawn from the exciting new text, *Law for E-Commerce*, which helps students recognize the legal issues related to maintaining and conducting business on the World Wide Web.

- **Chapter Opening Quote:** Taken from one of the court opinions in the chapter, these quotes pique students' interest in the material that is to come.
- **Learning Objectives:** Found at the beginning of each chapter, these objectives clearly outline key legal points that the student should understand after reading the chapter.
- **In-Margin Definitions:** Found in the margin of the text, these definitions help students learn and recognize legal terminology.
- **Excerpted Cases:** When appropriate, excerpted cases, or cases using the language of the court, are integrated throughout the chapter to highlight important legal issues.
- **Controversial Issues in the Online World:** This feature highlights differences of opinion and/or controversial issues or uncertainties relating to developments in cyberlaw.
- **E-Guidelines:** Integrated throughout the text, these tips identify key issues that the student should keep in mind regarding cyberlaw.
- **Illustrative Exhibits:**When appropriate, exhibits illustrate important aspects of cyberlaw to help students clearly understand the material presented.
- **On the Web:** Found in the margins of the text, Internet addresses are provided for students to access the online information discussed.
- **Web Exercises:** Internet research exercises are included to aid students in learning and understanding the chapter material.
- **Legal Research Guide:** This guide is packaged with each new copy of the text giving students additional experience using the World Wide Web.

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1. Introduction to Law. 2. Resolution of Disputes. 3. E-Commerce and Dispute Resolution 4. Cyber Torts and Crimes. 5. Intellectual Property-Patents and Copyrights. 6. Intellectual Property-Trademarks, CyberMarks, and Trade Secrets. 7. Employment relationships and Web Technology. 8. Monitoring Employees' Activities. Appendix A: Technical Background for the Internet.

Supplements

Black's Handbook of Basic Law Terms	0-324-03737-6
Instructor's Manual with Test Bank	0-324-13452-5

NEW Applications in Human Resource Management, 5e

Copyright 2004

Nkomo, Stella M.
University of North Carolina at Charlotte
Fottler, Myron D.
University of Alabama at Birmingham
McAfee, R. Bruce
Old Dominion University

0-324-20081-1 (310 pages, Softbound)

http://nkomo.swlearning.com

Applications in Human Resource Management was designed to provide a single source of cases, exercises, incidents, and skill builders to supplement the basic text in human resource management. These materials offer a fresh approach to the management student based on dynamic, real-life organizational events confronting both human resource managers and line managers who often implement personnel programs and policies. The text is based on realistic, current, issues confronting managers of human resources. Cases are based on "real" events that have taken place in organizations. The exercises and skill builders are intended to give students hands-on skills in the kinds of issues they may confront in HRM.

- Cases, exercises, incidents and skill builders address recent changes in HRM.
- Provides a variety of cases, exercises, incidents, skill builders, and team projects.
- Most materials can be completed within 50 minute classroom period.
- Hands-on learning for students as opposed to faculty lecture.
- The training and development section covers mentoring, orientations, conducting needs assessments, and cross-cultural diversity training.
- Text is designed to supplement all Introduction to HRM books, both graduate and undergraduate.

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PART 1: HUMAN RESOURCE MANAGEMENT IN PERSPECTIVE: ENVIRONMENT AND LEGAL ISSUES. 1. The New Director of Human Resources. 2. The Human Resource Function of Harrison Brothers Corporation. 3. Scanning the Contemporary Work Environment. 4. Evaluating the Financial Impact of Human Resources Management Activities. 5. Reference Materials for Human Resource Management. 6. Using Internet Search Engines to Conduct HR Research. 7. The Storage Room Massage: A Case of Sexual Harassment. 8. Same-Sex Sexual Harassment. 9. Unfair Promotions at Food Chain Supermarkets. 10. Managing Diversity: Johnson Chemical International. 11. The Older Worker. 12. Is This Unlawful Discrimination? 13. What Is Sexual Harassment? 14. Understanding the Americans with Disabilities Act. 15. The Employee with AIDS. 13. Data Analysis for Affirmative Action Plans. PART 2: MEETING HUMAN RESOURCE REQUIREMENTS: JOB ANALYSIS/DESIGN, PLANNING, RECRUITMENT, AND SELECTION. 17. Employee Layoffs at St. Mary's Hospital. 18. Strategic Human Resource Management. 19. The Bank Merger. 20. Which Employee Should Be Terminated? 21. Writing Job Descriptions. 22. Work and Family Issues. 23. Human Resource Forecasting Assignment. 24. From Welfare to Work. 25. Phased Retirement Options. 26. Recruiting Recreational Vehicle Surveyors. 27. Selecting Patient Escorts. 28. A Solution for Adverse Impact. 29. Evaluating the Recruiting Function. 30. Selection Decisions. 31. Selection Interview Role Play. 32. Which Selection Procedure is Most Effective? 33. The Ethical Selection Dilemma at Integrity Motors. 34. The Exit Interviews. 35. Evaluating Job Application Forms. 36. Staffing for a Telecommuting Job. PART 3: DEVELOPING EFFECTIVENESS IN HUMAN RESOURCES: TRAINING, CAREER DEVELOPMENT, AND PERFORMANCE APPRAISAL. 37. Career Development at Electronic Applications. 38. The Safety Training Program. 39. The Mentoring Problem at Walnut Insurance. 40. Conducting a Training Needs Assessment. 41. Design and Evaluation of Training Programs. 42. On-the Job Training. 43. The Orientation Problem. 44. The Cultural Diversity Training Program. 45. Identifying Training Needs Through Task Analysis. 46. EvalSim—A Performance Evaluation In-Basket. 47. Performance Appraisal Interview Role Play. 48. Which Performance Appraisal Format is Most Effective? PART 4: IMPLEMENTING COMPENSATION AND SECURITY: COMPENSATION, INCENTIVES, BENEFITS, AND SAFETY AND HEALTH. 49. The Overpaid Bank Tellers. 50. Rewarding Volunteers. 51. Managing Non-Monetary Compensation (Personnel Problems at Dunesbury Medical Center). 52. Controlling Employee Benefit Costs. 53. Evaluating Non-Traditional Incentive Systems: Howe 2 Ski Stores. 54. Job Evaluation at Smithfield County Health Services. 55. WageSim—A Compensation Administration In-Basket. 56. Safety and Health Programs. 57. Ethical Compensation Dilemmas. 58. Merit Increases. 59. The Medical Leave Problem. 60. The Educational Leave Program. 61. The Lost Vacation Days. 62. The Safety Problem. 63. Applying the FLSA—Is This Job Exempt? 64. Developing a Wage Structure. PART 5: ENHANCING EMPLOYEE RELATIONS: MOTIVATION, EMPLOYEE RIGHTS AND DISCIPLINE, LABOR RELATIONS, AND COLLECTIVE BARGAINING. 65. The Broken Employment Contract? 66. The Crack in the Wall. 67. Violence at Work: Westside Health Systems.

68. Spiked Milk. 69. Motivating Employees During Downsizing. 70. The Awards Dinner. 71. She's Just a Temp. 73. Alan Garfield. 74. Caught in the Act. 75. Union Organizing at SGA Industries. 76. The Frustrated Quality Circle Team. 77. The Give Back: A case of Union Busting. 78. Collective Bargaining Role-Play - Bush Corp. 79. Applying the NLRA. 80. Labor Arbitration. 81. Employee Communications During Union Campaigns. PART 6: EXPANDING HUMAN RESOURCES GLOBALLY. 82. Selecting a Manager for a Nigerian Facility. 83. Fred Bailey: An Innocent Abroad. 84. Going International. PART 7: HUMAN RESOURCE AUDITS/TERM ASSIGNMENTS. 85. Human Resource System Evaluation. 86. Human Resource Manager Interview. 87. Controversial HRM Issues.

The Regulatory Environment of Human Resource Management

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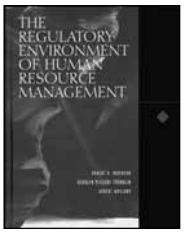

Robinson, Robert K.
The University of Mississippi
Franklin, Geralyn McClure
The University of Texas of the Permian Basin
Wayland, Robert F.
Eastern Illinois University

0-03-025867-7 (624 pages, Hardbound)

http://swlearning.com

This text focuses on employee relations issues, as well as labor relations, addressing the current need to highlight two of the functional areas of human resource management by the Society for Human Resource Management (SHRM). Well-known and highly visible in the academia of management, the authors present a topical and thorough text available to all universities and junior colleges that teach a course in Employee and Labor Relations or Employee Relations.

- The book examines the impact of federal regulation on critical human resource activities and introduces students to the evolution of unions in both the private and public sectors.
- Chapter opening profiles stimulate student interest and engage the student's attention by establishing a single unifying theme for the core concepts presented in the chapter.
- The conversational writing style, free of unnecessary "legalese," generates and maintains student interest and enthusiasm.
- Students are acquainted with the legislation and procedures that must be met in order to comply with equal employment opportunity and other statutes and regulations governing workplace behavior.
- The end-of-chapter cases encourage the development of critical thinking skills by teaching students how to effectively analyze and employ resolution-oriented strategies when confronted with legal and regulatory issues in the workplace.
- The carefully researched content is presented in a very organized, user-friendly manner and underscores an appropriate balance between research and real-world examples.

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1. Introduction. 2. Disparate Treatment. 3. Disparate Impact. 4. Sex Discrimination. 5. Other Protected Classes. 6. Affirmative Action. 7. Employment-at-Will, Employee Handbooks, and Employee Privacy Issues. Employment-at-Will. 8. Wage, Hour, and Related Statutes. 9. Employee Benefits. 10. Workplace Safety and Health Issues. 11. Labor Relations: Historical, Legal, and Organizing Issues. 12. Collective Bargaining and Contract Administration.

Supplements

Computerized Test Bank	0-03-025869-3
Instructor's Manual with Test Bank	0-03-025868-5

Best Practices in International Business

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Czinkota, Michael R.
Georgetown University
Ronkainen, Ilkka A.
Georgetown University

0-03-028721-9 (384 pages, Hardbound)

http://swlearning.com

Best Practices in International Business offers current readings in the international business arena.

- Prestigious author team on the cutting edge of international business and marketing through involvement with frequent consulting engagements and projects for the U.S. Dept. of Commerce.

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THE NEW REALITIES OF INTERNATIONAL BUSINESS. Michael R. Czinkota and Ilkka A. Ronkainen, "Introduction." Jane Fraser and Jeremy Oppenheim, "What's New About Globalization?" The McKinsey Quarterly (number 2, 1997): 168-197. Jay Mazur, "Labor's New Internationalism," Foreign Affairs 79 (January-February 2000): 79-90. ENVIRONMENTS. Michael R. Czinkota, "A National Export Development Policy for New and Growing Businesses," Journal of International Marketing 2 (number 1, 1994): 91-101. Michael R. Czinkota and Erwin Dichtl, "Export Controls and Global Changes," der Markt (number 3, 1996): 148-155. Richard Brealey, "The Asian Crisis: Lessons for Crisis Management and Prevention," Journal of Applied Corporate Finance 12 (number 3, 1999): 111-123. Martin Vander Weyer, "Globalization vs. Nationalism vs. E-Business: The World Debates," Strategy and Business (first quarter, 2000): 63-80. Alexander D. Stajkovic and Fred Luthans, "Business Ethics Across Cultures: A Social Cognitive Model," Journal of World Business 32 (number 1, 1997): 17-34. Ricky Y. K. Chan, "An Emerging Green Market in China," Business Horizons 43 (March-April, 2000): 55-60. STRATEGIES OF ENTRY AND OPERATIONS. Anil K. Gupta and Vijay Govindarajan, "Managing Global Expansion: A Conceptual Framework," Business Horizons 43 (March-April 2000): 45-54. Ashwin Adarkar, Asif Adil, David Ernst, and Paresh Vaish, "Emerging Market Alliances: Must They Be Win-Lose," The McKinsey Quarterly (number 4, 1999): 120-137. Guliz Ger, "Localizing I the Global Village: Local Firms Competing in Global Markets," California Management Review 41 (number 4, 1999): 64-83. FUNCTIONAL AREAS. Briance Mascrenhas, Alok Baveja, and Mamnoon Jamil, "Dynamics of Core Competencies in Leading Multinational Corporations," California Management Review 40 (number 4, 1998): 117-132. Kenneth Simmonds, "International Marketing: Avoiding the Seven Deadly Traps," Journal of International Marketing 7(number 2, 1999): 51-62. John A. Quelch and Helen Bloom, "Ten Steps to a Global Human Resources Strategy," Strategy and Business (first quarter, 1999): 18-29. Benjamin C. Esty, "Petrozuata: A Case Study of the Effective Use of Project Finance," Journal of Applied Corporate Finance 12 (number 3, 1999): 26-42. ORGANIZATION AND IMPLEMENTATION. Ingo Theuerkauf, David Ernst, and Amir Mahini, "Think Local, Organize!?" International Marketing Review 13 (number 3, 1996): 7-12. Henry P. Conn and George S. Yip, "Global Transfer of Critical Capabilities," Business Horizons 41 (January-February 1997): 22-31. Julian Birkinshaw and Nick Fry, "Subsidiary Initiatives to Develop New Markets," Sloan Management Review 13 (number 3, 1998): 51-61. MARKET-SPECIFICS. Johan Ahlberg, Niclas Garerno, and Tomas Nauclee, "The Euro: How to Keep Your Prices Up and Your Competition Down," The Kinsey Quarterly (number 2, 1999): 112-188. Michael R. Czinkota and Masaaki Kotabe, "Bypassing Barriers to Marketing in Japan," Marketing Management (Winter, 1999): 37-43. Reiner Springer and Michael R. Czinkota, "Marketing's Contribution to the Transformation of Central and Eastern Europe," Thunderbird International Business Review 41(number 1, 1999): 29-48. James A. Gringrich, "Five Rules for Winning Emerging Market Consumers," Strategy and Business (second quarter, 1999): 19-33. FUTURE. Michael R. Czinkota and Ilkka A. Ronkainen, "International Business and Trade in the Next Decade: Report from a Delphi Study," Journal of International Business Studies 28 (number 4, 1997): 827-844.

International Business, 6e

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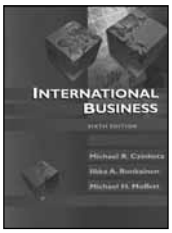

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International Business, 6th edition presents an up-to-date and complete exploration of international business issues and practice. The authors' experience as both practitioners and academics brings a balanced and seasoned voice to the text. The text is built upon a strong foundation of theory and includes current examples, cases, and insights showing how global businesses apply these concepts. The text examines the role and impact of culture and also includes numerous current world maps, helping learners develop and refine a global perspective.

- **NEW! Video Cases Help** learners connect theory to business practice.
- **NEW! E-Commerce and the Internet:** The text has been updated to reflect the scope and impact of e-business and e-commerce on international business.
- **NEW! Briefer Format:** The text has been reduced to 20 chapters making it more manageable for courses and reading assignments.
- **Experienced Authors:** This author team has a wealth of practical and academic experience in international business, with frequent consulting engagements and projects for the U.S. Dept. of Commerce.
- **Cultural Issues:** The text emphasizes the importance of culture in business decisions and its impact upon marketing.
- **Policy Coverage:** The authors emphasize policy issues showing learners how governments can shape international business practice.
- **Case Selection:** 16 cases at the end of the text apply the content of the text and help learners apply the content.

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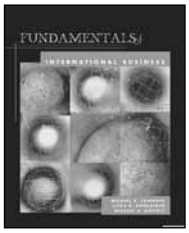

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Fundamentals of International Business is a concise introduction to international business with special emphasis on the environmental and cultural issues facing global organizations. The distinguished author team's academic and practitioner experience both in business and government ensures a balance of research and practical insight. The text includes the latest trade data presented in easy to understand tables and graphs. Contemporary business situations and critical events are featured and discussed in each chapter—with special attention to the impact technology. Throughout the text every effort has been made to present complex ideas in an easy-to-understand language and format. The brief length, balance, and student-friendly features make this an affordable and manageable choice for any International Business course.

- **Brief Format:** This text focuses on the essentials to provide a practical and inexpensive alternative to the standard texts on the market.
- **Integrated Learning System:** All of the text's major supplements are organized around the learning objectives, helping students and instructors focus on the key points of each chapter.
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- **InfoTrac College Edition:** Included with each new copy of the text is four months of free access to InfoTrac College Edition, an online library of over 4,000 academic journals and periodicals. Through its easy to use search engine and other user-friendly features, InfoTrac College Edition puts cutting edge research and the latest headlines at students' fingertips.
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International Business Update 2003

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The dynamics of international business change rapidly and to help keep your course current, we are pleased to offer *International Business Update 2003*. Update 2003 is an updated version *International Business 6th edition,* providing even more current examples, figures and information. Written by a well-seasoned team in the international business arena, it provides a truly global perspective of international business with a strong theory base, with a managerial emphasis and a focus on the impact of technology on global business. Update 2003 has updated boxed features, and an appendix providing an update on key events and issues since the 6th edition's publication.

- **NEW! Update Appendix:** This special section of Update 2003 addresses the introduction of the Euro; China's accession to the WTO; the crisis in Argentina, and the response to 9/11.
- **NEW! Updated Cases and Examples:** New cases, opening vignettes, and boxed features have been updated.
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- **Web References:** Throughout chapters relevant web sites are noted, encouraging learners to go beyond printed information in order to reach the most up-to-date information.

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Rockland Community College

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Global Business, 3e is an abridged version of the best-selling text, *International Business,* 5th Edition. Containing a unique mix of prominent authors, giving the book an outstanding combination of research and practicality. In this new edition, special emphasis is given to the impact technology has had on the business world in the past few years.

- **NEW!** The most recent market developments are reflected in the new "Global Learning Experiences" boxes, tables, figures, chapter content and cases to provide a thoroughly updated resource in a text.
- **NEW!** The impact of technology and e-commerce to business communications, channels, logistics and research is thoroughly integrated into the text.
- **NEW!** Includes new Internet research activities and a revised video case package.
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- Provides an early emphasis on the aspects of culture and how they affect business decisions in marketing.
- Where appropriate, the text emphasizes the Americas, giving diverse student bodies an immediate framework and a Spanish term glossary as a reference.

- A full selection of cases covers topics throughout the book giving instructors both the text and a casebook in one.
- Contains global fact questions throughout the text, providing students with geography-oriented questions and answers. This allows students to immediately test their knowledge of textual material as they progress through each chapter.

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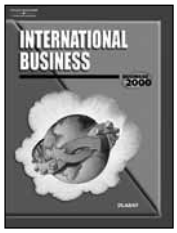

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Wildwood, IL

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Business 2000: International Business provides the user with information needed to conduct business in a global economy. From international trade, culture, and finance; to marketing, methods of conducting business, and more, *Business 2000: International Business* will fulfill your needs! Business Math, vocabulary, technology, careers, ethics, and communication features are included.

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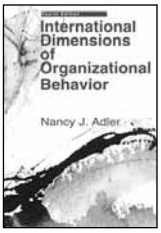

Adler, Nancy J.
McGill University

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International Dimensions of Organizational Behavior, 4e is an engaging exploration of the unique challenges and multicultural issues facing global organizations today. Dr. Adler thoroughly examines the impact of culture on business and provides practical information that will prove useful to any individual working with different cultures, regardless of experience. Interesting cases, stories, examples, and easy to follow guidelines make International Dimensions both interesting and easy to understand.

- **NEW! Current:** The text has been updated to include new research and examples from around the world to present an up-to-date presentation of organizations today.
- **NEW! Technology:** The impact of the Internet and new technologies on cross-cultural management has been expanded.
- **Efficient:** The text includes numerous case studies, applications, and examples but is still a concise 10 chapters.
- **Diverse Cultures:** The text examines a wide range of cultures: Asia, Africa, Eastern and Western Europe, North and South American, and the Middle East.
- **Comparative:** The United States is frequently used as a reference point and as a point of comparison since most of today's management literature is still U.S based.
- **Relevant:** Examines cross-cultural entry and reentry transitions from the employee's perspective and the benefits and drawbacks of pursuing global careers.
- **Gender Issues:** The role of women as international managers and global leaders is discussed.

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I. The Impact of Cultures on Organizations. 1. Culture and Management. 2. How Do Cultural Differences Affect Organizations? 3. Communicating Across Cultures. II. Leveraging Cultural Diversity. 4. Creating Cultural Synergy. 5. Multicultural Teams. 6. Global Leadership, Motivation, and Decision Making. 7. Negotiating Globally. III. Managing Global Managers. 8. Cross-Cultural Transitions: Expatriate Employee Entry and Reentry. 9. A Portable Life: The Expatriate Spouse. 10. Global Careers. Epilogue.

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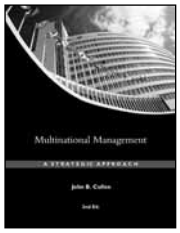

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Multinational Management: A Strategic Approach, 2e uses strategy as its unifying theme to explore the global economy and the impact of managerial decisions. By examining comparative management issues thoroughly, this text reveals the strengths and weaknesses of competitors and how to adapt organizational practices. Cullen also covers the key topics of: the formation and implementation of strategies in the global environment, the building of strategic alliances, negotiation and cross-cultural communication, international human resource management, and business ethics.

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- **Preview Cases:** Each chapter contains an opening case designed to introduce the subject and to stimulate the learner to actively think about it's relevance and impact.
- **Case in Point:** These examples are drawn from actual multinational companies and offer a realistic look into decision making and the challenges of global business.
- **Management Challenge:** This highly acclaimed feature allows learners "behind the scene" to follow real discussions as managers make difficult decisions.
- **Cases and Activities:** The major end-of-chapter projects are divided between cases and activities. Eight chapters offer full-length cases and the remaining seven chapters feature activities that are designed to develop student's multinational management skills.
- **Integrated Case:** Interwoven at the end of each part, these cases provide a unifying thread for investigating the role of the multinational manager.
- **Small Business Coverage:** Chapter 10 is dedicated to exploring the unique opportunities and challenges facing small business in becoming multinational companies.

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Wigginton, Karen
James Madison University

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Drawing from expansive international experience and expertise, Holt and Wiggington goes beyond the traditional text and delves beneath the surface of international management. This text offers a truly global perspective, incorporating research and case examples from around the globe—not just the United States and Canada. The text focuses on the most important aspect of international management: leadership in a cross-cultural, multidomestic, and multicultural environment. The market includes all universities that teach a course in International Management. It may be used for both upper-division undergraduate and graduate level courses.

- **International Experience:** Reflected throughout the text is Holt's professional international experience working for universities, management consultants, and the US government in over 35 countries including, Eastern Europe, Japan, China, Southeast Asia, Russia, and Mexico.
- **Balanced Presentation:** The text material is presented in a very organized, easy-to-follow manner that emphasizes an appropriate balance between academic research and real-world examples.
- **Strong Pedagogy:** Chapter opening features illustrate real-world international managers and the problems they encounter, end-of-chapter review questions, a glossary of key terms used in the chapter, student exercises that stimulate critical thinking, up-to-date research references, end-of-chapter cases, and end-of-part cases.
- **Global Integration:** The role of global integration serves as the foundation for discussions on strategy, organization, and management development while underscoring topics on motivation, career development, and leadership.

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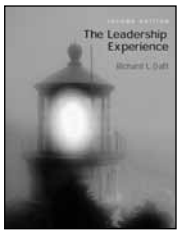

Daft, Richard L.
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Packed with interesting examples and real world leadership, this readable, upper-level textbook helps students develop an understanding of theory while acquiring the necessary skills and insights to become effective leaders. It is written for courses teaching leadership theory and application.

- **NEW! Examples:** The in-the-lead boxes and chapter opening vignettes have been thoroughly revised to ensure that they include the most relevant examples.
- **NEW! Current Theory:** The theory presentation in each chapter has been thoroughly updated to represent the latest thinking about leadership theory and practice.
- **Experiential Exercises:** Each chapter ends with two experiential exercises designed to give learners to test their ability to apply the concepts of that chapter and help them get insights into their own leadership development.
- **Leadership Profiles:** Each chapter includes introductory profiles that illustrate real-world examples of leadership in action. "In the Lead" boxes spotlight current leaders in business, education, the military, politics, and not-for-profit organizations.
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Achua, Christopher F.
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This text employs a unique three-pronged approach of theory, application, and skill development to create the most practical leadership book on the market. It covers all of the traditional theory along with cutting-edge leadership topics. Applications develop critical thinking skills about the concepts. Proven skill-building exercises foster leadership skills that can be used in professional and personal lives. This three-pronged approach offers the greatest variety of learning material to meet each student's unique needs.

- **NEW! Ethics Coverage:** Ethics coverage has been expanded in the second edition, first introduced in chapter 2 and expanded in chapter 12, spotlighting this critical issue for leaders.
- **NEW! Cutting-Edge Topics:** The text has been revised to include many new important topics, including networking, trust-building, e-commerce and EQ.
- **NEW! Organizational Leadership:** The coverage of organizational leadership topics, such as charismatic and transformational leadership, strategic leadership, and diversity, has been expanded to three chapters.
- **Step-by-Step Models:** Included throughout the text, step-by-step models demonstrate how day-to-day leadership functions are handled.
- **Application Exercises:** "Work Applications" ask students to apply concepts to their own work experiences. "Applying the Concept" features require the learner to identify the concept illustrated in a short example.
- **End-of-Chapter Cases:** Some of the cases at the end of each chapter require students to go to the Web or engage in role-play.
- **Self-Assessment Exercises:** Exercises in every chapter help students gain insight into their own leadership skills and aptitudes.
- **Skill-Building Exercises:** At the end of each chapter, exercises help students develop leadership skills they can employ immediately.

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PART ONE: INDIVIDUALS AS LEADERS. 1. Who is a Leader? 2. Leadership Traits and Ethics. 3. Leadership Behavior and Motivation. 4. Power, Politics, Networking and Negotiation. 5. Contingency Leadership Theories. PART TWO: TEAM LEADERSHIP. 6. Communication, Coaching, and Conflict Skills. 7. Dyadic Relationships, Followership, and Delegation. 8. Team Leadership. 9. Leading Self-Managing Teams. PART THREE: ORGANIZATIONAL LEADERSHIP. 10. Charismatic and Transformational Leadership. 11. Strategic Leadership and Managing Crises and Change. 12. Leadership of Culture and Diversity. APPENDIXES: A. Spirituality in the Workplace. B. Internet Basics and How to Research Case Material Using the Internet.

Supplements

Instructor's Manual/Test Bank	0-324-27495-5
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PowerPoint® Presentations Slides	0-324-27496-3
Video: Cases	0-324-27457-2
Video: Behavioral Model	0-324-27497-1

MANAGEMENT/ ORGANIZATIONAL BEHAVIOR

Organizational Behavior and Management: An Integrated Skills Approach with InfoTrac College Edition

Copyright 2002

Aldag, Ramon
University of Wisconsin at Madison
Kuzuhara, Loren W.
University of Wisconsin at Madison

0-324-01330-2 (584 pages, Softbound)
http://aldag.swcollege.com

Aldag and Kuzuhara combine key management and organizational behavior concepts with intense application of critical managerial tools and techniques. In each chapter, the learner is presented with a short discussion of relevant theory and concepts and then actively participates in the application of these concepts through experiential exercises, self-assessment tools, and case studies. Throughout the text are examples and interviews with practitioners, emphasizing to the learner the importance of the topic at hand. Internet links and activities provide guidance on how to use the Internet as a management tool and to explore management in today's organizations.

- **Social Learning Perspective:** Each chapter follows the social learning perspective: a) skills-assessment; b) skills-awareness; c) skills-attainment; and d) skills-application, providing a carefully developed framework for real skill development.
- **Experiential Exercises:** Each chapter contains 5-8 experiential exercises, providing intensive practice in the application of tools facilitating skills attainment.
- **Self-Assessments:** Each chapter includes one or more self-assessments examining communication styles, personality, leadership, conflict styles, career goals, stress levels, and more.
- **"Voice of Experience":** "The Voice of Experience" boxes are short interviews a wide variety of managers to detail the most difficult types of situations they have faced, how they responded, and what they learned.
- **"Devil's Advocate":** The "Devil's Advocate" feature presents common concerns and reactions about the chapter content and a response.
- **Real-World Challenge:** "Real-World Challenge Exercises" present a situation facing managers in an actual company and asking students what they would do if faced with the situation and then compare their response to actual management actions.
- **Video Cases:** Each chapter includes a video case that present the case and include questions for discussion relating to chapter content.
- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.
- **Web Site:** The companion Web site includes additional features not available in the text, exercises, practice quizzes, and suggested readings from the InfoTrac College Edition library. http://aldag.swcollege.com

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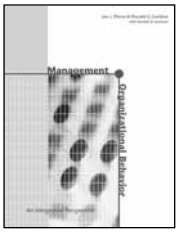
Video Volume 1	0-324-11659-4
Video Volume 2	0-324-11660-8
WebTutor on Blackboard	0-324-12764-2
WebTutor on WebCT	0-324-11856-2

Management and Organizational Behavior: An Integrated Perspective with InfoTrac College Edition

Copyright 2002

Pierce, John L.
University of Minnesota, Duluth
Gardner, Donald
James Cook University, Australia
Gardner, Donald
University of Colorado at Colorado Springs
Dunham, Randall B.
University of Wisconsin at Madison



0-324-04958-7 (700 pages, Hardbound)
http://pierce.swcollege.com

Management and Organizational Behavior: An Integrated Perspective blends the traditional management and organizational behavior topics by presenting the technical aspects of management and managerial practice, as well as its social-psychological and behavior consequences. The authors present an integrative model that positions Management philosophy as a force which shapes the practice of management and organization design, both of which impact and explain organizational behavior. The text emphasizes that to be a strategic manager, there must be an understanding of the organization, management process, individuals as members, and the deep interrelationship between all these areas.

- **A First Look and A Final Look:** Each chapter opens with a scenario related to the chapter content. Each poses a question for students to consider as they work through the chapter. The scenario is resolved at the end of the chapter.
- **An Inside Look:** Examples from one to three real companies are highlighted in each chapter to show students the real-world implications of the theories that the chapter presents.

- **Experiential Exercises:** Exercises at the end of each chapter allow the learner to develop their management skills to accompany their new conceptual insights.
- **Self-Assessments:** Where appropriate, self-assessments are provided to allow the learner to evaluate their own beliefs and abilities.
- **Video Cases:** An integrating video case on Horizons Company runs throughout the text to help learners connect theory and practice. In addition, 10 video segments from South-Western's BusinessLink library are available and detailed in the Instructor's Manual.
- **Links to the Web:** Internet addresses, exercises, and examples in each chapter provide learners with opportunities to learn more about organizations and how to use the Internet as a tool in Management.
- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.

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PART I: EXPLORING MANAGEMENT AND ORGANIZATIONAL BEHAVIOR. 1. The Nature of Organizations and Management. 2. Individuals in Organizations: Perception, Personality and Cultural Differences. 3. Social Responsibility and Ethics. 4. The Organizational Environment. PART II INDIVIDUALS AS ORGANIZATIONAL MEMBERS. 5. Individuals in Organizations. 6. Attitudes in Organizations. 7. Motivation in Organizations. 8. Behavior in Organizations. PART III: MANAGEMENT FUNCTIONS AND THE ORGANIZATIONAL BEHAVIOR CONTEXT. 9. Organizational Decision Making. 10. Organizational Planning and Controlling. 11. Leading Organizational Members. 12. Organizing and Coordinating the Work of the Organization. 13. Organizational Design. PART IV: GROUPS IN ORGANIZATIONS. 14. The Nature of Groups and Teams in Organizations. 15. Work Group and Team Processes. PART V: MANAGING IN THE 21st CENTURY. 16. Managing Productivity: Established Approaches. 17. Managing Productivity: Contemporary Approaches. 18. Managing Organizational Change and Development.

Supplements

Business Link Video Volume 1, Chapters 2-4	0-324-04963-3
Business Link Video Volume 2, Chapters 10-12	0-324-14957-3
Business Link Video Volume 3, Chapters 14-16	0-324-14958-1
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Organizational Behavior and Management: An Integrated Skills Approach with InfoTrac College Edition

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Aldag, Ramon
University of Wisconsin at Madison
Kuzuhara, Loren W.
University of Wisconsin at Madison

0-324-01330-2 (584 pages, Softbound)

http://aldag.swcollege.com

Aldag and Kuzuhara combine key management and organizational behavior concepts with intense application of critical managerial tools and techniques. In each chapter, the learner is presented with a short discussion of relevant theory and concepts and then actively participates in the application of these concepts through experiential exercises, self-assessment tools, and case studies. Throughout the text are examples and interviews with practitioners, emphasizing to the learner the importance of the topic at hand. Internet links and activities provide guidance on how to use the Internet as a management tool and to explore management in today's organizations.

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- **Real-World Challenge:** "Real-World Challenge Exercises" present a situation facing managers in an actual company and asking students what they would do if faced with the situation and then compare their response to actual management actions.
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- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.
- **Web Site:** The companion Web site includes additional features not available in the text, exercises, practice quizzes, and suggested readings from the InfoTrac College Edition library. http://aldag.swcollege.com

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WebTutor on Blackboard	0-324-12764-2
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NEW Managing for the Future: Organizational Behavior and Processes, 3e

Copyright 2004

Ancona, Deborah G.
Sloan School of Management, Massachusetts Institute of Technology
Kochan, Thomas A.
Sloan School of Management, Massachusetts Institute of Technology
Maanen, John Van
Sloan School of Management, Massachusetts Institute of Technology
Scully, Maureen
Simmons Graduate School of Management
Westney, D. Eleanor
Sloan School of Management, Massachusetts Institute of Technology

0-324-05575-7 (672 pages, Softbound)

http://ancona.swlearning.com

Managing for the Future is an innovative approach to teaching organizational behavior based on the course at the Massachusetts Institute of Technology. The text first presents the new organization, examining it through strategic, political, and cultural lenses. Then the role and impact of teams and central issues facing the organization itself are explored. The last section of the text focuses on skills—the goal being not only to present the new organization but also illustrate how students can become better actors within it. Each of the 14 modules provides many instructional options through cases, readings, exercises and projects. Managing for the Future's modular format allows for even greater flexibility, allowing instructors to select only the topics they need to suit their course needs. *Managing for the Future's* flexible design and its' experiential-based approach make the text and appealing choice for today's MBA students.

- **NEW! Leadership Module:** A new module on leadership has been added in the 'skills' section, exploring the impact and responsibilities of leaders.
- **NEW! Core and Elective Coverage:** Each module is divided into two parts. The "core" includes information and exercises essential to the topic while "elective" includes additional topics and activities that are options for further enrichment.
- **Instructor Support:** The instructor's modules provide step-by-step guides to implementing the content into the course.
- **Customization:** The modular format allows you to select and provide to students only the topics needed. Contact Thomson Custom Publishing or your local representative for more information.

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ANALYTICS. 1. The "New" Organization. 2. Lenses on Organizational Analysis and Action. TEAMS. 3. Making Teams Work. 4. Diverse Cognitive Styles in Teams. 5. Influencing Team Processes. 6. Teams in Organizations. ORGANIZATIONS. 7. Workforce Management. 8. Managing Change in Organization. 9. Organizational Action in Complex Environments. 10. Cross-border Learning: Disneyland from California to Paris via Tokyo. SKILLS. 11. Acting in a World of Diversity. 12. Taking Action through Negotiation. 13. Issue Selling in Organizations. 14. Leadership.

Supplements

Instructor's Manual	0-324-05576-5
PowerPoint® Presentation Slides	0-324-28209-5

Organizational Behavior: Essential Tenets, 2e

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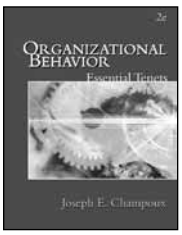

Champoux, Joseph
University of New Mexico

0-324-11489-3 (475 pages, Softbound)

http://champoux.swcollege.com

Organizational Behavior: Essential Tenets, 2e is a well-organized introduction of the current field of organizational behavior with in-depth coverage of the most critical concepts. Its practical approach shows the power of organizational behavior theory for understanding one's behavior and the behavior of others in any organization. Although firmly grounded in behavioral science theory and research, the text is not a compendium of research findings. Champoux includes examples and builds frameworks that make the material clear and easy to understand. The concise format allows the text to be used as a primer or to be supplemented with additional cases, readings, or exercises.

- **NEW! Technology and eBusiness:** The impact of technology and eBusiness on organizations and people has been updated and included throughout the text.
- **NEW! Up-to-Date:** Each chapter has been thoughtfully revised to include current research, theories, and frameworks.
- **NEW! September 11th, 2001:** Chapter 19 "Future Directions of Organizations and Management" has been completely updated, including considerations of the future effects of September 11th.
- **NEW! At the Movies:** Each chapter now includes a new "At the Movies" boxed feature that highlights short film scenes and exercises to help relate the chapter material—based on Champoux's highly regarded and ground breaking work on using cinema in management education.
- **Opening Episodes:** Chapter Openers, drawn from press accounts of people, management, and organizations, quickly set a realistic tone for each chapter, many new to this edition. In addition, Chapter Outlines organize the chapter material for the reader.
- **Balanced Coverage:** This book offers balanced coverage of international, ethics, diversity, and technology concerns. The chapter sequence roughly follows a new employee's experience of behavioral processes in organizations, effectively communicating the reality of the concepts to introductory students.
- **Discussion Questions:** Three Discussion Questions at the end of each chapter ask the reader to thoughtfully apply what they have learned.
- **International Issues:** An international issues section in each chapter describes the cross-cultural aspects of the chapter's content and examines the special international issues it raises. International coverage is also woven throughout the chapters where appropriate.
- **Ethical Implications:** A section in each chapter addresses the ethical issues raised by the chapter's topics.

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SECTION I: INTRODUCTION: THE CONTEXT OF MODERN ORGANIZATIONAL BEHAVIOR AND MANAGEMENT. 1. Introduction and Historical Background. 2. The Organizational Context of the Next Millennium: Diversity, Quality, Technology, and International. 3. Ethics and Behavior in Organizations. 4. Organizational Culture. SECTION II: INDIVIDUAL PROCESSES IN ORGANIZATIONS. 5. Perception, Attitudes, and Personality. 6. Organizational Socialization. 7. Motivation: Need Theories. 8. Motivation: Cognitive and Behavior Theories. 9. Intrinsic Rewards and Job Design. SECTION III: GROUP AND INTERPERSONAL PROCESSES IN ORGANIZATIONAL PROCESSES. 10. Groups and Intergroup Processes. 11. Conflict and Conflict Management. 12. Leadership and Management. SECTION IV: ORGANIZATIONAL PROCESSES. 13. Communication Processes. 14. Decision-Making and Problem-Solving Processes. 15. Power and Political Behavior. 16. Stress in Organizations. SECTION V: ORGANIZATIONAL DESIGN, ORGANIZATIONAL CHANGE, AND THE FUTURE. 17. Organizational Design. 18. Organizational Change and Development. 19. Future Directions of Organizations and Management.

Supplements

ExamView Testing Software	0-324-11493-1
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Test Bank	0-324-11492-3
WebTutor on Blackboard	0-324-18059-4
WebTutor on WebCT	0-324-18058-6

Organizational Behavior: Using Film to Visualize Principles and Practices

Copyright 2001

Champoux, Joseph
University of New Mexico

0-324-04856-4 (272 pages, Softbound)

Organizational Behavior: Using Film to Visualize Principles and Practices presents the first truly structured system for using popular and classic film clips to illustrate and reinforce key organizational behavior concepts. A comprehensive manual of teaching resources illustrates how film can easily be integrated into any course, provides detailed analyses of all film scene selections, and describes other innovative ways to use film (e.g. as cases, as experiential exercises, as visual metaphors). For the student, a complete workbook provides an introduction to the organizational behavior topic under review, detailed scene set-ups, points for discussion, plus opportunities for scene analysis and for recording personal reactions—perfect for assignments or class discussion. The workbook and manual are the result of over five years of intensive film research.

- **Four Film Scenes Per Chapter:** Each chapter examines scenes from four different films and includes start and stop points, scene descriptions, discussion questions, a list of concepts or examples to look for, and space for analyzing the film and recording personal reactions.
- **Background Information:** Each chapter in the student workbook includes background information on the chapter's organizational behavior concepts.
- **Instructor's Teaching Resources:** Each chapter in this manual opens with an overview of the scenes, key concepts presented in each scene, and a complete analysis of each scene. Extras include an appendix of cinema resources on the Web and selected articles on using film as a teaching resource.

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Supplements

Instructor's Teaching Resources	0-324-04857-2

Organizational Behavior, E-Commerce Module

Copyright 2001

Daft, Richard L.
Vanderbilt University
Noe, Raymond
Ohio State University

0-03-033931-6 (752 pages, Hardbound)

This new entry to the organizational behavior market benefits from the experience of the authors, Dick Daft and Ray Noe. Dick Daft has substantial experience with macro issues of management and

Ray Noe has impressive experience with micro issues. Blending their experience gives this text authority throughout.

- **Apply IT Exercises** are at the end of main text sections, including one or two questions that ask students to think of an example from their own experience to apply the text concept.
- **"What Would You Do" Box** in each chapter puts the student in the scenario based on an organization's or a company's story found in the press. In addition to the print source article, a few Internet sources are listed that students can access to help them explore the situation and formulate an answer.
- **Self-Discovery Exercises** give the students a quiz or personality exam to explore and rate themselves to see their personal style orientation. A link to online personality test will be provided.
- **OB in Your Life** offers outside activities that ask students to apply text concepts to their personal and work life situations they encounter, analyzing and applying a concept learned in the text.
- **OB News Flash:** Students should search the Web for news items that relate to current events relating to types or organizations, U.S. Congress action, business mergers, sports team event or interaction, hospital service changes, ethics/social responsibility event, local school happening, etc.
- **Global Diversity Events:** Students should search papers or online news stories and discuss them from a global organizational behavior focus.
- **Mini Cases** offers a case study of a business or popular press article. Critical thinking questions challenge the students to explore the issue further.
- **Nine end-of-part video cases** explore such issues as JC Penney's competitive strength in diversity, global issues facing Fossil Watch, Southwest Airlines' reliance on individuals and teams for organizational success, Centex Home Builders' reliance on communication, Hard Candy Cosmetics' changing organizational structures, and Multigeer-Paradigm software developers' unique high-tech organizational culture.
- **Four end-of-part integrative cases** track the amazing success of one organization in a volatile environment—America Online. The company's unique staying power is discussed from both individual and organizational viewpoints to synthesize the concepts in the four parts of the text.
- **Web-based self-discovery exercises.**

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Supplements

Bottom Line	0-03-029311-1
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Instructor's Manual	0-03-028451-1
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Module E-commerce	0-03-032166-2
Overhead Transparency with Teaching Notes	0-03-029326-X
Package: Text + Study Guide	0-03-033684-8
PowerPoint®	0-03-028498-8
Study Guide	0-03-028481-3
Teaching Notes	0-03-029318-9
Test Bank	0-03-028511-9
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WebTutor on WebCT	0-324-16575-7
WebTutor on Blackboard	0-324-16576-5

Fundamentals of Organizational Behavior, 2e

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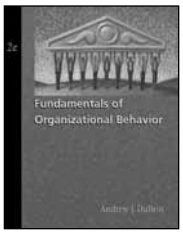

DuBrin, Andrew J.
Rochester Institute of Technology

0-324-02281-6 (320 pages, Softbound)

http://dubrin.swcollege.com

Fundamentals of Organizational Behavior, 2e provides a concise and timely presentation to the key concepts and theories of organizational behavior. The text addresses all the most important concerns for all levels of an organization: the individual, the group, and the organization as a whole. DuBrin goes beyond merely presenting theory—he shows learners its implications for today's organizations and managers through short vignettes and topical examples. Further, the text takes an application-oriented approach with activities and guidelines that will help learners to develop practical managerial skills to accompany their conceptual knowledge. Reviewers agree that this is a succinct and highly-practical choice for learning organizational behavior.

- **NEW! Self-Assessments:** The number of self-assessments has been increased, allowing learners to begin to understand themselves as managers.
- **NEW! eBusiness:** eBusiness and the impact of the Internet is discussed throughout the text and each chapter now contains at least one Internet exercise.
- **NEW! Expanded Examples:** Cases and "In Action" boxed examples have been expanded in length, providing deeper insights into real-world practice.
- **NEW! Examples and Exercises:** Roughly 85% of the problems, lead-in cases, and in action examples are new.
- **Concise:** The concise format is perfect for a one-term course and creates flexibility for additional readings and exercises.
- **Critical-Thinking:** End of chapter cases and in-chapter "In Action" boxes provide meaningful real-world contexts for applying critical-thinking and problem-solving skills.
- **Optional Learning Aide:** Additional reinforcement is available through Experiencing Organizational Behavior, an award-winning collection of online modules that reinforce key organizational behavior topics.

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PART I: INTRODUCTION TO ORGANIZATIONAL BEHAVIOR. 1. The Nature and Scope of Organizational Behavior. PART II : THE INDIVIDUAL IN THE ORGANIZATION. 2. Individual Differences, Mental Ability, and Personality. 3. Learning, Perception, Attitudes, Values, and Ethics. 4. Individual Decision Making and Creativity. 5. Foundation Concepts of Motivation. 6. Motivational Methods and Programs. 7. Conflict, Stress, and Well Being. PART III : GROUPS AND INTERPERSONAL RELATIONS. 8. Interpersonal Communication. 9. Group Dynamics and Teamwork. 10. Leadership in Organizations. 11. Power, Politics, and Influence. PART IV: THE ORGANIZATIONAL SYSTEM AND THE GLOBAL ENVIRONMENT. 12. Organization Structure and Design. 13. Organizational Culture and Change. 14. The Learning Organization and Knowledge Management. 15. Cultural Diversity and International Organizational Behavior.

Supplements

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Texas A&M University
Slocum, Jr., John W.
Southern Methodist University

0-324-15684-7 (512 pages, Softbound)
http://hellriegel.swlearning.com

Organizational Behavior, 10th edition presents classic and emerging organizational behavior trends and research, making the subject both accessible and meaningful for students. To make the connection between theory and practice, the authors include timely examples, exercises, and high-interest cases. To help students focus and understand the importance of organizational behavior, the authors introduce seven managerial competencies that are essential to being an effective leader or member of an organization. These competencies are introduced early and woven throughout in special features, exercises, and an interactive self-assessment tool. The overall length of the text has been dramatically reduced creating a text that is both clear and manageable for any course.

- **NEW! 16 Chapters:** The text has been reduced in overall length through a careful revision of each chapter. In addition the chapters on Power and Political Behavior and Job Design have been moved to the product support web site and the student CD–ROM.
- **NEW! Interactive Self-Assessment:** Interactive Competency Self-Assessment Tool on the accompanying CD allows learners the opportunity to evaluate their mastery of the seven competencies, with scoring computed automatically.
- **NEW! Text Web Site:** The web site includes interactive practice quizzes, additional cases, supplemental chapters, PowerPoint® presentation slides, and downloadable supplements for instructors.
- **Competency Boxes:** Four or more Competency Boxes in each chapter reflect the competencies, illustrating how organizations use organizational behavior theories to achieve high levels of performance.
- **Developing Competencies:** This end of chapter feature includes exercises, questionnaires, or cases, providing a means to actively learn, internalize, and develop of professional competencies.
- **Integrating Cases:** Integrating cases at the end of the text help make connections between the different concepts into a solid construct.
- **InfoTrac College Edition:** Included with each new copy of the text is four months of free access to InfoTrac College Edition, an online library of thousands academic journals and periodicals. Through its easy to use search engine and other user-friendly features, InfoTrac College Edition puts cutting edge research and the latest headlines at students' fingertips.

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1. Learning About Organizational Behavior. PART I. INDIVIDUALS IN ORGANIZATIONS. 2. Understanding Individual Differences. 3. Understanding Perceptions and Attributions. 4. Fostering Learning and Reinforcement. 5. Motivation in the Workplace. 6. Motivating Individuals for High Performance. 7. Managing Individual Stress. PART II. TEAM AND LEADERSHIP. 8. Managing Teams. 9. Managing Interpersonal Conflict and Negotiation. 10. Leading Effectively: Foundations. 11. Leading Effectively: Contemporary Developments. 12. Fostering Interpersonal Communication. PART III. THE ORGANIZATION. 13. Making Decisions in Organizations. 14. Designing Organizations. 15. Cultivating Organizational Culture. 16. Guiding Organizational Change. Integrating Cases.

Supplements

Instructor's Manual	0-324-15687-1
Instructor's Resource CD-ROM (Includes IM, TB, PPT, ExamView)	0-324-15686-3
PowerPoint® Presentation Slides	0-324-15688-X
Study Guide	0-324-15671-5
Test Bank	0-324-15670-7
Transparency Acetates	0-324-15669-3
Video Cases	0-324-17676-7
CNN Video: Management and Organizations	0-324-13495-9

Experiencing Organizational Behavior

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Middlemist, R. Dennis
Colorado State University

0-324-07352-6 (Online Product)
http://www.experiencingob.com

Experiencing Organizational Behavior is an innovative collection of Web-based modules reinforcing key management principles in a dynamic learning environment. In each of the 13 modules, the learner is exposed to the central constructs of each topic through text, animated models or graphs before participating in a variety of activities that reinforce learning. Each module closes with an animated scenario allowing the learner to then apply those ideas. This product does not replace the text or the lecture, but simply acts as a third vehicle to encourage learning. Developed by a team of educational technology professionals, *Experiencing Organizational Behavior* is the most robust attempt to combine situated cognition and learning with problem-based learning in an educational technology format.

- **Concept Overview:** Within each module, an overview lists the core concepts related to the topic. The student has the opportunity to review both a brief explanation of the core concept as well as a model describing the concept.
- **Key Terms/Definitions:** Two crossword puzzles help the student learn key terms and definitions associated with the topic. The first puzzle relates to a concept that is usually the most difficult to learn or has the most terms. The second puzzle is as integrated activity, relating to all of the concepts in the topic.
- **Exercises:** Matching exercises relate to a specific concept. An integrated application exercise relates to all of the concepts. For the integrated exercise, work situations are described in text and photo format. Multiple-choice questions are also provided for each situation.
- **Situational Scenario:** The situation scenario relates to a specific concept in the topic, usually the most important or difficult to

learn. As the scenario progresses, the student is asked questions about particular scenes.

- **Flexibility:** You may use as many of the modules as you please and in any order. The modules are purchased through the Thomson Learning catalog as a whole or individually. Adopters of Thomson Learning products have the option of bundling a registration card with their text.
- **Clear Organization:** The site is easy to navigate through its clearly marked tabs and menu box. Each module follows the same layout.
- **Cutting-Edge Technology:** *Experiencing Organizational Behavior* uses the latest Java Flash technology in its animated scenarios, graphs, and models. No matter what your Internet connection speed, the animation works at the same rate.
- **Computer Requirements:** Minimum requirements for running Experience Organizational Behavior modules are: Windows based or Mac/UNIX equivalent, Intel 486DX 33 Mhz processor and 8 MB of RAM or a Mac/Unix equivalent, Netscape 4.0 or Internet Explorer 4.0 internet browser, 28,800 bps modem (or higher) and 256 colors.

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1. Personality & Attitudes. 2. Perception & Attribution. 3. Learning. 4. Motivation. 5. Stress. 6. Communication. 7. Decision Making. 8. Power & Politics. 9. Leadership. 10. Teams. 11. Conflict & Negotiation. 12. Organizational Design. 13. Innovation & Change.

Supplements

Access Certificate (Bundles Only)	0-324-10157-0

Organizational Behavior: Foundations, Realities and Challenges with CD-ROM and InfoTrac College Edition, 4e

Copyright 2003

Nelson, Debra L.
Oklahoma State University
Quick, James
University of Texas at Arlington

0-324-11695-0 (Hardbound)
http://nelson-quick.swcollege.com

Organizational Behavior with CD-ROM and InfoTrac College Edition, Fourth Edition clearly illustrates how a sound understanding of organizational behavior can help students successfully navigate the complexities of today's organizations.
The text itself is grounded in the theory of the field, cultivating an understanding of the scientific foundation of organization behavior. That foundation is then applied to the contemporary realities of today's business environment through in depth and insightful explorations of some of today's most compelling organizations. Throughout the text students are challenged to think critically about the material at hand and their own attitudes, refining the organization behavior tools that they will continually develop and employ throughout their careers. The prevailing theme of the text is change and the demands it places on people and organizations to grow and adjust while maintaining well being in an environment of constant and rapid change. Expertly written with a vibrant illustrations and design, *Organizational Behavior,* Fourth Edition is sure to engage your students.

- **NEW! Six Focus Companies:** The authors have selected six new "Focus Companies" for their "Thinking Ahead" and "Looking Back" chapter features. Focusing on one of six organizations, readers will gain greater insight as to how OB permeates an organization versus introducing a new company in every chapter.
- **NEW! Extensive Web Site Resources:** The text's Web Site includes interactive practice quizzes, InfoTrac article suggestions, internet activities, links to additional information on focus companies, PowerPoint®, and more.
- **NEW! Additional Internet Coverage:** All New Internet Activities throughout the chapters are designed to show students how they can use the Internet as a resource.
- **NEW! Author Insights:** "Author Insights" are short professionally developed video segments that feature the authors explaining some of the most difficult concepts in the text, helping readers who may need additional reinforcement (available on text's CD).
- **NEW! Nelson & Quick Xtra!:** Included with every new copy of the text is Xtra! containing: Author Insights, Experiencing Organizational Behavior by Dennis Middlemist, a cohesion video case based on Horizons Company, four additional BusinessLink video clips, links to South-Western's online video library, self-assessment materials, and links to online resources.
- **More Emphasis on Organizational Change:** The topic of change and its impact on people and organizations is introduced in Chapter 1 and revisited throughout the text where appropriate.
- **Four Interwoven Themes:** Throughout the text, the critical concepts of globalization, cultural diversity, technology, and ethics have been integrated, illustrating their pervasive impact on individuals and organizations. Additionally, two new "Organizational Realities" examples in each chapter reflect these themes and include examples of both successes and failures.
- **Updated Scientific Foundations:** In each chapter, a "Scientific Foundation" summarizes an important research study pertaining to chapter topics and helps readers appreciate the details and contributions of specific studies to organizational behavior.
- **Ample Exercises and Cases:** Two "Challenge Exercises" in each chapter provide opportunities for self-assessment. In addition, Discussion and Communication Questions, Ethics Questions, Experiential Exercises, and Cases are found at the end of every chapter.

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PART I: INTRODUCTION. 1. Organizational Behavior in Changing Times. 2. Organizations in the 21st Century and Managerial Challenges. Part II: INDIVIDUAL PROCESSES AND BEHAVIOR. 3. Personality, Perception, and Attribution. 4. Attitudes, Values, and Ethics. 5. Motivation at Work. 6. Learning and Performance Management. 7. Stress and Well-Being at Work. Part III: INTERPERSONAL PROCESSES AND BEHAVIOR. 8. Communication. 9. Work Teams and Groups. 10. Decision Making by Individuals and Groups. 11. Power and Political Behavior. 12. Leadership and Followership. 13. Conflict at Work. Part IV: ORGANIZATIONAL PROCESSES AND STRUCTURE. 14. Jobs and the Design of Work. 15. Organizational Design and Structure. 16. Organizational Culture. 17. Career Management. 18. Managing Change. Appendices. Glossary.

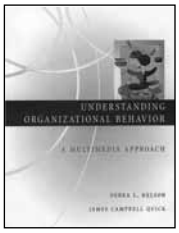
Supplements

ExamView Testing Software	0-324-11751-5
Instructor's Manual with Video Guide	0-324-11697-7
Instructor's Resource CD-ROM	0-324-18211-2
Personal WebTutor 1 Month Access	0-324-16759-8
Personal WebTutor 4 Month Access	0-324-16762-8
Personal WebTutor Access Certificate	0-324-16761-X
PowerPoint® Presentation Slides	0-324-11699-3
Study Guide	0-324-11696-9
Test Bank	0-324-11698-5
Video Volume 1	0-324-11750-7
Video Volume 2	0-324-11752-3
WebTutor on Blackboard	0-324-16760-1
WebTutor on WebCT	0-324-16594-3
Enron Update	0-324-27187-5
Nelson/Quick Xtra! Web site	0-324-17552-3

Understanding Organizational Behavior with Student CD-ROMs and InfoTrac College Edition

Copyright 2002

Nelson, Debra L.
Oklahoma State University
Quick, James
University of Texas at Arlington



0-324-10077-9 (592 pages, Softbound)
http://nelson-quick.swcollege.com

Understanding Organizational Behavior: A Multimedia Approach combines the solid academic presentation of a textbook with the most extensive multimedia learning package available. The textbook provides an exceptionally balanced presentation of modern organizational behavior theory and its application to today's global environment. Then to emphasize key concepts, the authors integrate "Experiencing Organizational Behavior," an award-winning collection of online modules that reinforce key concepts. In addition, a rich learning support package includes a Study Aid audio CD, a multimedia CD-ROM, and InfoTrac College Edition, creating the most extensive student learning package available.

- **NEW! Organizational Realities:** Organizational Realities boxed features in each chapter highlight real organizations and discuss the impact of organizational behavior on their operations, showing learners the importance of the ideas at hand.
- **NEW! Challenges:** To help learners face the challenges they will meet as members of an organization, the Challenge box in each chapter presents them with self-assessments and activities that will help them develop their managerial potential.
- **NEW! Focus Companies:** The text focuses on six companies—Harpo Productions, American Red Cross, Ford, Starbucks, Gateway, and Southwest Airlines—allowing learners to better understand the impact of organizational behavior throughout an organization, versus being introduced to new companies in each chapter.
- **Concise, Flexible Format:** The 16-chapter format provides the flexibility for instructors to integrate additional learning aides to customize the course to the students' needs.
- **Experiencing OB:** Includes a one-term subscription to Experiencing Organizational Behavior, an award winning set of online modules that review and reinforce key organizational behavior principles (http://www.experiencingob.com).
- **Audio CDs:** Learners can preview or review each chapter using the convenient audio CDs while they complete other tasks.
- **Multimedia CD:** Video cases, organizational behavior and general business glossaries, interactive quizzes, and a link to the text's Web site are included on the accompanying multimedia CD-ROM.
- **Web site:** The companion Web site contains additional student and instructor resources such as review quizzes, downloadable supplements, links, and additional exercises.
- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.

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PART I: INTRODUCTION. 1. Organizational Behavior in Changing Times. 2. Organizations 2001 and Managerial Challenges. PART II: INDIVIDUAL PROCESSES AND BEHAVIOR. 3. Personality, Perception, and Attribution. 4. Attributes, Values, and Ethics. 5. Motivation at Work. 6. Learning and Performance Management. 7. Stress and Well-Being at Work. PART III: INTERPERSONAL PROCESSES AND BEHAVIOR. 8. Work Teams and Groups. 9. Decision Making by Individuals and Groups. 10. Power and Political Behavior. 11. Leadership and Followership. 12. Conflict at Work. PART IV: ORGANIZATIONAL PROCESSES AND STRUCTURE. 13. Jobs and the Design of Work. 14. Organizational Design and Structure. 15. Organizational Culture. 16. Managing Change.

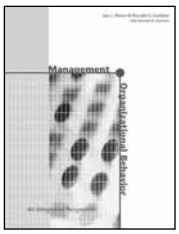
Supplements

CNN Video Management and Organizations	0-324-13495-9
Instructor's Resource CD ROM includes IM, TB, PPT, and ExamView	0-324-10793-5
Management Power! Presentation Software CD-ROM	0-324-13380-4
Management Power! Presentation Software Demo CD-ROM	0-324-13253-0
Understanding Organizational Behavior video	0-324-11587-3
WebTutor on Blackboard	0-324-12766-9
WebTutor on WebCT	0-324-11854-6

Management and Organizational Behavior: An Integrated Perspective with InfoTrac College Edition

Copyright 2002

Pierce, John L.
University of Minnesota, Duluth
Gardner, Donald
James Cook University, Australia
Gardner, Donald
University of Colorado at Colorado Springs
Dunham, Randall B.
University of Wisconsin at Madison



0-324-04958-7 (700 pages, Hardbound)
http://pierce.swcollege.com

Management and Organizational Behavior: An Integrated Perspective blends the traditional management and organizational behavior topics by presenting the technical aspects of management and managerial practice, as well as its social-psychological and behavior consequences. The authors present an integrative model that positions Management philosophy as a force which shapes the practice of management and organization design, both of which impact and explain organizational behavior. The text emphasizes that to be a strategic manager, there must be an understanding of the organization, management process, individuals as members, and the deep interrelationship between all these areas.

- **A First Look and A Final Look:** Each chapter opens with a scenario related to the chapter content. Each poses a question for students to consider as they work through the chapter. The scenario is resolved at the end of the chapter.
- **An Inside Look:** Examples from one to three real companies are highlighted in each chapter to show students the real-world implications of the theories that the chapter presents.
- **Experiential Exercises:** Exercises at the end of each chapter allow the learner to develop their management skills to accompany their new conceptual insights.
- **Self-Assessments:** Where appropriate, self-assessments are provided to allow the learner to evaluate their own beliefs and abilities.
- **Video Cases:** An integrating video case on Horizons Company runs throughout the text to help learners connect theory and practice. In addition, 10 video segments from South-Western's BusinessLink library are available and detailed in the Instructor's Manual.

- **Links to the Web:** Internet addresses, exercises, and examples in each chapter provide learners with opportunities to learn more about organizations and how to use the Internet as a tool in Management.
- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.

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PART I: EXPLORING MANAGEMENT AND ORGANIZATIONAL BEHAVIOR. 1. The Nature of Organizations and Management. 2. Individuals in Organizations: Perception, Personality and Cultural Differences. 3. Social Responsibility and Ethics. 4. The Organizational Environment. PART II INDIVIDUALS AS ORGANIZATIONAL MEMBERS. 5. Individuals in Organizations. 6. Attitudes in Organizations. 7. Motivation in Organizations. 8. Behavior in Organizations. PART III: MANAGEMENT FUNCTIONS AND THE ORGANIZATIONAL BEHAVIOR CONTEXT. 9. Organizational Decision Making. 10. Organizational Planning and Controlling. 11. Leading Organizational Members. 12. Organizing and Coordinating the Work of the Organization. 13. Organizational Design. PART IV: GROUPS IN ORGANIZATIONS. 14. The Nature of Groups and Teams in Organizations. 15. Work Group and Team Processes. PART V: MANAGING IN THE 21st CENTURY. 16. Managing Productivity: Established Approaches. 17. Managing Productivity: Contemporary Approaches. 18. Managing Organizational Change and Development.

Supplements

Business Link Video Volume 1, Chapters 2-4	0-324-04963-3
Business Link Video Volume 2, Chapters 10-12	0-324-14957-3
Business Link Video Volume 3, Chapters 14-16	0-324-14958-1
CNN Video Management and Organizations	0-324-13495-9
Instructor's Manual	0-324-04959-5
Instructor's Resource CD-ROM	0-324-12879-7
Management Power! Presentation Software CD-ROM	0-324-13380-4
Management Power! Presentation Software Demo CD-ROM	0-324-13253-0
Personal WebTutor Access Certificate	0-324-13463-0
Personal WebTutor Four-Month Access, Online Purchase	0-324-13464-9
Personal WebTutor One-Month Access, Online Purchase	0-324-13465-7
Test Bank	0-324-04961-7
Video Cohesion Case	0-324-14959-X
WebTutor on Blackboard	0-324-12767-7
WebTutor on WebCT	0-324-11853-8
WizeUp	0-324-12853-3

INSIDE LOOK Enron: Analysis From All Angles

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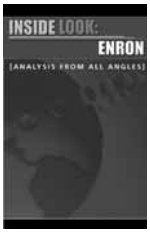
South-Western

0-324-18837-4 (Online Product)

Bookstore Certificate 0-324-18836-6

http://insidelook.swcollege.com



Accounting is in the news and the classroom with access to *INSIDE LOOK Enron: Analysis From All Angles* Website from Thomson/South-Western. The Enron Access Card allows the instructor and the student to utilize various articles related to the Enron scandal selected through current popular news sources. Teaching tools are available to the instructor to implement class discussions, while analysis and questions are available to the student to utilize in any accounting discipline area. This site is intended to help instructors teach and students to learn about Enron related issues with the appropriate pedagogy for every course in the accounting curriculum.

- **Organized:** Information and articles are organized in a framework around both course areas and key topics making it easy to use.
- **Expert Analysis:** For each topic area there are at least three articles along with critical thinking exercises, selected by content experts More articles and exercises will be added each month.
- **Cast of Characters:** A simple guide to all the individuals and organizations involved in the Enron crisis.
- **Research Links:** A comprehensive collection of resources for important documents, news sources, and organizations.
- **Background Information:** A brief historical background of Enron, the events leading to the collapse, and the implications are provided.
- **Instructor Resources:** Also included for instructors are discussion notes for the article and critical thinking questions, with some tips on the additional information and exercises.

Supplements

Inside Look: Enron Instructor Access	0-324-27357-6

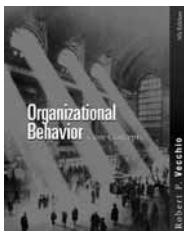
Organizational Behavior: Core Concepts, 5e

Copyright 2003

Vecchio, Robert
University of Notre Dame

0-324-17072-6 (420 pages, Softbound)

http://vecchio.swcollege.com



In response to the need for an alternative to broad-coverage organizational behavior book, Bob Vecchio has written *Organizational Behavior.* With solid coverage of theory, research, and practice, this new edition provides the foundation for understanding micro and macro views of organizational behavior.

- **NEW! Up-to-Date:** Each chapter has been thoroughly revised incorporating current topics and examples.
- **Concise Presentation:** Vecchio's focus on contemporary core concepts makes it more accessible to students and gives instructors greater freedom in designing courses with their own supplemental material.
- **Experiential Exercises:** Experiential exercises are included for each chapter, and are designed for both group and individual use.
- **Opening Vignettes:** The opening vignettes are short stories based on real organizations that give a true-to-life flavor to the chapter topics and have been updated to reflect current issues.
- **Critical Incident:** Critical Incidents are short cases for discussion at the end of each chapter that apply chapter concepts.
- **Inside Look:** An Inside Look" boxed features help to illustrate the applications of organizational behavior principles, providing current examples drawn from a variety of real corporations and businesses.

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I.Individual Processes. 1. An Introduction to Organizational Behavior. 2. Perception and Personality II. Interpersonal Processes3. Changing Employee Behavior Through Consequences. 4. Motivation. 5. Enhancing Employee Motivation. 6. Power and Politics. 7. Leadership. 8. Decision Making. 9. Group Dynamics. 10. Managing Conflict 11. Managing Stress and Employee Job Satisfaction. III. Organizational Structure and Dynamics. 12. Communication. 13. Organizational Design. 14. Environmental and Cultural Influences. 15. Managing Organizational Change and Development.

Supplements

ExamView	0-324-17814-X
Instructor's Manual	0-324-17815-8
Instructor's Resource CD (IRCD)	0-324-17811-5
Test Bank	0-324-17816-6
Video	0-324-17812-3

Organizational Behavior, 4e

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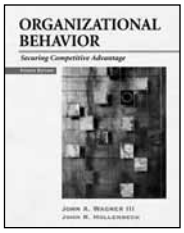

Wagner, John A.
Michigan State University
Hollenbeck, John
Michigan State University

0-03-028946-7 (640 pages, Hardbound)

Organizational Behavior, 4th edition is a comprehensive and research based examination of modern organizational behavior. The authors present organizational behavior as a way to develop and extend a competitive advantage over the competition. The text has been fully updated and revised to include the latest thinking in organizational behavior research, include interesting and engaging cases and exercises, and a wide range of topics that are important to organizations today.

- **NEW! Applications:** Numerous case studies and exercises ensure better understanding of the material.
- **NEW! Topics:** The text includes new discussions and ideas including more coverage of modular and cellular organizations reveal the importance of information technology.
- **NEW! Current:** This revision has been thoroughly updated information and examples.
- **Research-Based:** The text builds upon the research of the field, providing an objective view.
- **Diagnostic Questions:** Questions at the end of each chapter help students focus on the key ideas presented.
- **Graphics and Design:** Visual representations of many of the ideas being discussed throughout the text help explain key points.
- **International Perspective:** Boxes highlight International Management issues and the competitive advantage achieved through organized behavior.

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Part I. Introduction. 1. Organizational Behavior. 2. Management and Managers. Part II. Micro Organizational Behavior. 3. Diversity and Individual Differences. 4. Perception, Decision Making, and Creativity. 5. Motivation and High Performance Work Systems. 6. Satisfaction and Stress in the Workplace. Part III. Meso Organizational Behavior. 7. Efficiency, Motivation, and Quality in Work Design. 8. Roles, Socialization, and Communication. 9. Group Dynamics and Team Effectiveness. 10. Leadership in Groups and Organizations. Part IV. Macro Organizational Behavior. 11. Power, Politics, and Conflict. 12. Structuring the Organization. 13. Technology, Environment, and Organization Design. 14. Culture, Change, and Organization Development. Part V. Conclusion. 15. The International Context. 16. Critical Thinking and Research Methods.

Supplements

Computerized Test Bank (WIN/CD)	0-03-029056-2
Instructor's Manual	0-03-028967-X
PowerPoint®	0-03-028996-3
Study Guide	0-03-028981-5
Test Bank	0-03-029026-0
Video	0-03-029068-6

Organization Development and Change, 7e

Copyright 2001

Cummings, Thomas G.
University of Southern California
Worley, Christopher
Pepperdine University

0-324-01987-4 (700 pages, Hardbound)
http://cummings.swcollege.com

Market-leading *Organization Development and Change,* 7e blends theory, concepts and applications in a comprehensive and clear presentation. The authors work from a strong theoretical foothold and apply behavioral science knowledge to the development of organizational structures, strategies, and processes.

- **NEW! Revised International Chapter:** Chapter 21, "Organization Development in Global Settings," has been thoroughly revised and updated.
- **NEW! Coverage of Emotions:** This edition includes new coverage of emotions and emotional intelligence in organizational development.
- **NEW! Section on the role of OD in Mergers and Acquisitions:** A major new section on the role of organizational development in mergers, acquisitions, joint ventures, and strategic alliances has been added.
- **NEW! More Knowledge Management Topics:** Material on organization learning and knowledge management has been expanded.
- **NEW! Chapter on Future Trends:** A new Chapter 23, "Future Directions in Organization Development," includes trends and their implications in the field.
- **NEW! Essentials Version Available:** Essentials of Organizational Development and Change is ideal for short courses or those that include more case work or outside projects. Related topics and chapters have been merged together, and cases and applications have been eliminated to create a streamlined 16 chapter format.
- **NEW! PowerPoint® Presentation Available:** A PowerPoint® presentation consists of concepts and exhibits which supplement course content and add visual dimension to lectures.
- **Applications:** Actual situations in which different organizational development techniques or interventions were used are described in applications.
- **Cases:** Concluding each major part of the book, cases permit a more in-depth discussion of the organizational development process. In addition, integrative cases are included at the end of the book.
- **Instructor's Manual:** An instructor's manual with test bank contains lecture notes and case notes to assist instructors in preparing discussions. The test bank includes multiple choice, true/false, and essay questions for each chapter.
- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.

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Preface. 1. General Introduction to Organization Development. PART 1: OVERVIEW OF ORGANIZATION DEVELOPMENT. 2. The Nature of Planned Change. 3. The Organization Development Practitioner. PART 2: THE PROCESS OF ORGANIZATION DEVELOPMENT. 4. Entering and Contracting. 5. Diagnosing Organizations. 6. Diagnosing Groups and Jobs. 7. Collecting and Analyzing Diagnostic Information. 8. Feeding Back Diagnostic

Information. 9. Designing Interventions. 10. Leading and Managing Change. 11. Evaluating and Institutionalizing Organization Development Interventions. PART 3: HUMAN PROCESS INTERVENTIONS. 12. Interpersonal and Group Process Approaches. 13. Organization Process Approaches. PART 4: TECHNOSTRUCTURAL INTERVENTIONS. 14. Restructuring Organizations. 15. Employee Involvement. 16. Work Design. PART 5: HUMAN RESOURCES MANAGEMENT INTERVENTIONS. 17. Performance Management. 18. Developing and Assisting Members. PART 6: STRATEGIC INTERVENTIONS. 19. Organization and Environment Relationships. 20. Organization Transformation. PART 7: SPECIAL APPLICATIONS OF ORGANIZATION DEVELOPMENT. 21. Organization Development in Global Settings. 22. Organization Development in Health Care, School Systems, and the Public Sector. 23. Future Directions in Organization Development.

Supplements

Instructor's Manual with Test Bank	0-324-01988-2
PowerPoint® Presentation Slides	0-324-01989-0
Video	0-324-06784-4

Essentials of Organization Development and Change

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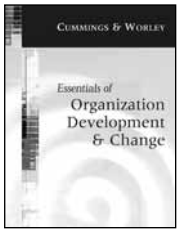

Cummings, Thomas G.
University of Southern California
Worley, Christopher
Pepperdine University

0-324-02399-5 (250 pages, Softbound)
http://cummings.swcollege.com

A streamlined version of Cummings and Worley's market-leading *Organization Development and Change,* this text applies behavioral science knowledge to the development of organization strategies, structures, and processes. It is ideal for short courses or those that include more case work or outside projects.

- **Concise:** Related topics and chapters have been merged together to create a manageable 16 chapter format.
- **Streamlined:** The cases and applications of the full *Organization Development and Change* text have been eliminated. If desired, additional cases are available through CaseNet at http://casenet.thomsonlearning.com.
- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.
- **Instructor's Manual:** An instructor's manual with test bank contains lecture notes and case notes to assist instructors in preparing discussions. The test bank includes multiple choice, true/false, and essay questions for each chapter.
- **PowerPoint® Presentation:** A PowerPoint® Presentation consists of concepts and exhibits which supplement course content and add visual dimension to lectures.

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PART I. OVERVIEW OF ORGANIZATION DEVELOPMENT. 1. General Introduction to Organization Development. 2. The Nature of Planned Change. PART II. PROCESSES OF ORGANIZATION DEVELOPMENT. 3. Entering and Contracting. 4. Diagnosing Organizations, Groups, and Jobs. 5. Collecting, Analyzing, and Feeding Back Diagnostic Data. 6. Designing Interventions. 7. Leading and Managing Change. PART III. ORGANIZATION DEVELOPMENT INTERVENTIONS. 8. Human Process Interventions. 9.Restructuring Organizations. 10. Employee Involvement. 11. Work Design. 12. Human Resources Management Interventions. 13. Organization and Environment Relationships. 14. Organization Transformation. PART IV: THE FUTURE OF ORGANIZATION DEVELOPMENT. 15. Organization Development in Global Settings. 16. Future Directions in Organization Development.

Supplements

Instructor's Manual with Test Bank	0-324-01988-2
PowerPoint® Presentation Slides	0-324-01989-0

ORGANIZATIONAL THEORY

NEW Experiential Exercises in Organization Theory and Design

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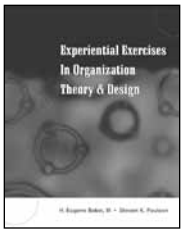


Baker III, H. Eugene
University of North Florida
Paulson, Steven K.
University of North Florida

0-324-16863-2 (192 pages, Softbound)
http://baker.swlearning.com

Baker and Paulson present a collection of 30 experiential exercises that are designed to help illustrate and internalize key concepts in organization theory. The exercises vary in length and complexity—some may serve as class 'warm-ups' while others could occupy an entire course period. Activities vary in range from personal inventories to actual creative production activities and occasionally require fieldwork. The exercises have all been class-tested and are adapted from a wide array of sources to ensure a variety of activities that will engage students regardless of their background.

- **Thirty Exercises:** The text is broken into ten chapters covering key topics, each chapter includes three exercises for a total of 30 exercises.
- **Consistent Organization:** Each exercise consists of three parts: (1) objectives stating the desired outcomes (2) process presenting the step-by-step instructions and; (3) feedback, addressing questions for an individualized debriefing of the exercise.
- **Correlation Guide:** The Instructor's Manual and web site includes a chart correlating the exercises in this text with the appropriate chapters in Daft, Organization Theory and Design, and texts from several other publishers.

Table of Contents

1. Overview Of Organization Theory. Exercise 1. Associations Exercise. Exercise 2. Exchange game. Exercise 3. You'll Play the Role So Why Not Pick the Part? 2. Strategy, Design And Effectiveness. Exercise 4. When is a Business Effective in the U.S. . . And Around the World. Exercise 5. Fast Food and Effectiveness: An Organizational Diagnosis. Exercise 6. Strategy, Stakeholders and Social Responsibility. 3. Organization Structure. Exercise 7. The Apple-Orange Company Structure. Exercise 8. Words-In-Sentences, Inc. Exercise 9. The Club Ed Exercise. 4. Environment. Exercise 10. Organizational Diagnosis of the College Setting. Exercise 11. Stakeholder Demands. Exercise 12. Grocery Store Dilemma. 5. TECHNOLOGY. Exercise 13. Measuring Technology. Exercise 14. Athletics and Physical Interdependence Technologies. Exercise 15. The Hollow Square. 6. Size, Life Cycle And Control. Exercise 16. Discovering an Organization's Life Cycle. Exercise 17. How Big are the Colleges? Exercise 18. Effective Organizational Control Mechanisms? 7. Culture and Ethics. Exercise 19. My Friend Morgan. Exercise 20. Culture in the Land of Doone. Exercise 21. A Culture in the Forest. 8. Innovation and Change. Exercise 22. Dynamics of Change. Exercise 23. Needle in the Organization Haystack. Exercise 24. Environment, Power and Change. 9. Decision-Making. Exercise 25. Maximizing or Satisfying: Pick the Best — Or the First Good One. Exercise 26. Decisive Decision Making. Exercise 27. Winter Survival Exercise. 10. Conflict, Power and Politics. Exercise 28. Political Processes in Organizations. Exercise 29. Conflict Strategies Exercise. Exercise 30. Prisoners' Dilemma: An Intergroup Competition.

Supplements

Instructor's Manual	0-324-16864-0

NEW Organization Theory and Design, 8e

Copyright 2004

Daft, Richard L.
Vanderbilt University

0-324-15691-X (656 pages, Hardbound)

http://daft.swlearning.com

Richard Daft's best-selling text, *Organization Theory and Design,* integrates the most recent thinking about organizations, classic ideas and theories, and real world practice, in a way that is interesting and enjoyable for students. This edition includes many updates including a new chapter on international issues and revisions of other chapters to include the most recent ideas and events. While organization studies and real world examples are insightful for understanding organizations and solve real-world problems, Daft also integrates numerous features that give students opportunity to apply concepts and develop skills and insights.

- **NEW! Globalization:** A new Chapter 7 on international structure and design, focuses on the global issues affecting organization theory and design.
- **NEW! A Look Inside:** Introduces each chapter with a relevant organizational example.
- **NEW! Book Mark:** This feature is a brief review of a book that addresses concerns of the real world manager.
- **NEW! Leading By Design:** This box describes a company that has undergone a major shift in its business operations, illustrating their transformation. In the 7th edition, these were the "Taking the Lead" feature.
- **Knowledge Management:** The concept of knowledge management is described thoroughly in Chapter 8, "Information Technology and Control." This chapter explores how a growing emphasis on the sharing of information and knowledge is changing organization design.
- **In Practice:** This is a mini case illustrating theoretical concepts in organizational settings.
- **Manager's Briefcase:** This feature presents students managerial tools and guidelines that will help them analyze and manage organizations. These guidelines are now integrated into the margins of the text, connected to the related topics.

Table of Contents

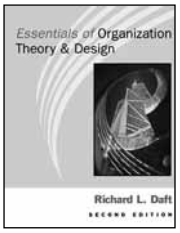
PART ONE: INTRODUCTION TO ORGANIZATIONS. 1. Organizations and Organization Theory. PART TWO: ORGANIZATIONAL PURPOSE AND STRUCTURAL DESIGN. 2. Strategy, Organization Design, and Effectiveness. 3. Fundamentals of Organization Structure. PART THREE: OPEN SYSTEM DESIGN ELEMENTS. 4. The External Environment. 5. Interorganizational Relationships. 6. The International Environment and Organization Design. PART FOUR: INTERNAL DESIGN ELEMENTS. 7. Manufacturing and Service Technologies. 8. Information Technology and Control. 9. Organization Size, Life Cycle, and Decline. PART FIVE: MANAGING DYNAMIC PROCESSES. 10. Organizational Culture and Ethical Values. 11. Innovation and Change. 12. Decision Making Processes. 13. Conflict, Power, and Politics.

Supplements

ExamView Testing Software	0-324-15695-2
Instructor's Resource CD-ROM	0-324-27481-5
Instructor's Resource Guide with Test Bank	0-324-15692-8
PowerPoint® Presentation Slides	0-324-15693-6
Transparency Masters	0-324-15694-4

Essentials of Organization Theory and Design, 2e

Copyright 2001



Daft, Richard L.
Vanderbilt University

0-324-02097-X (400 pages, Softbound)

http://daft.swcollege.com

This streamlined version of Daft's market-leading *Organizational Theory & Design* presents the most recent thinking about organizations in a way that is interesting and enjoyable. *Essentials of Organization Theory and Design, 2e* presents time-tested organization theory concepts and models, creating a solid foundation for the learner. The concise format allows ultimate flexibility for instructors to structure their own course and add outside cases, readings, exercises, and other teaching materials that reflect their own unique approach to the subject.

- **Flexibility:** The *Essentials* format allows instructors the ability to tailor their course through the addition of outside cases, readings, exercises, and other teaching materials.

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1. Organization and Organization Theory. 2. Strategy, Organization Design, and Effectiveness. 3. Fundamentals of Organization Structure. 4. The External Environment. 5. Manufacturing and Service Technologies. 6. Organization Size, Life Cycle, and Control. 7. Organizational Culture and Ethical Values. 8. Innovation and Change. 9. Decision-Making Processes. 10. Conflict, Power, and Politics.

Supplements

Instructor's Resource Guide with Test Bank	0-324-02098-8

PRINCIPLES OF MANAGEMENT

Business 2000: Business Management

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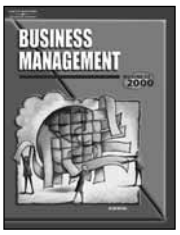

Burrow, James L.
Raleigh, NC

0-538-43162-8 (167 pages, Softbound)

www.b2000.swep.com

Business 2000: Business Management is the best way to introduce management skills. Information on the business environment and ownership, management functions and leadership, communication and information systems, production and marketing management, and more, is incorporated to fulfill the user's needs!

- Critical thinking exercises, business math, international features, and technology have been incorporated providing reinforcement and review.
- Dedicated Web Site provides activities and links for each chapter.
- Special sections highlight a company and careers it offers to demonstrate various career possibilities.

Table of Contents

Chapter 1 Business Environment and Ownership, Chapter 2 Information and Communication Systems, Chapter 3 Production and Marketing Management, Chapter 4 Financial Management, Chapter 5 Human Resources Management, Chapter 6 Ethical and Legal Responsibilities

Supplements

Annotated Instructor's Edition	0-538-43167-9
Exam View Pro	0-538-43185-7
Instructor's Resource CD	0-538-43166-0
Module (Includes Learner Guide, Video, AIE, & Instructor's Resource CD)	0-538-43163-6
Pkg. 25 Student Learner Guides	0-538-43164-4
Video, Business 2000: Business Management	0-538-43165-2

Management: Using Film to Visualize Principles and Practices

Copyright 2001

Champoux, Joseph
University of New Mexico

0-324-05359-2 (320 pages, Softbound)

Management: Using Film to Visualize Principles and Practices presents the first truly structured system for using popular and classic film clips to illustrate and reinforce key management concepts. A comprehensive manual of teaching resources illustrates how film can easily be integrated into any course, provides detailed analyses of all film scene selections, and describes other innovative ways to use film (e.g. as cases, as experiential exercises, as visual metaphors). For the student, a complete workbook provides an introduction to the management topic under review, detailed scene setups, points for discussion, plus opportunities for scene analysis and for recording personal reactions—perfect for assignments or class discussion. The workbook and manual are the result of over five years of intensive film research.

- **Four Film Scenes Per Chapter:** Each chapter examines scenes from four different films and includes start and stop points, scene descriptions, discussion questions, a list of concepts or examples to look for, and space for analyzing the film and recording personal reactions.
- **Background Information:** Each chapter in the student workbook includes background information on the chapter's management concepts.
- **Instructor's Teaching Resources:** Each chapter in this manual opens with an overview of the scenes, key concepts presented in each scene, and a complete analysis of each scene. Extras include an appendix of cinema resources on the Web and selected articles on using film as a teaching resource.

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Preface. 1. Introduction to Organizations and Management. 2. Workforce Diversity. 3. Quality Management. 4. Technology. 5. International Context. 6. Ethics and Social Responsibility. 7. Strategic Planning. 8. Problem Solving. 9. Decision Making. 10. Organizing: Existing and Evolving Organizational Forms. 11. Human Resources Management: Job Seeking and Career Management. 12. Human Resources Management: Selection. 13. Labor—Management Relations. 14. Control. 15. Operations Management. 16. Information Systems. 17. Power and Political Behavior. 18. Leadership. 19. Organizational Culture. 20. Organizational Socialization. 21. Motivation: Need Theories. 22. Motivation: Cognitive and Behavioral Theories. 23. Motivation: Job Design. 24. Groups and Teams. 25. Conflict and Conflict Management. 26. Communication Processes. 27. Stress in Organizations. 28. Organizational Change and Development. 29. Future Directions of Organizations and Management.

Supplements

Instructor's Teaching Resources	0-324-04857-2

NEW Interactive Text, Management with Access Certificate and InfoTrac College Edition

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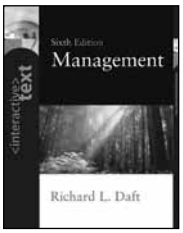

Daft, Richard L.
Vanderbilt University

0-324-27165-4 (780 pages, Softbound)

http://interactivetext.swlearning.com

Management Interactive Text combines the thorough presentation of Richard Daft's *Management 6th Edition,* with rich multimedia, real-time updates, exercises, self-assessment tests, note-taking tools, and more. This combination of print and online material provides students with active learning tools and tutorials; helping instructors shorten preparation time and improve instruction. The Interactive Text offers a complete technology teaching solution that integrates all of the media together in one seamless package—no "assembly" is required.

Management Interactive Text consists of two components: a Print Companion and a seamlessly integrated Online Companion, providing an easy-to-use teaching and learning experience. The Print Companion is a paperback textbook that includes the core content from *Management 6th Edition.* All time-sensitive pedagogical features and materials at the end of chapters have been moved from the printed textbook to the Online Companion. The Online Companion provides a dedicated Web site featuring all of the core content from the Print Companion combined with interactive learning resources, self-assessment tests, and note-taking features. Also included are basic course-management tools that enable instructors to create and manage a syllabus, track self-assessment scores, broadcast notes to students, and send electronic messages to students.

- **NEW! The New Workplace:** The focus of the 6th edition is the "new workplace" and how the changes occurring in today's organizations are impacting all areas of management.
- **NEW! Current Coverage:** The content and examples have been thoroughly updated including discussions of the events relating to "September 11" and their impact on areas such as crisis management, safety, and more.
- **NEW! Exclusive Videos:** Management 6th edition features all new chapter ending video cases that were produced and designed specifically for this text.
- **NEW! Putting People First and Leading Online:** These two new features of the sixth edition emphasize two of the key elements of the new workplace: the technology side and human capital.
- **Print Companion:** The Print Companion is a paperback textbook that includes the core content from the original textbook. All time-sensitive pedagogical features and materials at the end of chapters have been moved from the printed textbook to the Online Companion. Exhibits are retained in the Print Companion for reading ease. Easy-to-understand icons placed throughout each chapter provide a roadmap to what has been moved and/or added to the Online Companion.
- **Online Companion (http://interactivetext.swlearning.com):** The Online Companion is a dedicated Web site featuring unique views for instructors and students. The Online Companion includes the following all of the core content from the Print Companion, PLUS interactive multimedia, self-assessment activities with options to track scores and monitor student progress, note-taking features that allow students to bookmark and index specific content, and course-management tools that enable instructors to create and manage a syllabus, track student pre- and post-test scores, broadcast notes to students, and send electronic messages to students.

- **Interactive Features:** The Online Companion provides a series of interactive features, including Interactive Example, Interactive Video, Interactive Review, and Interactive Video Case. Interactive features are clearly marked in the Print Companion with easy-to-understand icons placed throughout each chapter.
- **Pre- and Post-Test:** Each chapter of the Online Companion features a Pre- and Post-Test, which consist of exam-style questions addressing the main topics and concepts of the chapter. At the completion of each test, students receive a score and instructive feedback for incorrect answers as well as direct links to the topics in the chapter addressed in each question. Students can take the tests as often as they need to — a record of their progress for each attempt is kept for them to revisit and gauge their improvement. In addition, instructors have access to these progress reports.
- **Notes:** The Notes tool in the Online Companion enables students and instructors to place a marker in the text and then type in further explanations, questions, comments or ideas. These notes are saved and are accessible from any computer. Instructors have the further ability to write notes and then broadcast these to all of their students.
- **View Progress Grade Book:** Students who take the Pre- and Post-Tests have their scores recorded within the View Progress grade book. After students complete the tests, the test results and accompanying feedback are reported. This feedback also includes a direct link to the content in the chapter where answers to questions may be found. Scores are saved within the View Progress grade book. Instructors have the ability to change the presentation of these scores in the View Progress grade book, either presenting all test scores for a student by chapter, or all test scores for a chapter by student. Instructors also have the option to download the scores in their grade book into a spreadsheet-ready format to aid in organizing and managing student scores.
- **Messages:** The Messages tool in the Online Companion enables instructors to broadcast text messages to individual students, groups of students, or to every student in the class. Instructors can create a message and send it immediately, or they can indicate a future date at which time to broadcast the message. The Messages tool will remember this request and send the message automatically at the specified time.
- **Syllabus:** Instructors can create in the Online Companion a syllabus for their course directly in Interactive Text. This tool enables instructors to provide course information, such as course name, title, and policies, as well as add custom information. Further, instructors can create a course schedule that provides students with assignments, homework, and other information based around the course calendar. The course schedule is completely customizable. If instructors already have a syllabus or wish to use another tool to build a course syllabus, the Interactive Text syllabus tool provides the option to link directly to this syllabus. If instructors do not want students to have access to a syllabus, the Syllabus tool may be turned off.
- **Leadership:** Daft integrates the latest leadership ideas and practices with established research findings, equipping students with the tools for effective leadership and management skills.
- **International Management:** International management issues are integrated throughout the text, and an entire chapter is devoted to global topics, giving Management a true international perspective.

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Supplements

Daft Xtra! Web Site	0-324-17571-X
ExamView Testing Software	0-324-17090-4
Instructor's Manual	0-324-17086-6
Instructor's Resource CD-ROM	0-324-17087-4
Management Interactive Text	0-324-26126-8
Management with Xtra! and InfoTrac College Edition (traditional textbook)	0-03-035138-3
Personal WebTutor 1 Month Access	0-324-17083-1
Personal WebTutor 4 Month Access	0-324-17084-X
Personal WebTutor Access Certificate	0-324-17082-3
Personal WebTutor Advantage 1 Month Access	0-324-25955-7
Personal WebTutor Advantage 4 Month Access	0-324-25954-9
Personal WebTutor Advantage Access Certificate	0-324-25956-5
Pkg. Video Cases	0-324-27203-0
Study Guide	0-324-17089-0
Test Bank	0-324-17088-2
Transparency Masters	0-324-17091-2
WebTutor Advantage for BlackBoard	0-324-25953-0
WebTutor Advantage for WebCT	0-324-25952-2
WebTutor on Blackboard	0-324-17081-5
WebTutor on WebCT	0-324-17080-7

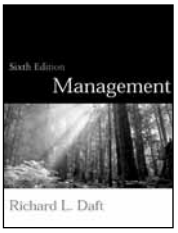
Management with InfoTrac College Edition, 6e

Copyright 2003

Daft, Richard L.
Vanderbilt University

0-03-035138-3 (780 pages, Hardbound)

http//daft.swcollege.com



The sixth edition of this market leading text continues to raise the standard through its cutting-edge presentation of managerial thought, carefully developed applications, and innovative technology components. Richard Daft seamlessly integrates the new workplace with traditional management concepts to show what influences and guides managerial action in today's organizations. To illustrate the conceptual material and engage the student, Daft includes diverse examples, exercises, applications in every chapter. Through each edition, *Management* has continued to build an outstanding reputation with instructors for its quality, topic selection, applications, and authorship.

- **NEW! The New Workplace:** The focus of the 6th edition is the "new workplace" and how the changes occurring in today's organizations are impacting all areas of management.
- **NEW! Current Coverage:** The content and examples have been thoroughly updated including discussions of the events relating to "September 11" and their impact on areas such as crisis management, safety, and more.
- **NEW! Web Site:** *Management* 6th edition features an extensive Web Site including interactive quizzes, internet activities, links to additional resources, and PowerPoint®.

- **NEW! Daft Xtra!:** Xtra! is included with every new copy of Daft Management and includes: additional interactive quizzes, *Experiencing Management* by Dennis Middlemist, videos, and activities.
- **NEW! Exclusive Videos:** *Management* 6th edition features all new chapter ending video cases that were produced and designed specifically for this text.
- **NEW! Putting People First and Leading Online:** These two new features of the sixth edition emphasize two of the key elements emphasis of the new workplace: the technology side and human capital.
- **Management in Practice Exercises:** End-of-chapter Management in Practice Exercises presents a Experiential Exercise and a Ethical Dilemma providing self-tests for students and an opportunity to experience management personally.
- **Leadership:** Daft integrates the latest leadership ideas and practices with established research findings, equipping students with the tools for effective leadership and management skills.
- **Photo Essays:** The photos in the text also include detailed captions that describe management events and how they relate to the chapter.
- **International Management:** International management issues are integrated throughout the text, and an entire chapter is devoted to global topics, giving *Management* a true international perspective.
- **The New Workplace Shoptalk:** These boxes address topics related to the new workplace that are of special interest to students presenting issues that are not normally available in textbooks.
- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.

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Part I. Introduction to Management. 1. The Changing Paradigm of Management. 2. Historical Foundations of the Learning Organization. Part II. The Environment of Management. 3. The Environment and Corporate Culture. 4. Managing in a Global Environment. 5. Managerial Ethics and Corporate Social Responsibility. 6. The Environment of Entrepreneurship and Small-Business Management. Part III. Planning. 7. Organizational Planning and Goal Setting. 8. Strategy Formulation and Implementation. 9. Managerial Decision Making. Part IV. Organizing. 10. Fundamentals of Organizing. 11. Using Structural Design to Achieve Strategic Goals. 12. Change and Development. 13. Human Resource Management. 14. Managing Diverse Employees. Part V. Leading. 15. Foundations of Behavior in Organizations. 16. Leadership in Organizations. 17. Motivation in Organizations. 18. Communicating in Organizations. 19. Teamwork in Organizations. Part VI. Controlling. 20. Foundations of Quality Control. 21. Information Systems and Technology. 22. Operations and Service Management.

Supplements

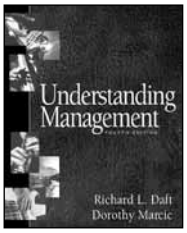
ExamView Testing Software	0-324-17090-4
Instructor's Manual	0-324-17086-6
Instructor's Resource CD-ROM (IM, TB, PP)	0-324-17087-4
NEW! Management Videos	0-324-27203-0
Personal WebTutor	0-324-17082-3
Study Guide	0-324-17089-0
Test Bank	0-324-17088-2
Transparency Acetates	0-324-17091-2
Turner Learning/CNN Video Management and Organizations	0-324-13495-9
WebTutor on Blackboard	0-324-17081-5
WebTutor on WebCT	0-324-17080-7
Xtra! CD-ROM	0-324-17085-8

NEW Understanding Management with Xtra! CD-ROM and InfoTrac College Edition, 4e

Copyright 2004

Daft, Richard L.
Vanderbilt University
Marcic, Dorothy
Vanderbilt University

0-324-25918-2 (600 pages, Softbound)
http://daft.swlearning.com



Understanding Management combines classic management concepts with emerging trends and issues in a concise, exciting, and student-friendly format. The theme of the fourth edition is the 'new workplace' highlighting how technology and other influences have changed the traditional organizations and the impact on their members. *Understanding Management* uses small to mid-sized organizations as examples giving students practical insights into the type of organizations that many will start their careers. The goal since the first edition has been to provide a practical and hands-on alternative to the traditional and comprehensive texts on the market.

- **NEW! Xtra! CD-ROM:** Each new text includes one semester free access to Experiencing Management Online, Xtra! quizzing, Author Insight Videos, and the text video cases.
- **NEW! Author Insights Videos:** Via streaming video, difficult concepts from each chapter are explained and illustrated by the textbook author, Richard Daft. This feature is available on the accompanying Xtra! CD-ROM.
- **NEW! Web site:** The text web site has been greatly expanded to include practice quizzes, PowerPoint®, links, and exercises for each chapter.
- **NEW! The New Workplace:** The theme of the fourth edition is the "New Workplace," exploring topics like e-business, virtual teams and networking, and global diversity.
- **NEW! Best Practices:** This new feature focuses on companies that make ethical decisions regarding their business practices and their employees' well-being.
- **NEW! Digital, Inc.:** This text feature focuses on the different ways organizations use technology to achieve their business goals.
- **NEW! Video Cases:** This edition includes all new videos, filmed specifically for Understanding Management. Also included in the text are the correlated video cases.
- **Expanded Activities:** There are a wealth of end-of-chapter activities that include discussion questions, management exercises, ethical dilemmas, web-based activities, and short cases.
- **Experiential Workbook:** An optional unique experiential workbook containing end of chapter exercises, additional exercises and traditional study guide features. The skill building and group projects are expanded for students to apply their knowledge
- **Practical Examples:** *Understanding Management* uses small to mid-sized organizations as examples throughout the giving students practical insights into the types of organizations they will likely start their careers.

- **Focus On:** This feature highlights different practices of organizations, as related to the chapter content.
- **Technology Coverage:** The application of technology is integrated throughout the text and "Surf the Net" end-of-chapter internet exercises utilizing resources available on the Web.
- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.

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PART I: INTRODUCTION TO MANAGEMENT. 1. Managing the New Workplace. PART II: THE ENVIRONMENT OF MANAGEMENT. 2. The Environment and Corporate Culture. 3. Managing in a Global Environment. 4. Managerial Ethics and Corporate Social Responsibility. PART III: PLANNING. 5. Organizational Planning and Goal Setting. 6. Managerial Decision Making. PART IV: ORGANIZING. 7. Fundamentals of Organizing. 8. Change and Development. 9. Human Resource Management. 10. Managing Diverse Employees. PART V: LEADING. 11. Foundations of Behavior in Organizations. 12. Leadership in Organizations. 13. Motivation in Organizations. 14. Communicating in Organizations. 15. Teamwork in Organizations. PART IV: CONTROLLING. 16. Productivity Through Management and Quality Control Systems.

Supplements

Daft Xtra! Web Site for Understanding Management	0-324-27458-0
ExamView Testing Software	0-324-27347-9
Instructor's Manual	0-324-26053-9
Instructor's Resource CD-ROM (Includes ExamView, PPT)	0-324-26055-5
PowerPoint® Presentation Slides	0-324-27348-7
Study Guide	0-324-27346-0
Test Bank	0-324-26054-7
Transparencies	0-324-26058-X
Understanding Management with Xtra! CD-ROM	0-324-27345-2
Video	0-324-26056-3
WebTutor Advantage on Blackboard	0-324-27468-8
WebTutor Advantage on WebCT	0-324-27467-X
Xtra! Access Certificate Understanding Management	0-324-26057-1

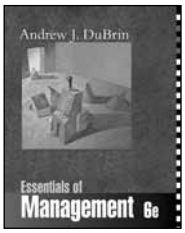
Essentials of Management, 6e

Copyright 2003

DuBrin, Andrew J.
Rochester Institute of Technology

0-324-11467-2 (500 pages, Softbound)

http://dubrin.swcollege.com



Essentials of Management, 6e makes the connection between theory and concepts to actual practice by showing how managers and organizations effectively apply the basic principles of management. The text takes a functional approach, first introducing the role of a manager and the modern managerial environment, before exploring planning organizing, leading, and control . The Sixth Edition has been extensively revised and updated to include the latest information, examples and activities to help readers understand the skills necessary to manage, lead, and compete in today's world.

- **NEW! Cases:** There are fifteen new chapter opening cases and over half of the chapter ending cases are new in the sixth edition.
- **NEW! The Internet and Information Technology:** Throughout the text there is more coverage of the impact of technology on internal operations of an organization. In addition, a new Chapter 3 has been added to this edition covering the impact of the internet and information technology on customers and stakeholders.
- **NEW! Diverse Examples:** The sixth edition includes more examples of non-profit organizations and government agencies helping to ensure a balanced presentation of the variety of organizational settings that readers might encounter.
- **NEW! Management in Action:** Approximately 90% of the highly acclaimed "Manager in Action" boxes are new to this edition and those retained have been completely updated.
- **NEW! Coverage of Cyber Ethics:** The ethics coverage now includes discussions of cyberethics, netiquette, and acceptable use of the Internet with a focus on e-mail.
- **Opening Case Examples:** Opening cases frame the major topic to be covered in the chapter.
- **Action Inserts:** "Manager in Action" and "Organization in Action" features present a portrait of how specific individuals or organizations practice an aspect of management covered in the chapter. Completely revised, these boxes are now expanded to a full-page format.
- **Skill-Building Exercises:** Skill-Building exercises can be found at the end of each chapter.
- **Self-Assessments:** Every chapter includes a self-assessment to help provide insights and develop personal awareness.
- **Case Problems:** At the end of each chapter, case problems apply chapter content and simulate the practice of management.

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PART I: INTRODUCTION TO MANAGEMENT. 1. The Manager's Job. 2. International Management, Cultural Diversity. 3. Information Technology and the Internet. 4. Ethics and Social Responsibility. PART II: PLANNING. 5. Essentials of Planning. 6. Problem Solving and Decision Making. 7. Quantitative Techniques for Planning and Decision Making. PART III. ORGANIZING. 8. Job Design and Work Schedules. 9. Organization Structure, Culture, and Change. 10. Staffing and Human Resource Management. PART IV: LEADING. 11. Leadership. 12. Motivation. 13. Communication. 14. Teams, Groups, and Teamwork. PART V. CONTROLLING. 15. Essentials of Control. 16. Managing Ineffective Performers. PART VI: MANAGING FOR PERSONAL EFFECTIVENESS. 17. Enhancing Personal Productivity and Managing Stress.

Supplements

ExamView Testing Software	0-324-11471-0
Instructor's Manual	0-324-11469-9
Personal WebTutor	0-324-18060-8
PowerPoint® Presentation Slides	0-324-11470-2
Study Guide	0-324-11468-0
WebTutor on Blackboard	0-324-18064-0
WebTutor on WebCT	0-324-18063-2

Management: A Competency-Based Approach with Student CD-ROM and InfoTrac College Edition, 9e

Copyright 2002

Hellriegel, Don
Texas A&M University
Jackson, Susan E.
Rutgers University
Slocum, Jr., John W.
Southern Methodist University

0-324-05558-7 (562 pages, Hardbound)

http://hellriegel.swcollege.com

Management: A Competency-Based Approach, 9e presents a balanced presentation of practical theory, relevant applications, and innovation that has set this text apart for nearly three decades. Within this new edition, the authors continue to emphasize the six key managerial competencies that are critical for success: communication, planning and administration, strategic action, self-management, global awareness, and teamwork. An interactive self-assessment has been integrated into the text's presentation to help learners understand and develop their own managerial potentials. This unique focus on managerial competencies combines with new theories and technology, fresh examples, and a new learning package to engage learners and contribute to their future success as members in any organization.

- **NEW! Streamlined:** The text is now even more manageable in length at 562 pages and 20 chapters.
- **NEW! Interactive Self-Assessment:** An interactive self-assessment is included with CD-ROM that measures the six managerial competencies identified in the book and computes a score to compare statistically and graphically against national averages based on other learners and managers both statistical and graphically. The self-assessment and scoring information will also be available in a print format at the end of Chapter 1.
- **NEW! CD-ROM:** A new companion CD-ROM includes the managerial competencies self-assessment, video cases, a management glossary, a business glossary, and links to the Web.
- **NEW! Bonus Supplement:** A brief supplement on Operations Management is available on the Web site as a custom module for those looking for more coverage in this area.
- **NEW! InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.
- **Managerial Competencies Highlighted:** Each chapter contains four managerial competency boxes that highlight a competency that is relevant to the topic at hand.
- **Questions and Exercises for Competency Development:** End-of-chapter questions promote classroom discussion and exercises often require that students use the Internet to further develop their managerial competencies.
- **Integrated Learning System:** Text and major supplements are organized around each chapter's learning objectives.
- **Cases for Competency Development:** End-of-chapter cases present real companies and ask learners to evaluate and make managerial decisions.
- Each chapter includes a video case that relates to the chapter's topic and is drawn from the South-Western BusinessLink Video Library.
- The companion Web site for this text has been expanded to include practice quizzes, Internet exercises, and links to other Web resources.

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PART I: AN OVERVIEW OF MANAGEMENT. 1. Managing in a Dynamic Environment. 2. The Evolution of Management. PART II: MANAGING THE ENVIRONMENT. 3. Environmental Forces. 4. Managing Globally. 5. Entrepreneurship. 6. Ethics and Corporate Social Responsibility. PART III: STRATEGIC DECISION MAKING. 7. Planning and Strategy. 8. Fundamentals of Decision Making. 9. Planning and Decision Aids. PART IV: ORGANIZING. 10. Fundamentals of Organizational Design. 11. Contemporary Organization Designs. 12. Organizational Change and Learning. 13. Managing Human Resources. PART V: LEADING. 14. Work Motivation. 15. Dynamics of Leadership. 16. Organizational Communication. 17. Managing Work Teams. 18. Organizational Cultures and Cultural Diversity. PART VI: CONTROLLING AND EVALUATING. 19. Controlling in Organizations. 20. Information Management Technology.

Supplements

CNN Video Management and Organizations	0-324-13495-9
ExamView Testing Software	0-324-05563-3
Instructor's Manual	0-324-05560-9
Instructor's Resource CD ROM	0-324-11282-3
Management Power! Presentation Software CD-ROM	0-324-13380-4
Management Power! Presentation Software Demo CD-ROM	0-324-13253-0
Personal WebTutor Access Certificate	0-324-13469-X
Personal WebTutor Four-Month Access, Online Purchase	0-324-13470-3
Personal WebTutor One-Month Access, Online Purchase	0-324-13471-1
PowerPoint® Presentation Slides	0-324-05561-7
Study Guide	0-324-05559-5
Test Bank	0-324-05562-5
Transparency Acetates	0-324-05564-1
Video Cases #1	0-324-05565-X
Video Cases #2	0-324-05566-8
Video Cases #3	0-324-05567-6
WebTutor on Blackboard	0-324-12765-0
WebTutor on WebCT	0-324-11886-4

NEW Management: Challenges for Tomorrow's Leaders with Xtra! CD-ROM and InfoTrac College Edition, 4e

Copyright 2004

Lewis, Pamela S.
Queens University of Charlotte
Goodman, Stephen H.
University of Central Florida
Fandt, Patricia M.
University of Washington, Tacoma

0-324-15557-3 (704 pages, Hardbound)

http://lewis.swlearning.com

Management: Challenges for Tomorrow's Leaders, Fourth Edition, explains the function and role of management in today's organization, presenting current theory, trends, and influences on today's managers and organizations. The text balances theory and practice, providing numerous applications for students to better

understand how management concepts are applied. The primary theme of the fourth edition is the role and importance of leadership in today's organization. Throughout the text are discussions and highlighted examples of the impact of leadership and how organizations diffuse responsibility through every level of an organization.

- **NEW! Leadership Model:** The leadership model presented throughout the text focuses on three key components: competence, character, and community.
- **NEW! Xtra!:** Text is packaged with access to a robust set of online study tools, including Xtra! practice quizzes, Experiencing Management, additional video, and more.
- **NEW! Leadership in Action:** Leaders in Action boxes in every chapter capture "the voice of leadership" of leadership in today's organizations from a variety of angles.
- **NEW! Now Apply It:** "Now Apply It" boxes throughout the text, provide short experiential applications whereby students can "try out" chapter content.
- **NEW! At the Forefront:** At the Forefront boxes report on contemporary, often provocative, business trends.
- **Web site:** The text's support web site includes downloadable supplements for instructors and PowerPoint®, interactive practice quizzes, exercises, and other information for students.
- **Updated End of Chapter Exercises:** New cases, 14 new video cases, review questions, experiential exercises, and discussion questions help students review and apply the chapter objectives.
- **Ethics "Take a Stand":** The "Take A Stand" features present students with ethical dilemmas. Students are asked to evaluate various courses of actions in terms of their ethical implications and select the alternative that best meets the organization's needs.
- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.
- **Textchoice Cases and Exercises:** Textchoice is the home of Thomson Learning's digital content. The Management Cases and Exercises content database allows you to easily evaluate and select cases, experiential exercises, activities, and even your own material to create a course companion tailor-fit to your course.

Table of Contents

PART 1. MEETING THE CHALLENGES OF THE 21ST CENTURY. 1. Management and Managers: Yesterday, Today, and Tomorrow. 2. Evolution of Management Thought. 3. Social Responsibility and Ethics. PART 2. PLANNING CHALLENGES IN THE 21ST CENTURY. 4. Planning in the Contemporary Organization. 5. Strategic Planning in a Global Environment. 6. Effective Managerial Decision Making. 7. Decision-Making Tools and Techniques. PART 3. ORGANIZING CHALLENGES IN THE 21ST CENTURY. 8. Organizing for Quality, Productivity, and Job Satisfaction. 9. Designing the Contemporary Organization. 10. Strategic Human Resource Management. 11. Organizational Culture, Change, and Development. PART 4. LEADERSHIP CHALLENGES IN THE 21ST CENTURY. 12. Communicating Effectively within Diverse Organizations. 13. Leading in a Dynamic Environment. 14. Exploring Individual Differences and Team Dynamics. 15. Motivating Organizational Members. PART 5. CONTROL CHALLENGES IN THE 21ST CENTURY. 16. Organizational Control in a Complex Business Environment. 17. Productivity and Quality in Operations. 18. Information Technology and Control.

Supplements

Instructor's Manual with Video Guide	0-324-16899-3
Instructor's Resource CD-ROM	0-324-16952-3
Lewis Xtra! Saleable Web Site	0-324-27408-4
PowerPoint® Slides (available online and on IRCD only)	0-324-16951-5
Study Guide	0-324-27405-X
Test Bank	0-324-16950-7
Video Package	0-324-27406-8

Management Fundamentals: Concepts, Applications and Skill Development, 2e

Copyright 2003

Lussier, Robert N.
Springfield College

0-324-11754-X (650 pages, Softbound)

http://lussier.swcollege.com

Using a three-pronged approach of concepts, applications, and skill development, this text provides students with a solid foundation of management concepts and real skills they can use in the workplace. Through a variety of thought-provoking applications, Lussier challenges students to think critically and apply concepts to their own experiences. Proven skill-building exercises, behavioral models, self-assessments, and group exercises throughout the text help students realize their own managerial potential. The 15-chapter format is comprehensive enough for the one term course, but is also flexible enough to allow for additional readings, activities, or discussions.

- **NEW! Updated:** Cases and examples have been updated in this edition bringing in timely and high interest examples.
- **Behavior Models:** The text includes clear step-by-step models that detail how to handle everyday management functions.
- **Self-Awareness:** Management Fundamentals includes numerous opportunities for self-assessment and self-evaluation to help users understand and improve their managerial skills.
- **Skill Development:** Lussier clearly differentiates between application exercises and skill development opportunities providing users with activities and exercises in every chapter that prepare them for the workplace.

Table of Contents

Preface. PART ONE: MANAGING IN A GLOBAL INTERNET ENVIRONMENT. 1. Managing. Appendix A. A Brief History of Management. 2. Environment: Culture, Ethics, and Social Responsibility. 3. The Global Environment and Entrepreneurship. PART TWO: PLANNING. 4. Creative Problem Solving and Decision Making. 5. The Strategic and Operational Planning Process. Appendix B. Time Management. PART THREE: ORGANIZING. 6. Organizing and Delegating Work. 7. Managing Change: Innovation and Diversity. 8. Human Resources Management: Staffing. PART FOUR: LEADING. 9. Organizational Behavior: Power, Politics, Conflict, and Stress. 10. Team Leadership. 11. Communicating for Results. 12. Motivation for High Performance. 13. Leading with Influence. PART FIVE: CONTROLLING. 14. Control Systems. 15. Operations, Quality, Technology and Information Systems. Appendix C. Internet Basics. Appendix D. How to Research Case Material Using the Internet.

Supplements

Business Link Video	0-324-16871-3
ExamView Testing Software	0-324-11760-4
Instructor's Manual with Test Bank	0-324-11755-8
Instructor's Resource CD-ROM	0-324-18264-3
Personal WebTutor	0-324-15066-0
PowerPoint® Presentation Slides	0-324-11756-6
Test Bank	0-324-11757-4
Video	0-324-11758-2
WebTutor on Blackboard	0-324-15065-2
WebTutor on WebCT	0-324-15064-4

Experiencing Management

Copyright 2001

Middlemist, R. Dennis
Colorado State University

0-324-01598-4 (Online Product)

http://www.experiencingmanagement.com

Experiencing Management is an innovative collection of Web-based modules reinforcing key management principles in a dynamic learning environment. In each of the 14 modules, the learner is exposed to the central constructs of each topic through text, animated models or graphs before participating in a variety of activities that reinforce learning. Each module closes with an animated scenario allowing the learner to then apply those ideas. This product does not replace the text or the lecture, but simply acts as a third vehicle to encourage learning. Developed by a team of educational technology professionals, *Experiencing Management* is the most robust attempt to combine situated cognition and learning with problem-based learning in an educational technology format.

- **Concept Overview:** Within each module, an overview lists the core concepts related to the topic. The student has the opportunity to review both a brief explanation of the core concept as well as a model describing the concept.
- **Key Terms/Definitions:** Two crossword puzzles help the student learn key terms and definitions associated with the topic. The first puzzle relates to a concept that is usually the most difficult to learn or has the most terms. The second puzzle is as integrated activity, relating to all of the concepts in the topic.
- **Exercises:** Matching exercises relate to a specific concept. An integrated application exercise relates to all of the concepts. For the integrated exercise, work situations are described in text and photo format. Multiple-choice questions are also provided for each situation.
- **Situational Scenario:** The situation scenario relates to a specific concept in the topic, usually the most important or difficult to learn. As the scenario progresses, the student is asked questions about particular scenes.
- **Flexibility:** You may use as many of the modules as you please and in any order. The modules are purchased through the Thomson Learning catalog as a whole or individually. Adopters of Thomson Learning products have the option of bundling a registration card with their text.
- **Clear Organization:** The site is easy to navigate through its clearly marked tabs and menu box. Each module follows the same layout.
- **Cutting-Edge Technology:** Experiencing Management uses the latest Java Flash technology in its animated scenarios, graphs, and models. No matter what your Internet connection speed, the animation works at the same rate.
- **Computer Requirements:** Minimum requirements for running Experience Management modules are: Windows based or Mac/Unix equivalent, Intel 486DX 33 Mhz processor and 8 MB of RAM or a Mac/UNIX equivalent, Netscape 4.0 or Internet Explorer 4.0 internet browser, 28,800 bps modem (or higher) and 256 colors.

Table of Contents

1. Evolution of Management. 2. Ethics and Social Responsibility. 3. International Management. 4. Decision-Making. 5. Planning & Strategic Processes. 6. Organizational Design. 7. Leadership. 8. Motivation. 9. Teams. 10. Human Resource Management. 11. Communication. 12. Innovation & Change. 13. Organizational Control. 14. Operations Management.

Supplements

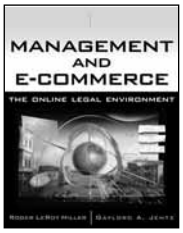
Access Certificate (Bundles Only)	0-324-07254-6

Management and E-Commerce: The Online Legal Environment

Copyright 2002

Miller, Roger LeRoy
Institute for University Studies, Arlington, Texas
Jentz, Gaylord A.
University of Texas at Austin, Emeritus

0-324-12274-8 (256 pages, Softbound)



http://lec.westbuslaw.com

Students examine the basic legal environment topics relating to management in this dynamic, new module. Content is drawn from the exciting new text, *Law for E-Commerce*, which helps students recognize the legal issues related to maintaining and conducting business on the World Wide Web.

- **Chapter Opening Quote:** Taken from one of the court opinions in the chapter, these quotes pique students' interest in the material that is to come.
- **Learning Objective:** Found at the beginning of each chapter, these objectives clearly outline the key legal points that the student should understand after reading the chapter.
- **In-Margin Definitions:** Found in the margin of the text, these definitions help students learn and recognize legal terminology.
- **Excerpted Cases:** When appropriate, excerpted cases, or cases using the language of the court, are integrated throughout the chapter to highlight important legal issues.
- **Controversial Issues in the Online World:** This feature highlights differences of opinion and/or controversial issues or uncertainties relating to developments in cyberlaw.
- **E-Guidelines:** Integrated throughout the text, these tips identify key issues that the student should keep in mind regarding cyberlaw.
- **Illustrative Exhibits:** When appropriate, exhibits illustrate important aspects of cyberlaw to help students clearly understand the material presented.
- **On the Web:** Found in the margins of the text, Internet addresses are provided for students to access the online information discussed.
- **Web Exercises:** Internet research exercises are included to aid students in learning and understanding the chapter material.
- **Online Legal Research Guide:** This guide is packaged with each new copy of the text giving students additional experience using the World Wide Web.

Table of Contents

1. Introduction to Law. 2. Resolution of Disputes. 3. E-Commerce and Dispute Resolution. 4. Cyber Torts and Crimes. 5. Intellectual Property-Patents and Copyrights. 6. Intellectual Property-Trademarks, CyberMarks, and Trade Secrets. 7. E-Contracting. 8. Risk Management and Information Security. Appendix A: Technical Background for the Internet.

Supplements

Black's Handbook of Basic Law Terms	0-324-03737-6
Instructor's Manual with Test Bank	0-324-13452-5

Management: Meeting and Exceeding Customer Expectations with Student CD-ROM and InfoTrac College Edition, 7e

Copyright 2002

Plunkett, Warren R.
Wright College
Attner, Raymond F.
Brookhaven College
Allen, Gemmy S.
Mountain View College, Dallas County Community College District

0-324-02725-7 (760 pages, Hardbound)

http://plunkett.swcollege.com

This seventh edition of *Management: Meeting and Exceeding Customer Expectations* is a comprehensive survey of the principles and practices of management as they are currently being applied in the United States and around the world. The content and features are structured to reinforce two continuing themes that are woven into the chapters' narratives: (1) the never-ending effort by managers and organizations to meet or exceed customers' needs, and (2) the need for organizations and their people to be guided by effective leadership.

- **NEW! Managing Technology:** These boxed features throughout the text highlight the impact of technology on today's managers and organizations.
- **NEW! Internet Activities:** Internet activities are found at the end of every chapter to help learners develop an understanding of how the Internet can be used as a productivity and research tool.
- **NEW! Video Cases:** Each chapter includes a video case from South-Western's BusinessLink Video Library that presents a real company and connects it to the chapter content through critical thinking questions.
- **NEW! Interactive CD-ROM:** Each new text comes with a CD that contains videos, a management glossary, a business glossary, and links to the internet.
- **NEW! Web Site:** The companion Web site for the text includes exercises, links, practice quizzes, and downloadable supplements for instructors.
- **NEW! InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.
- **Distance Learning:** This is the required text for the "Taking the Lead" distance learning course available from Intelecom (http://www.intelecom.org).
- **Integrated Learning System:** Learning Objectives are identified at the beginning of each chapter and then highlighted where they are discussed in the text to help learners capture the critical points of each chapter.
- **Management in Action:** The chapter opening vignette highlights managers from diverse organizations that are engaged in a variety of activities that relate to the chapter's content. The case is referred to throughout the chapter.
- **Globalization:** In each chapter, a global applications feature highlights the successful application of one of the chapter's core concepts in a non-U.S. setting.
- **Ethics:** The ethical management feature highlights managers facing decisions that contain a variety of issues and consequences for themselves and others.
- **Diversity:** The valuing diversity feature depicts the unique ways in which organizations show appreciation for their diverse employees.

Table of Contents

PART I: MANAGEMENT CONCEPTS. 1. Management: An Overview. 2. Management Thought: Past and Present. 3. Management's Commitments to Quality and Productivity. 4. The Manager's Environment. PART II: PLANNING AND DECISION MAKING. 5. Organizational Planning. 6. Strategic Planning and Strategic Management. 7. Making Decisions. PART III: ORGANIZING. 8. Organizing Principles. 9. Organizational Design. 10. Organizational Culture and Change. PART IV: STAFFING AND LEADING. 11. Staffing. 12. Communication: Interpersonal and Organizational. 13. Human Motivation. 14. Leadership. 15. Team Management and Conflict. PART V: CONTROLLING. 16. Controlling: Purpose and Process. 17. Control Techniques. 18. Operations Management. PART VI: SPECIAL CONCERNS. 19. Information Management Systems 20. International Management. 21. Succeeding in Your Organization. 22. Management Ethics and Social Responsibility.

Supplements

CNN Video Management and Organizations	0-324-13495-9
ExamView Testing Software	0-324-02731-1
Instructor's Resource CD-ROM	0-324-11652-7
Instructor's Resource Manual	0-324-02726-5
Management Power! Presentation Software CD-ROM	0-324-13380-4
Management Power! Presentation Software Demo CD-ROM	0-324-13253-0
Personal WebTutor Access Certificate	0-324-13460-6
Personal WebTutor Four-Month Access, Online Purchase	0-324-13461-4
Personal WebTutor One-Month Access, Online Purchase	0-324-13462-2
PowerPoint® Presentation Slides	0-324-11653-5
Study Guide	0-324-02727-3
Taking the Lead Telecourse Study Guide	0-324-02728-1
Test Bank	0-324-11683-7
Transparency Acetates	0-324-02730-3
Video Cases #1	0-324-11684-5
Video Cases #2	0-324-11685-3
Video Cases #3	0-324-11686-1
WebTutor on Blackboard	0-324-12769-3
WebTutor on WebCT	0-324-12768-5

Effective Management: A Multimedia Approach with Student CD-ROMs and InfoTrac College Edition

Copyright 2002

Williams, Chuck
Texas Christian University

0-324-07091-8 (704 pages, Softbound)

http://williams.swcollege.com

Effective Management: A Multimedia Approach combines the solid academic presentation of a textbook with the most extensive multimedia learning package available. Williams presents management as it is practiced today through a unique story-telling approach and organization that explains management theory in terms any learner can understand. Integrated throughout the text is "Experiencing Management," an award-winning collection of online modules that reinforce key

concepts. In addition, a rich learning support package includes a Study Aid audio CD, a multimedia CD-ROM, and InfoTrac College Edition, creating the most extensive student learning package available.

- **NEW! Story-Telling Approach:** The author employs short stories and examples to illustrate the concepts being presented in a way that learners will understand and enjoy.
- **NEW! What Really Works?:** This chapter feature employs meta-analysis to provide learners with an idea of how management is really practiced in the face of conflicting or multiple theories, providing an excellent opportunity for class discussion.
- **Concise, Flexible Format:** The text's 16-chapter organization allows instructors to integrate additional readings or projects to create a tailor-made learning package.
- **What Would You Do?:** This chapter opening case explores organizations and managers that face a dilemma and asks the learner to consider how they would respond if they were the manager.
- **What Really Happened?:** End-of-chapter wrap-ups tell students what the real company did and what the results were. This is a great way for students to compare their own thinking with that of real managers.
- **Experiencing Management:** Included with new texts is a one-semester subscription to Experiencing Management, an award winning set of online modules that review and reinforce key management principles (http://www.experiencingmanagement.com).
- **Audio CDs:** The audio CDs allow learners to preview or review each chapter while they are involved in other tasks.
- **Multimedia CD:** Video cases, management and general business glossaries, interactive quizzes, and a link to the text's Web site are included on the multimedia CD.
- **Web site:** The companion Web site contains additional student and instructor resources such as review quizzes, downloadable supplements, links, and additional exercises.
- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.

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PART I: INTRODUCTION TO MANAGEMENT. 1. Management. 2. Organizational Environments and Cultures. 3. Ethics and Social Responsibility. PART II: MAKING THINGS HAPPEN. 4. Planning and Decision Making. 5. Managing Information. 6. Control. PART III: MEETING THE COMPETITION. 7. Global Management. 8. Organizational Strategy. 9. Innovation and Change. 10. Designing Adaptive Organizations. PART IV: ORGANIZING PEOPLE, PROJECTS, AND PROCESSES. 11. Managing Teams. 12. Managing Human Resource Systems. 13. Managing Service and Manufacturing Operations. PART V: LEADING. 14. Motivation. 15. Leadership. 16. Managing Communication.

Supplements

CNN Video Management and Organizations	0-324-13495-9
Instructor's Resource CD ROM includes IM, TB, PPT, and ExamView	0-324-10797-8
Management Power! Presentation Software CD-ROM	0-324-13380-4
Management Power! Presentation Software Demo CD-ROM	0-324-13253-0
Personal WebTutor Access Certificate	0-324-13457-6
Personal WebTutor Four-Month Access, Online Purchase	0-324-13458-4
Personal WebTutor One-Month Access, Online Purchase	0-324-13459-2
Video Volume 1	0-324-10852-4
Video Volume 2	0-324-10853-2
Video Volume 3	0-324-10854-0
WebTutor on Blackboard	0-324-12770-7
WebTutor on WebCT	0-324-11852-X

Management with Williams Xtra! CD-ROM and InfoTrac College Edition, 2e

Copyright 2003

Williams, Chuck
Texas Christian University

0-324-11792-2 (800 pages, Hardbound)

http://williams.swcollege.com

Chuck Williams presents management concepts and theories through a unique framework and a writing style that truly engages students and draws them into the material. Focusing on how managers "make things happen' in modern organizations, the text shows the role and impact of management on individuals and organizations. *Management,* 2nd edition makes frequent use of stories, detailed examples and other unique pedagogical features that reinforce key concepts for the reader and put it in a context that they can relate. Williams' fresh approach, selection of topics, and unique features have been praised by instructors and students for their clarity and readability.

- **NEW! CNN Headline News:** Each chapter contains a "CNN Headline News" feature that presents a a 2-4 minute video clip and a short narrative with applications on the scenario that brings real business practice into the text.
- **NEW! Author Insights:** "Author Insights" are short video clips of Chuck Williams explaining some of the more challenging concepts presented in the text, available on the Student CD.
- **NEW! Williams Web Site:** The companion Web Site for the text includes interactive quizzes, internet activities, links to chapter and general management resources, a management glossary, PowerPoint® and more.
- **NEW! Williams Xtra! CD:** Xtra! comes free with every new copy of the text and includes several valuable and exciting features such as: *Experiencing Management* by Dennis Middlemist, additional interactive quizzes, CNN Video Clips, InfoTrac references, and more.
- **NEW! Getting Started:** A new appendix has been added to the text that gives students a practical, skills-based look at what they will need to do as new managers when starting in their first management job.
- **NEW! Thoroughly Revised:** The second edition has been thoroughly revised to present even more current examples and information, new content, and more figures and diagrams to even better illustrate the material.
- **Proven Story-Telling Technique:** Classroom experience and years of cognitive psychology research show that the use of engaging stories and examples help relate and reinforce difficult managerial concepts.
- **What Really Works:** This feature employs meta-analysis presented through easy to understand bar graphs and percentages to show what really works and the conditions under which management techniques may work better or worse in the 'real world".
- **Been There, Done That:** These interviews with accomplished business persons and renowned management scholars make expert advice available to students.

- **Developing Your Managerial Potential:** These personal development exercises help develop future managerial skills and are immediately useful to students.
- **Personal Productivity Tips:** This feature presents short productivity tips that are relevant to first jobs and early careers.
- **What Would You Do?:** Opening chapter cases draw the reader in and frame the chapter content. The resolution of the case is revealed at the end of the chapter in What Really Happened.
- **Blast From the Past:** Rather than include a history of Management feature that is often omitted from the course, Williams highlights the important historical development of a managerial topic in the chapter itself.
- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.

Table of Contents

PART I: INTRODUCTION TO MANAGEMENT. 1. Managing People. 2. Organizational Cultures and Environments. 3. Social Responsibility and Ethics. PART II: CONTROL: MAKING THINGS HAPPEN. 4. Planning. 5. Managing Information. 6. Decision Making. 7. Control. PART III: MEETING THE COMPETITION. 8. International Management. 9. Corporate, Business, and New Venture Strategy. 10. Change and Innovation. 11. Designing Adaptive Organizations. PART IV: ORGANIZING PEOPLE, PROJECTS AND PROCESSES. 12. Managing Individuals. 13. Managing Teams and Projects. 14. Managing Human Resource Systems. 15. Managing Service, Manufacturing and Not-for-Profit Organizations. PART V: LEADING. 16. Motivation. 17. Leadership. 18. Communication.

Supplements

ExamView Testing Software	0-324-11850-3
Instructor's Manual	0-324-11798-1
Instructor's Resource CD-ROM	0-324-16593-5
PKG.: Management with Student CD-ROM	0-324-11794-9
Personal WebTutor 1 Month Access	0-324-15063-6
Personal WebTutor 4 Month Access	0-324-15062-8
Personal WebTutor Access Certificate	0-324-15061-X
PowerPoint® Presentation Slides	0-324-11790-6
Study Guide to accompany Management	0-324-11796-5
Test Bank	0-324-11799-X
Transparencies	0-324-11851-1
Video	0-324-11791-4
WebTutor on Blackboard	0-324-15060-1
WebTutor on WebCT	0-324-15059-8

PURCHASING/BUSINESS LOGISTICS

Purchasing and Supply Chain Management, 2e

Copyright 2002

Monczka, Robert M.
Michigan State University
Trent, Robert J.
Lehigh University
Handfield, Robert B.
North Carolina State University

0-324-02315-4 (912 pages, Hardbound)

http://monczka.swcollege.com

Purchasing and Supply Chain Management, 2e is the culmination of discussions with top purchasing executives developed through an initiative known as the Global Procurement and Supply Chain Benchmarking Initiative at Michigan State University. The authors' experiences combine to create a managerial perspective of the core tasks and challenges required to effectively manage the purchasing function. This text is unique in that it is the first purchasing textbook to employ a truly strategic perspective. While prior books have dealt with many components of buying materials, the authors have sought to identify the contributions that purchasing can make to corporate and business strategies, through the development of integrated procurement and sourcing strategies. The book contains forty cases that have been developed and used in the classroom.

- **NEW! Opening Vignettes:** Real-world situations are used to actively introduce the chapter and engage students in the chapter's content.
- **NEW! Glossary of Key Terms:** Throughout the text, an ongoing glossary provides easy access to key terms and encourages the student to become familiar with important terms.
- **NEW! Sourcing Snapshots:** Updated and new leading-edge examples in each chapter illustrate how concepts are applied in today's industry, bringing students even closer to the purchasing and supply chain management.
- **NEW! Marginal Internet Activities:** A minimum of two activities in each chapter point students to interesting sites related to chapter content. These sites exemplify real-world examples and bring an up-to-the-minute feel to the text.
- **NEW! Cases:** All cases throughout the Second Edition are new or revised providing current insights into what is happening in the field of purchasing and supply chain management. With 40 cases total, 19 are available in the textbook, the remaining 21 are available on the product web site at http://monczka.swcollege.com.
- **Insights and Examples:** Provided by the Global Procurement and Supply Chain Benchmarking Initiative at Michigan State University, numerous text examples provide insight into the core tasks of the purchasing function. All cases have been class-tested at Michigan State.
- **Contemporary Issues:** Rather than focusing on the mechanics of the job, this feature delves into the importance of recruiting, hiring, and training people as part of integrated procurement and sourcing strategies.
- **Unique Content:** Full chapters on future trends (Chapter 21) and purchasing systems (Chapter 19), in addition to a separate chapter on outsourcing (Chapter 7), compliment the text's expanded coverage of global sourcing, supplier quality management, value analysis, performance measurement and evaluation.
- **Teaming:** This important concept is emphasized through case exercises that require team effort by the students. The text also discusses the importance of cross-functional teams.

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PART I. INTRODUCTION. 1. Introduction to Purchasing. PART II. OPERATIONAL PURCHASING. 2. The Purchasing Process. 3. Purchasing and Supply Chain Organization. 4. Purchasing Policy and Procedures. 5. Purchasing as a Boundary-Spanning Function. PART III. STRATEGIC SOURCING. 6. Purchasing and Commodity Strategy Development. 7. Insourcing/Outsourcing. 8. Supplier Evaluation, Selection, and Measurement. 9. Supplier Quality Management. 10. Supplier Management and Development: Creating a World-Class Supply Base. 11. Worldwide Sourcing. PART IV. STRATEGIC COST MANAGEMENT. 12. Purchasing and Supply Chain Tools and Techniques. 13. Strategic Cost Management. 14. Negotiation. 15. Managing Contracts. 16. Purchasing Law and Ethics. PART V. SUPPLY CHAIN MANAGEMENT. 17. Managing Supply Chain Inventory. 18. Purchasing Transportation Systems. 19. Supply Chain Information Systems and Business-to-Business Electronic Commerce. 20. Purchasing and Supply Chain Performance Metrics. PART VI. FUTURE DIRECTIONS. 21. Future Purchasing and Supply Chain Changes and Trends. Cases. Index.

Supplements

Instructor's Resource CD-ROM (IM/TB)	0-324-02316-2

SMALL BUSINESS MANAGEMENT

NEW BizPlanBuilder® Express: A Guide to Creating a Business Plan with BizPlanBuilder® with CD-ROM, 2e

Copyright 2004

JIAN Tools for Sales, Inc.

0-324-26144-6 (176 pages, Softbound)

http://jian.swlearning.com

BizPlanBuilder® Express—a workbook with CD-ROM package that includes the award-winning, best-selling software, BizPlanBuilder 8.1—provides all the essentials for creating winning business plans, with step-by-step instructions for preparing each section of a plan, including ready-to-customize samples, prompts and advice, detailed marketing analysis with links to demographic and marketing tools to help make it easy, and flexible, straight-forward financial tools. Compatible with both Windows and Macintosh operating systems.

- **NEW! Do It in BizPlanBuilder:** Sidebars, including screen captures of software menus, introduce students to BizPlanBuilder's user interface and helps them get to the tools they need fast.
- **NEW! Exercises:** Hands-on exercises familiarize students with all aspects of the the BizPlanBuilder program, its templates, master plans, worksheets, and more.
- **Learning Objectives:** These features let students know what to expect as they work through each part of BizPlanBuilder and where they should concentrate their efforts.
- **Useful Quotations:** Thoughtful, well-turned phrases open each part and set the tone for explorations to come.
- **Top 20 Questions:** What do most people want to know about your business? BizPlanBuilder helps users develop and enhance their responses to this set of "warm-up" questions that forms the foundation of their business plans.
- **Checklists:** Easy-to-use checklists at the end of major sections help students sum up key decisions and actions before moving on to the next step.
- **Review Questions:** Interspersed throughout the text, short-answer review questions make sure that students retain and apply relevant information.
- **Activities:** Activities designed to engage students in productive use of BizPlanBuilder's many tools ensures students build knowledge as they build their plans.
- **Useful Appendices:** Additional resources and tools are provided in a short series of end-of-book appendices.

Table of Contents

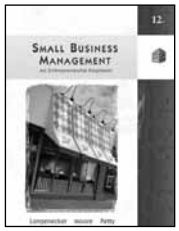
Part 1: Business Plan Basics. Part 2: Types of Business Plans. Part 3: Writing the Narrative. Part 4: Completing the Financial Plan. Part 5: Assembling Your Business Plan. Appendix A: Preplanning Resources in BizPlanBuilder. Appendix B: Postplan Operations: BizPlanBuilder Resources for Managing Your Business. Appendix C: System Requirements for BizPlanBuilder. Appendix D: Using Microsoft Word and Excel.

Supplements

Instructor's Manual	0-324-26145-4

Small Business Management: An Entrepreneurial Emphasis with CD-ROM and InfoTrac College Edition, 12e

Copyright 2003



Longenecker, Justin G.
Baylor University
Moore, Carlos W.
Baylor University
Petty, J. William
Baylor University

0-324-06554-X (700 pages, Hardbound)

http://longenecker.swcollege.com

Small Business Management: An Entrepreneurial Emphasis has been the best-selling small business management text for more than three decades, helping to guide generations of readers into the ranks of business owners and entrepreneurs. The authors' diverse academic backgrounds in management, marketing and finance bring a balanced approach to covering all aspects of starting and running a small business. Adopters praise the text edition after edition for its timely coverage, enjoyable and practical presentation, interesting examples, and its wealth of additional resources.

- **NEW! Small Business School Videos:** Segments from the highly-acclaimed PBS series "Small Business School" are available to adopters of the text and also available on the Student CD.
- **NEW! Web Site:** The text's popular Web Site has been expanded to include links to small business resources, activities, streaming video, practice quizzes with feedback, and more.
- **NEW! Student CD:** A CD-ROM is included with every new copy of the text that features "Small Business School" video segments, a revised and electronic copy of the popular "How to Prepare a Business Plan" supplement, financial templates, and additional resources.
- **NEW! E-Business Opportunities:** The new chapter 3, "E-Business Opportunities" focuses on the impact of e-business and the tools and opportunities it has created for small businesses.
- **NEW! Global Opportunities:** Global examples are spread throughout the chapters as well as being highlighted in a new "Global Opportunities" (Ch. 4).
- **NEW! Simplified Financial Presentation:** The financial chapters have an even clearer presentation with more advanced information available on the web along with additional exercises and solutions to selected application questions.
- **NEW! Financial Templates:** The authors have created simple-to-use business plan financial templates that are included on the CD-ROM and integrated in the finance and accounting chapters.
- **NEW! Exit Strategies:** Chapter 14 focuses on the important role of exit strategies in the business plan and how attention to exit options can sharpen the overall strategy of the small business.
- **Entrepreneurial Emphasis:** The text focuses on entrepreneurship to cultivate the skills and abilities needed to successfully start and manage a business.
- **Key Coverage:** *Small Business Management* presents all of the most critical and cutting-edge topics such as strategic alliances, exit strategies, family business, franchising, e-commerce, promotional strategies, and human resources to only name a few.
- **Integrated Learning System:** The text and ancillaries are organized around student learning objectives to help students study efficiently and make preparation easy for instructors.
- **Sample Business Plan:** An actual business plan in the appendix gives students a model to emulate and refer to as they create their own.

- **Business Plan Part:** The seven chapters in Part 4 of the text provide a step-by-step introduction to the elements of an effective business plan.
- **Cases and Activities:** Additional cases and activities have been added to this edition.
- **Applications and Exercises:** Every chapter includes numerous applications and exercises—including online activities—to help readers sharpen their awareness and skills.

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PART 1: ENTREPRENEURSHIP AND SMALL BUSINESS. 1. The Winning Hand of Entrepreneurship. PART 2: ENTREPRENEURIAL STRATEGY. 2. Strategies that Capture Opportunities. 3. E-Business Opportunities. 4. Global Opportunities. PART 3: PURSUING NEW VENTURE OPPORTUNITIES. 5. Buyout and Startup. 6. Franchising. 7. The Family Business. PART 4: THE NEW VENTURE BUSINESS PLAN. 8. The Role of the Business Plan. 9. Developing the Marketing Plan. 10. Selecting the Management Team and the Form of Organization. 11. Selecting the Location and Planning the Facilities. 12. Projecting Financial Requirements. 13. Finding Sources of Financing. 14. Exit Strategies. PART 5: SMALL BUSINESS MARKETING. 15. Product and Distribution Strategies. 16. Pricing and Credit Strategies. 17. Promotional Strategies. PART 6: SMALL BUSINESS MANAGEMENT. 18. Professional Management in the Growing Firm. 19. Managing Human Resources. 20. Quality Management and the Operations Process. 21. Social and Ethical Issues. PART 7. FINANCIAL MANAGEMENT IN THE ENTREPRENEURIAL FIRM. 22. Evaluating Financial Performance. 23. Managing the Firm's Assets. 24. Risk and insurance. Epilogue: Visualizing the End: What's Next?

Supplements

ExamView Testing Software	0-324-06791-7
Instructor's Manual	0-324-06556-6
Instructor's Resource CD-ROM	0-324-06557-4
Personal WebTutor 1 Month Access	0-324-15080-6
Personal WebTutor 4 Month Access	0-324-15079-2
Personal WebTutor Access Certificate	0-324-15066-0
Personal WebTutor Access Certificate	0-324-15078-4
Small Business Management with Student CD-ROM	0-324-16764-4
Something Ventured Telecourse Guide	0-324-06559-0
Student Learning Guide	0-324-06555-8
Test Bank	0-324-06558-2
Transparency Acetates	0-324-06563-9
Video Volume 1	0-324-06561-2
Video Volume 2	0-324-06562-0
WebTutor on Blackboard	0-324-15072-5
WebTutor on WebCT	0-324-15071-7

Small Business Management: An Entrepreneur's Business Plan, 6e

Copyright 2003

Ryan, J. D.
Irvine Valley College
Hiduke, Gail
Saddleback College

0-03-033587-6 (384 pages, Softbound)

This book is your guide to small business enterprise, helping you to identify opportunities, your needs and those of your target customers. The practical, step by step nature of this text makes it indispensable. The goal of the text is to help you in creating a business plan that will set the course for your small business endeavors. You will profit from these tried and true techniques.

- **NEW! Global Village:** Throughout the text integrated global village boxes you to encourage students to explore global opportunities
- **NEW! Passion Boxes:** New Passion boxes help you figure out what you love to do and help guide you to identifying opportunities.
- **NEW! Community Boxes:** New Community boxes help you find resources in your community to help you on your way to entrepreneurship.
- **NEW! Web Resources:** A major focus of the 6th edition is using the web to identify small business opportunities with updated Entrepreneurial Links help you get connected with organizations, Web Sites, and magazines.
- **Practical:** The practical, step by step nature of this text makes it an indispensable guide throughout your career in small business.
- **Business Plans:** The text includes three different samples of business plans providing examples from service and manufacturing businesses to help you in the creation of your own plan.
- **Action Steps:** Over 80 Action Steps take readers through every phase of an upstart, from the initial dream, developing marketing strategies, and finally how to implement the completed business plan.
- **Case Studies:** Case studies full of strategies and real world applications provide readers with insights into entrepreneurial ventures

Table of Contents

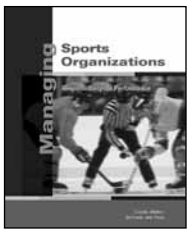
1. Your Great Adventure, Exploring the right fit. 2. Spotting Trends and Opportunities, Opening your Eyes. 3. Opportunity Selection, Filtering your ideas. 4. Profiling the Target Customer. 5. Reading and Beating the Competition. 6. Marketing Promotions. 7. Location, Location, Location. 8. Numbers and Shoebox accounting. 9. Shaking the Money Tree. 10. Legal Issues. 11. Building a Winning Team. 12. TBA. 13. Buying a Business. 14. Buying a Franchise. 15. Pulling the Plan Together. 16. Fast-Start Business Plan.

Supplements

Business Software	0-03-033806-9
ExamView Testing Software	0-03-033798-4
Instructor's Manual with Test Bank	0-03-033791-7
Video	0-03-033813-1

SPORTS MANAGEMENT

Managing Sports Organizations: Responsibility for Performance



Copyright 2003

Covell, Daniel
Western New England College
Walker, Sharianne
Western New England College
Siciliano, Julie I.
Western New England College
Hess, Peter W.
Davidson College

0-324-13155-0 (496 pages, Softbound)

http://covell.swcollege.com

Managing Sports Organizations: Responsibility for Performance integrates sport industry dynamics with important management principles and concepts. Every chapter examines management principles, concepts and issues from the perspective of how to improve the performance of sport organizations. To ensure that

students understand the complexity of the sport industry, each chapter features a distinct sport segment with information about the structure and characteristics of the highlighted sport segment. *Managing Sports Organizations* incorporates information about functional areas such as finance, marketing and legal aspects of sport industry.

- **Web Resources:** On-Line Resources provide additional industry updates, facts and information.
- **Integrates Functional Areas:** The functional areas of finance, marketing, and the legal aspects of management are incorporated throughout.
- **Check the Stats:** This feature provides a quick analysis of the size, scope, purpose, and stakeholders of the area of the sports industry currently being discussed.
- **Inside Look:** This chapter-opening industry profile offers an insider's look at selected sport industries such as youth sports, the National Hockey League, Major League Baseball, sport agency, and Olympic sports, while demonstrating the management functions that are critical to success.
- **Integrating Cases & Exercise:** Each chapter concludes with an integrated management exercise or case that invites students to apply the chapter concepts to a real-world management challenge.

Table of Contents

Part I: Introduction to Management of the Sport Industry. 1. An Introduction to the Sport Industry & Management. 2. Performance Issues & the Licensed and Branded Product Industry. 3. Technology and Information Management. Part II: Critical Management Tasks. 4. Developing Goals & School/Youth Sports. 5. Decision Making & the Health & Fitness Industry. Part III: Planning for Performance. 6. Strategic Planning & Professional League Sports. 7. Operational Planning & Control. Part IV: Organizing for Performance. 8. Designing the Organization & Sport Agency. 9. Design of Work in the Recreation Industry. Part V: Improving Performance. 10. Motivation and Leadership & Olympic Sport. 11. Human Resource Management. 12. Managing Change. Index.

Supplements

Instructor's Manual with Test Bank	0-324-13156-9
PowerPoint® Presentation Slides	0-324-17099-8

NEW Sport Management: Principles, Applications, Skill Development

Copyright 2004

Lussier, Robert N.
Springfield College
Kimball, David C.
Elms College

0-324-17596-5 (480 pages, Softbound)
http:/lussier.swlearning.com

Sports Management provides a concise introduction to the principles of management as they apply to sport organizations (both amateur and professional) and to sport-related businesses of all types (e.g., sporting goods retailers, facilities management, broadcasting, etc.). Lussier and Kimball take a hands-on approach to the study of management, employing a three pronged approach: principles, applications, and skill development, to equip students with the requisite managerial skills to build productive careers in the sport industry.

- **Reviewing Their Game Plan:** Each chapter opens with a high-interest case that features real-world sports organizations to introduce students to the topics and spark interest. The opening case organizations are connected throughout the chapter.
- **"Developing Your Skills":** In each chapter the 'Developing Your Skills' feature directs students to observe the managerial behaviors around them and guides them actively to practice successful behaviors.
- **Learning Outcomes:** The beginning of each chapter identifies the key learning objectives for students and repeats them in the body of the text where the topics are covered, keeping students focused on the chapter's core concepts.
- **Timeout:** This is a short application that ask students to take a quick inventory of their experiences and relate it to managerial roles, resources, functions, and decisions.
- **Self-Assessments:** At least one self-assessment appears in every chapter providing practical and insightful exercises for students.
- **Applying the Concept:** Several short multiple-choice exercises appear in each chapter to gauge student understanding of key concepts.
- **End-of-Chapter Activities:** Each chapter includes several activities to help reinforce the important topics and help students develop their management skills. Activities include discussion questions, review questions, case scenarios, skill-building exercises, and internet exercises.
- **Video Cases:** Selected chapters (six) include a short video case, featuring Ping, Burton Snowboards, Cannondale, World Gym, and Sunshine Cleaning Systems (janitorial services provider for sports facilities).

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PART 1: INTRODUCTION. 1. Managing Sports. 2. The Sport Industry Environment: Globalization, Ethics, and Social Responsibility. PART 2: PLANNING SKILLS. 3. Creative Problem Solving and Decision Making. 4. Strategic and Operational Planning. 5. Facility and Event Planning. PART 3: ORGANIZING SKILLS. 6. Organizing and Delegating Work. 7. Managing Change: Sport Culture, Innovation, and Diversity. 8. Human Resources Management. PART 4: LEADING SKILLS. 9. Organizational Behavior: Power, Politics, Conflict, and Stress. 10. Team Development. 11. Communicating for Results. 12. Motivating to Win. 13. Leading to Victory. PART 5: CONTROLLING SKILLS. 14. Controlling for Quality. Appendix A: Careers in Sport Management. Appendix B. Sport Management and the Internet.

Supplements

Instructor's Manual with Test Bank	0-324-17597-3
PowerPoint® Presentations Slides	0-324-27510-2
Video	0-324-17598-1

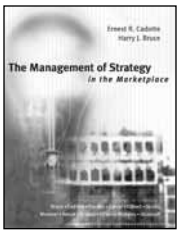
STRATEGIC MANAGEMENT

Management of Strategy in the Marketplace with Global Corporate Management in the Marketplace Simulation

Copyright 2003

Cadotte, Ernest
University of Tennessee
Bruce, Harry
CEO Illinois Central Railroad

0-324-16865-9 (384 pages, Softbound)
http://cadotte.swcollege.com



Management of Strategy in the Marketplace with Global Corporate Management in the Marketplace Simulation is a package of the web-based strategy simulation *Global Corporate Management in the Marketplace* and the textbook *Management of Strategy in the Marketplace.* The text provides the theoretical content needed to thrive as a business manager while the simulation provides real 'hands-on' experience in starting and managing a company. They are presented as a package but also intended for use separately, providing ultimate flexibility.

The web-based simulation Global Corporate Management in the Marketplace puts the players in the role of an executive team of a new venture entering the microcomputer business. As they run the company, they learn business fundamentals and the interplay between marketing, manufacturing, logistics, human resources, finance, accounting and team management. As teams compete, they learn to adjust their strategy, debate real-life decisions, analyze options, resolve conflicts, make tradeoffs and evaluate potential outcomes. This long-running simulation is the 6th generation of software over the last 12 years and benefits from experience and the continuous improvement. The simulation does not link directly to the textbook and may be easily used independently.

The textbook, *Management of Strategy in the Marketplace,* is designed to compliment the simulation, providing the theory base for understanding the behind the activities of the simulation. It follows the structure of the simulation, organized around the life cycle of a new business. Because chapter theories and tools coordinate with the specific decisions that teams encounter during specific quarters of simulation play, the textbook assures players that they won't stumble out the blocks once simulation play begins.

- **Textbook and Simulation Integration:** The textbook introduces concepts and tools brought to life in the simulation as learners go through the exercise. It compliments the simulation but designed to provide more guidance than needed for success in the simulation alone.
- **Focuses on Strategic Planning:** The process of strategic planning is emphasized throughout the exercise involving assessment, evaluation, reformulation, and deployment of tactics. Learners also have the option of creating a formal strategic plan after the first year of business.
- **Includes Multinational Opportunities:** Each company will begin by evaluating twenty markets in in Asia, The United States, Canada and Europe.
- **Two Sales Channels:** There are two sales channels available to reach the business segment: company-owned sales offices and over the internet via the company's e-commerce web site.
- **Five Market Segments:** Teams must evaluate five market segments to serve in the PC market, referred to as the Cost Cutter, Innovator, Mercedes, Workhorse, and Traveler segments.
- **Eight Decision Quarters:** There are 8 quarters of activity in the game representing a time compressed two-year period of play. Each quarter introduces new topics while reinforcing or building upon previous activities.
- **Easy Set Up For Administrators:** All processing is managed by Innovative Learning Solutions (www.marketplace-simulation.com), the instructor has no work to do other than to organize the learners to sign up for the game and monitor their performance. Learners register on the web, submit their decisions on the web and receive their results on the web. Instructors are also provided easy access to each learners work.
- **Easy to Use:** The simulation is set-up on simple point-and-click functions with easy-to-understand icons, with numerous help files available online as well.

Table of Contents

PART ONE: BEFORE YOU START IN BUSINESS. 1. Leaders and Leadership, Bruce. 2. Group Dynamics, Processes, and Teamwork, Russell & Jacobs. PART TWO: GETTING STARTED IN BUSINESS. 3. Business Strategy: Formulation and Implementation, Garval. 4. Market Opportunity Analysis for New Products, Cadotte. 5. Understanding Customer Value, Gardial & Woodruff. 6. Tactical Considerations in Designing Marketing Strategies, Cadotte. 7. Quality Function Deployment, Slimak. 8. Financial Reporting: "A User's Perspective, Reeve. PART THREE: EXPANDING THE BUSINESS. 9. Obtaining Venture Capital by Writing and Presenting a Business Plan, Cadotte. 10. Management and Valuation of Financial Assets, Wansley. 11. Corporate Governance, Bruce. PART FOUR: SKILLFUL ADJUSTMENT AND CONTINUOUS IMPROVEMENT. 12. Managing the Team to Excellence, Russell & Jacobs. 13. Quality Improvement, Slimak. 14. The Lean Enterprise, Gilbert. 15. Profit Management, Reeve. 16. Supply Chain Management in a Global Economy, Mentzer. 17. Managing Human Capital in Start-up Firms, Russell & Dragoni.

Supplements

Management of Strategy in the Marketplace (book only)	0-324-17575-2
Online Simulation	0-324-16866-7

Strategic Management in the Marketplace: An Online Simulation in Business Strategy

Copyright 2003

Cadotte, Ernest
University of Tennessee

0-324-16867-5 (4 pages, Online Product)
http://cadotte.swcollege.com

The web-based simulation, *Strategic Management in the Marketplace* provides a simple to use, interactive, and dynamic learning component for any strategic management course. In *Marketplace* students assume control of a company that will enter the microcomputer industry and compete with other student-based teams. The executive team has the next year and a half (6 quarters or decision periods) to get this company off the ground and become a self-sufficient firm, earning substantial profits from your operations. Teams will have to employ both financial tools and a variety of non-financial feedback in developing and deploying their strategies. This simulation has been designed to work with Hitt, Ireland, Hoskisson's *Strategic Management,* but can be used anywhere a shorter simulation is desired.

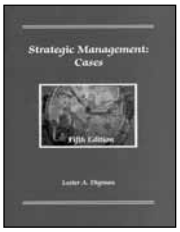
- **Multinational Opportunities:** Your company will be responsible for introducing a new line of microcomputers into Asia, United States, Canada and Europe.
- **Target Market:** The target market will be the business sector and strategies will be focused squarely on the three market segments: mercedes, workhorse, and traveler.
- **Two Sales Channels:** There are two sales channels available to reach the business segment: company-owned sales offices and over the internet via the company's e-commerce web site.
- **Business Planning:** A business plan can also be a key ingredient of the learning experience, encompassing a tactical plan, pro forma financial statements, and issues surrounding capital structure, governance and control.
- **Easy-to-Use:** Icons across the top of the computer screen make it simple review current and previous quarter decisions, process decisions, advance to the next quarter, and view the tasks required for the quarter.
- **Compatible with Hitt *Strategic Management, 5th edition*:** This simulation has been aligned to work with Hitt, Ireland, Hoskisson's *Strategic Management, 5th edition,* emphasizing topics like strategic focus, the strategic management process, e-commerce, globalization, competitive dynamics, corporate stakeholders, entrepreneurship, stakeholders, and governance.
- **Balanced Organizational Control Evaluation:** The firm's total business performance will be based upon its financial performance, market effectiveness, marketing performance, investment in the firm's future, development of human capital, asset management, manufacturing productivity, and creation of wealth.

Strategic Management Cases, 5e

Copyright 1999

Digman, Lester A.
University of Nebraska Lincoln

0-87393-793-7



THOMSON SOUTH-WESTERN DAME

This case book clearly answers the need for a customized, modular approach in the case portion of today's policy and strategy course at the undergraduate or MBA level. Rather than using individually selected cases, individualized custom-case books, or settling for outdated information, instructors can turn to this casebook for a full complement of the most up-to-date strategic management cases. Because the main text and casebook are separated, the case book is updated frequently, ensuring coverage of recent developments. To reflect the trends in today's business environment, Digman offers a strong representation of computer and technology-related cases. Instructors who wish to highlight particular industries will find more than 18 cases and industry notes that can be combined to offer in-depth coverage of at least seven industries. In addition, an extensive, annotated listing of strategy and planning-related web sites provides Internet support for virtually all of the cases.

- 13 new cases complement 27 cases retained from the last edition.
- The unparalleled set of teaching notes help reduce class preparation time.

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NEW CASES: The Hotel Industry, 1998: A Technical Note. Hilton Hotels Corporation (HHC). Ben & Jerry's Homemade, Inc.: Passing the Torch. Cedar Falls Utilities and the Information Superhighway (D): TCI's Response. CIBC. Colgate-Palmolive: Oral Care Division in the Italian Market. Acer Computer International. America Online (AOL). Universal Business Brokers. The Roche Group: Making the Right Moves in the Competitive Pharmaceutical Industry within a Complex and Volatile Environment. Continental Airlines, Inc. CASES RETAINED FROM THE PREVIOUS EDITION: Industry Note: The Waste Industry. Browning-Ferris Industries. Avon Products, Inc.: Developing a Global Marketing Strategy. Clearly Canadian Beverage Corporation. The Coca-Cola Company-The Carbonated Soft Drink Industry. Cyrix Corporation. Managing Maturity at Deere & Company. Health Care in the Fox Valley: Competition or Cooperation?. Fresh Kills Landfill: New York City. W.L. Gore & Associates, Inc.-1996. Life Is: Debits, Credits, Tickmarks, and Taxes. Northeast Indiana Division (NEID) March of Dimes Birth Defects Foundation. IBM Reborn: Restructuring a Sluggish Computer Industry Giant (1994). The Brooklyn Brewery, Ltd. and the Beer Industry. John Labatt Limited and Birra Moretti. Bill Gates and the Management of Microsoft®. SR Corp.: Decisions for an Emerging Technology. Perdue Farms, Inc.-1995. The Hue-Man Experience Bookstore. PepsiCo., Inc.: Marketing Soft Drinks in a Mature Economy. PIP, Inc. Southwest Airlines: Expanding Beyond the Southwest. Wall Lenk Corporation (A). Waterford Crystal, Ltd. Kmart Corporation: A Corporate Strategy Dilemma. Wal-Mart Stores, Inc.: Strategies for Market Dominance. Woolworth Corporation: Pursuing Strategic Direction.

Foundations in Strategic Management, 3e

Copyright 2002

Harrison, Jeffrey
University of Central Florida
St. John, Caron
Clemson University

0-324-07099-3 (192 pages, Softbound)
http://harrison.swcollege.com

Foundations of Strategic Management, 3e provides a concise and balanced introduction to the important theories and views of the field. The authors present an up-to-date look at the most critical topics in strategy today and use examples from cutting-edge firms to help learners begin to understand and develop decision-making and analysis techniques that are relevant in all types of organizations. Its brevity allows instructors to tailor their course by incorporating additional readings and cases of their choosing.

- **NEW! eBusiness Examples:** The text includes numerous high-tech and 'dot.com' illustrations to present some of the unique implications and applications eBusiness has created.
- **NEW! Corporate Strategy:** Chapter 5, "Corporate Strategy," has been streamlined to create an even clearer presentation.
- **NEW! Supplements:** The supplements package now includes PowerPoint® and a test bank to help instructors prepare their course.
- **NEW! Examples:** All new chapter openers and many new and updated examples throughout text to create a timely presentation of strategy today.
- **Balanced Coverage:** The book draws from all of the currently important perspectives on strategic management: the resource-based perspective, the economic perspective, and the stakeholder perspective.
- **Globalization:** Global issues and examples are found in each chapter and also included in a special section on global strategy in Chapter 8.
- **Tailor Fit Your Course:** The text's exceptionally balanced presentation and brevity makes it an ideal choice for short or specialized strategy courses where the instructor supplements through their own material.

Table of Contents

1.The Strategic Management Process. 2. The External Environment. 3. The Internal Environment and Strategic Direction. 4. Business Strategy. 5. Corporate Strategy 6. Strategy Implementation. 7. Strategic Control and Restructuring. 8. Strategic Challenges for the 21st Century. Appendix: Preparing a Strategic Analysis.

Supplements

Instructor's Manual	0-324-07150-7
PowerPoint® Presentation Slides	0-324-11466-4

Strategic Management: Competitiveness and Globalization with InfoTrac College Edition, 5e

Copyright 2003

Hitt, Michael A.
Arizona State University
Ireland, R. Duane
University of Richmond
Hoskisson, Robert E.
University of Oklahoma

0-324-11479-6 (1168 pages, Hardbound)

http//hitt.swcollege.com

Strategic Management: Competitiveness and Globalization, 5th edition provides the most modern, relevant, and complete presentation of strategic management today. Authors Michael A. Hitt, R. Duane Ireland, and Robert E. Hoskisson thoroughly revise each chapter, incorporating cutting-edge and current examples along with research and findings to accurately portray today's global business environment demonstrating how the strategic management process is being applied by modern organizations. The authors integrate the traditional industrial organizational model of strategic management with the more modern resource-based view of the firm to explain how firms build a sustained competitive advantage. This text is also available in two splits: concepts-only or cases-only versions.

- **NEW! Current Research:** Thoroughly updated, this edition contains the most current research and findings, including references to 2000 and 2001 publications.
- **NEW! Strategic Focus:** Three new "Strategic Focus" segments per chapter showcase familiar organizations and further emphasize applications of the chapter's content.
- **NEW! Chapter Opening Vignettes:** Each chapter opens with a short vignette featuring an actual firm to introduce the key points of the chapter and illustrate their relevance to modern organizations.
- **NEW! Cases:** Thirty-five all new cases are included, drawing from a variety of topics, organizational settings, and industries. A correlation guide is included matching text chapters with applicable cases.
- **NEW! Experiential Exercises:** Experiential Exercises have been added to the end of each chapter and text Web Site, providing 'hands-on' practice with the chapter concepts.
- **NEW! Streamlined Chapters:** Each chapter has been extensively revised to reduce the overall length and clarify the presentation for students by eliminating redundant examples, streamlining some of the longer passages, and including more exhibits where appropriate.
- **Expert Authorship:** This accomplished and well-respected author team consists of acknowledged experts in strategic management.
- **A Focus on Learning:** The text includes numerous pedagogical features like knowledge objectives, a running glossary, chapter summaries, and review questions to facilitate understanding and learning.
- **Real-World Features:** "Strategic Focus" segments (three per chapter) showcase leading organizations and further emphasize applications of the chapter's content.
- **Web Site:** The text includes an extensive Web Site with comprehension quizzes, exercises, case information, informational links, and more.
- **Strategy Simulations:** South-Western is pleased to offer to strategy simulations that can be used with this text, for more information visit the Web Site or contact your local representative.
- **InfoTrac College Edition:** A registration card for one semester access to InfoTrac College Edition is provided for free with every copy of the text ordered from South-Western, providing access to thousands of articles from relevant journals and periodicals.

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PART ONE: STRATEGIC MANAGEMENT INPUTS. 1. Strategic Management and Strategic Competitiveness. 2. The External Environment: Opportunities, Threats, Industry Competition, and Competitor Analysis. 3. The Internal Environment: Resources, Capabilities, and Core Competencies. PART TWO: STRATEGIC ACTIONS: STRATEGY FORMULATION. 4. Business-Level Strategy. 5. Competitive Dynamics. 6. Corporate-Level Strategy. 7. Acquisition and Restructuring Strategies. 8. International Strategy. . Cooperative Strategy. PART THREE: STRATEGIC ACTIONS: STRATEGY IMPLEMENTATION. 10. Corporate Governance. 11. Organizational Structure and Controls. 12. Strategic Leadership. 13. Corporate Entrepreneurship and Innovation. PART FOUR: CASES.

Supplements

ExamView Testing Software	0-324-11487-7
Instructor's Case Notes	0-324-11484-2
Instructor's Resource Manual with Video	0-324-11483-4
Personal WebTutor 1 Month access	0-324-15086-5
Personal WebTutor 4 Month access	0-324-15085-7
Personal WebTutor Access Certificate	0-324-15084-9
Personal WebTutor Advantage 1 Month access	0-324-15089-X
Personal WebTutor Advantage 4 Month access	0-324-15088-1
Personal WebTutor Advantage Access Certificate	0-324-15087-3
PowerPoint® Presentation Slides	0-324-11485-0
Strategic Management Cases with InfoTrac	0-324-11481-8
Strategic Management Concepts with InfoTrac	0-324-11480-X
Test Bank	0-324-11482-6
Video Cases	0-324-11488-5
WebTutor Advantage Plus Blackboard	0-324-15098-9
WebTutor Advantage Plus WebCT	0-324-15097-0
WebTutor Advantage on Blackboard	0-324-15096-2
WebTutor Advantage on WebCT	0-324-15095-4
WebTutor on Blackboard	0-324-15094-6
WebTutor on WebCT	0-324-15093-8

Strategic Management: Competitiveness and Globalization Cases with InfoTrac College Edition, 5e

Copyright 2003

Hitt, Michael A.
Arizona State University
Ireland, R. Duane
University of Richmond
Hoskisson, Robert E.
University of Oklahoma

0-324-11481-8 (648 pages, Softbound)

http://hitt.swcollege.com

Strategic Management: Competitiveness and Globalization, Cases, 5e consists of 35 cases representing a myriad of strategy topics and types of firms and industries. The authors have meticulously reviewed hundreds of cases to create this outstanding package.

- **NEW! Cases:** Thirty-five cases have been added to this edition representing a variety of organizational settings and types of firms.
- **Case Analysis:** A brief introduction on how to prepare a case analysis is included.
- **Case Selection:** The cases in this text represent a myriad of strategy topics from many types of firms and industries, including service, manufacturing, non-profit, multinational, non-U.S., and entrepreneurial. The authors have meticulously reviewed hundreds of cases to create this outstanding package.
- **Case Notes:** A complete set of case notes are provided for instructors that follow a common organization and approach creating ensuring a consistent analysis and facilitating preparation.
- **Custom Publishing Options:** Tailor fit your case selections to your course through custom publishing, for more information visit: http://custom.thomsonlearning.com

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Introduction: Preparing an Effective Case Analysis. 1. Acer in Canada. 2. Affymetrix: A Business of Mapping Genes. 3. Air Power in Mexico. 4. AmBev, The Dream Project (A). 5. Beijing jeep Co. (B). 6. The British Broadcasting Corporation. 7. The Chicagotribune.com: Creating a newspaper for the New Economy (A). 8. Cisco Systems Inc.—Growth Through Acquisitions. 9. The Comeback of Caterpillar 1985-2001. 10. Dell: Selling Directly, Globally. 11. eBay.com—Profitability managing Growth from Start-up to 2000. 12. Embracer 2000 Regional Jet Aircraft. 13. Fedex Corp.: Structural Transformation Though e-Business. 14. Halterm. 15. Hopewell Holdings Limited. 16. InterPost Prague, S.P.O. 17. Kacey Fine Furniture: Human Resources Management in the Face of Change. 18. Kentucky Fried Chicken and the Global Fast-Food Industry. 19. Luby's Cafeterias: Will Changing the Recipe Improve Performance? 20. Lufthansa 2000 maintaining the Change Momentum. 21. MetaSolv Software Inc. 21. Monsanto: Better Living Through Genetic Engineering? 22. Newell Company: The Rubbermaid Opportunity. 23. Nike's Dispute with The University of Oregon. 24. Otis Elevator in Vietnam. 25. Palm Economy. 26. Paradise Farm Organics. 27. Perdue Farms Inc.: Responding to 21st Century Challenges. 28. Philip Condit and the Bowing 777: From Design and Development to Production and Sales. 29. Priceline.com. 30. PricewaterhouseCoopers: Building a Global Network. 31. Sony Playstation 2: Just Another Competitor. 32. The Strategic Alliance of Bang & Olufsen and Phillips N.V. 33. Stretching the Brand: A Review of the Virgin Group. 34. www.Home_Improvement.com (A).

Strategic Management: Competitiveness and Globalization Concepts with InfoTrac College Edition, 5e

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Hitt, Michael A.
Arizona State University
Ireland, R. Duane
University of Richmond
Hoskisson, Robert E.
University of Oklahoma

0-324-11480-X (546 pages, Softbound)

http://hitt.swcollege.com

Strategic Management: Competitiveness and Globalization, 5th edition provides the most modern, relevant, and complete presentation of strategic management today. Authors Michael A. Hitt, R. Duane Ireland, and Robert E. Hoskisson thoroughly revise each chapter, incorporating cutting-edge and current examples along with research and findings to accurately portray today's global business environment demonstrating how the strategic management process is being applied by modern organizations. The authors integrate the traditional industrial organizational model of strategic management with the more modern resource-based view of the firm to explain how firms build a sustained competitive advantage.

- **NEW! Current Research:** Thoroughly updated, this edition contains the most current research and findings, including references to 2000 and 2001 publications.
- **NEW! Strategic Focus:** Three new "Strategic Focus" segments per chapter showcase familiar organizations and further emphasize applications of the chapter's content.
- **NEW! Chapter Opening Vignettes:** Each chapter opens with a short vignette featuring an actual firm to introduce the key points of the chapter and illustrate their relevance to modern organizations.
- **NEW! Experiential Exercises:** Experiential Exercises have been added to the end of each chapter and text Web Site, providing 'hands-on' practice with the chapter concepts.
- **NEW! Streamlined Chapters:** Each chapter has been extensively revised to reduce the overall length and clarify the presentation for students by eliminating redundant examples, streamlining some of the longer passages, and including more exhibits where appropriate.
- **Expert Authorship:** This accomplished and well-respected author team consists of acknowledged experts in strategic management.
- **A Focus on Learning:** The text includes numerous pedagogical features like knowledge objectives, a running glossary, chapter summaries, and review questions to facilitate understanding and learning.
- **Real-World Features:** "Strategic Focus" segments (three per chapter) showcase leading organizations and further emphasize applications of the chapter's content.
- **Web Site:** The text includes an extensive Web Site with comprehension quizzes, exercises, case information, informational links, and more.
- **Strategy Simulations:** South-Western is pleased to offer to strategy simulations that can be used with this text, for more information visit the Web Site or contact your local representative.
- **InfoTrac College Edition:** A registration card for one semester access to InfoTrac College Edition is provided for free with every copy of the text ordered from South-Western, providing access to thousands of articles from relevant journals and periodicals.

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PART ONE: Foundations of Business Ethics Virtue, Values and Business.

NEW Competing for Advantage with InfoTrac College Edition

Copyright 2004

Hoskisson, Robert E.
University of Oklahoma
Hitt, Michael A.
Arizona State University
Ireland, R. Duane
University of Richmond

0-324-27158-1 (432 pages, Softbound)

http://hoskisson.swlearning.com

To meet the specific needs of the MBA strategic management course and student, authors Bob Hoskisson, Mike Hitt, and Duane Ireland present *Competing for Advantage.* The text summarizes the latest strategic management research and practice, using current examples and a straightforward style to make it accessible to both students and practitioners. The authors connect theory to practice, illustrating the process and tools used in strategic analysis and implementation to create a sustainable competitive advantage. Further, the text examines the critical issues of today's business environment including chapters on both strategic leadership and corporate governance. *Competing for Advantage* is an outstanding resource for those wanting to better understand and more effectively participate in their organization's strategic management process.

- **Concise Format:** The straight-forward and concise presentation of the text allows instructors to supplement their own cases and exercises to meet the specific needs of their course.
- **Cutting Edge Topics:** The text addresses the most topical and cutting edge areas of strategic management, including chapters on strategic leadership, entrepreneurship, and corporate governance.
- **Ethics Coverage:** Ethics are discussed throughout the text and also spotlighted at the end of each chapter through ethics questions examining the ethical dimension of business decisions and actions.
- **Knowledge Objectives:** The beginning of each chapter identifies the key knowledge objectives for students, helping them identify and focus on the most critical issues.
- **End-of-Chapter Summaries:** Closing each chapter is a summary that reconnects with chapter-opening knowledge objectives, quickly highlighting the chapter's critical concepts, skills, and techniques.
- **Case Maps:** Suggested cases for each chapter are included on the web site and are easily arranged through Thomson Custom Publishing.
- **TextChoice Management Exercises and Cases:** Textchoice is the home of Thomson Learning's digital content. The Management Exercises and Cases content database allows you to easily evaluate and select cases, experiential exercises, activities, and even your own material to create a course companion tailor-fit to your course.
- **InfoTrac College Edition:** Included with each new copy of the text is four months of free access to InfoTrac College Edition, an online library of over 4,000 academic journals and periodicals. Through its easy to use search engine and other user-friendly features, InfoTrac College Edition puts cutting edge research and the latest headlines at students' fingertips.

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PART 1. STRATEGIC THINKING. 1. Introduction to Strategic Management. 2. Strategic Leadership. PART 2. STRATEGIC ANALYSIS. 3. The External Environment. 4. The Internal Environment. PART 3. CREATING COMPETITIVE ADVANTAGE. 5. Business-Level Strategy. 6. Competitive Dynamics. 7. Corporate-Level Strategy. 8. Mergers and Acquisitions. 9. International Strategy. 10. Cooperative Strategy. PART 4. MONITORING AND CREATING ENTREPRENEURIAL OPPORTUNITIES. 11. Corporate Governance. 12. Strategic Entrepreneurship.

Supplements

Competing for Advantage	0-324-27343-6
Instructor's Manual (available online only)	0-324-27159-X
Instructor's Resource CD-ROM	0-324-27498-X
PowerPoint® Slides (available online only)	0-324-27160-3
Test Bank	0-324-20189-3

Strategic Management: Building and Sustaining Competitive Advantages with InfoTrac College Edition, 3e

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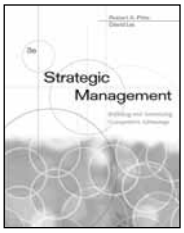

Pitts, Robert A.
Gettysburg College
Lei, David
Southern Methodist University

0-324-11689-6 (544 pages, Softbound)

http://pitts.swcollege.com

Strategic Management, Third Edition explores how firms build, extend, organize, and sustain a competitive advantage, focusing on five key themes: distinctive competence, quality, globalization, change, and ethics. This text takes an applications-oriented approach and is organized to reflect the stages that a firm goes through while implementing the strategic process.

- **NEW! Updated:** Up-to-date references and cases explore the most recent business strategy developments and research.
- **NEW! Chapter:** The authors have written a new chapter on the applications and implications of the internet for strategy, Chapter 5 Competing on the Net: Building Virtual Advantage
- **NEW! Topics Throughout:** The third edition contains many new important discussions including electronic commerce applications and implications, sources of virtual advantage, disruptive technologies, industry-spanning alliance networks, strategic alignment for large firms, virtual organizations, and networks to name a few.
- **NEW! Chapter 11, Strategic Implementation (II):** Achieving Integration has been reorganized with an emphasis on concepts related to organizational culture and virtual organizations.
- **Globalization:** A global focus explores the advantages and disadvantages of competing in the global business environment in every step of the strategic management process.
- **Emphasis on Alliances:** An emphasis on alliances and cross-firm networks discusses the practice of how firms move from traditional in-house operations and processes to alliances.
- **Competitive Advantage:** This text includes discussion of specific aspects of the advantage dimensions, value chain, Internet compression, mass customization, speed innovation, agility, and nimbleness.

- **Strategy Snapshots:** These short cases are integrated into each chapter highlighting the chapter's content in real organizations such as Nordstrom, Kellogg, Tyco International, Online Distribution of Music, and Nokia to name a few.
- **Ethics:** Ethics issues are discussed in most chapters as they relate to the difficult judgments that often accompany the choice of strategies.
- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.

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PART 1. BUILDING COMPETITIVE ADVANTAGE. 1. The Strategic Management Process. 2. The Competitive Environment: Assessing Industry Attractiveness. 3. Firm Capabilities: Assessing Strengths and Weaknesses. 4. Opportunities for Distinction: Building Competitive Advantage. 5. Competing on the Net: Building Virtual Advantage. 6. Shifts in Competitive Advantage: Responding to Environmental Change. PART 2. EXTENDING COMPETITIVE ADVANTAGE. 7. Corporate Strategy: Leveraging Resources to Extend Advantage. 8. Global Strategy: Harnessing New Markets to Extend Advantage. PART 3. ORGANIZING FOR ADVANTAGE. 9. Strategic Alliances: Teaming and Allying for Advantage. 10. Strategy Implementation (I) Organizing for Advantage. 11. Strategy Implementation (II): Achieving Integration. PART 4: SUSTAINING AND RENEWING ADVANTAGE. 12. Cooperation and Autonomy: Managing Interrelationships. 13. Managing Strategic Change: Building Learning Organizations. 14. Redefining Advantage.

Supplements

Instructor's Manual with Test Bank, Revised Edition	0-324-27447-5
PowerPoint® Presentation Slides	0-324-11691-8

Strategize! Experiential Exercises in Strategic Management with InfoTrac College Edition

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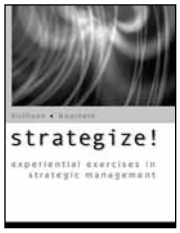
Siciliano, Julie I.
Western New England College
Gopinath, C.
Suffolk University



0-324-06653-8 (208 pages, Softbound)
http://siciliano.swcollege.com

Strategize! allows learners to try out the strategy models and concepts and get feedback regarding their understanding and application of strategic management theory. The book presents a number of experiential exercises and projects for use in class and assignments. Because the exercises include thought, action, and feedback-assessment components, they promote an understanding of strategic management through comprehensive active learning. Strategize! offers an important complement to any standard strategic management text.

- **Key Concepts:** Reviews of the theory or concept being highlighted in each session are included through brief summary readings.
- **Industry Overviews:** Part II includes two industry overviews, one that profiles the mature lodging industry and the other profiling the rapidly changing information systems industry.
- **Projects:** Part III contains suggestions for two out-of-class projects and a framework for in-class discussion of strategic management cases.
- **Team and Individual-Based Exercises:** The exercises involve teams, while others may be completed on an individual or team basis, depending on the instructor's preference.
- **Learner Assessment:** Includes forms that assess each learner's understanding of the material prior to the team activity.
- **Instructor Assessment:** All strategy sessions include an assessment technique to be administered after the exercises to gather information on the learners understand of the point.
- **Semester Activities:** Two semester long exercises provide learners with an opportunity to work on an extended project in a team environment, conduct field research, and practice decision making.
- **InfoTrac College Edition (ICE):** This text is packaged with InfoTrac College Edition, free of charge! ICE is a fully searchable online database that gives users access to full-text articles from more than 900 periodicals. Authoritative sources are updated daily and date back as far as four years.

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PART I UNDERSTANDING STRATEGIC MANAGEMENT. 1. Decision Making at the Strategic and Operational Level. Exercise. Innkeepers of America. 2. Understanding the Concept of Strategy. Exercise. How Do You Define Strategy? 3. Communicating Purpose Through Mission Statements. Exercise. How Well Do These Organizations Communicate Their Purpose? 4. The Board's Role in Corporate Governance. Exercise. Translating the Board's Role into Guidelines for Practice. 5. Viewing Strategy from the Stakeholder Perspective. Exercise. Role Playing Microsoft's Corporation Stakeholder Interests and Power. PART II DESIGNING STRATEGY. 6. Forces Affecting Competitive Strategy. Exercise. Intensity of Competition in the Gaming Industry. 7. Generating a Plan of Action: SWOT Analysis. Exercise. An Action Plan for Robin Hood. 8. Developing Generic Strategy. Exercise. Choosing How to Compete in the Lodging Industry. 9. Viewing Corporate Strategy from the Core Competencies Perspective. Exercise. Corporate Strategy at Walt Disney Company. 10. Global Strategic Alliances. Exercise. Making the General Motors-Toyota Alliance Work. 11. Identifying Transnational Strategies. Exercise. Global Operations of Bata Shoe and Nike. 12. Understanding Turnaround Management. Exercise. The Decline-Turnaround Sequence. PART III IMPLEMENTING STRATEGY. 13. Succeeding in Strategy Formulation and Implementation. Exercise. Diagnosing Problems at Procter & Gamble. 14. Structuring to Support Strategy. Exercise. Designing Organizational Structures for Club Ed. 15. Strategy Implementation Using the 7-S Model. Exercise. Transition at PeopleSoft Inc. 16. The Role of Cooperation in Strategic Management. Exercise. Acting Out the Commons' Dilemma. 17. Social Responsibility of Corporations. Exercise. Whose Responsibility Is It? PART IV INDUSTRY ANALYSIS. Lodging Industry Profile. Information Systems Industry Profile. Template for Industry Analysis. PART V SEMESTER PROJECTS. Team Project. Comparing Two Organizations in the Same Industry. Team Project. Identifying Strategic Issues at Local Business Organizations. MICA Method of Case Analysis and Discussion. References and Sources. Index.

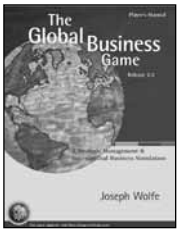
Supplements

Instructor's Manual	0-324-07189-2

The Global Business Game: A Simulation in Strategic Management and International Business, 2e

Copyright 2003

Wolfe, Joseph
University of Tulsa



0-324-16183-2 (175 pages, Softbound)
http://gbg.swcollege.com

The Global Business Game is a strategic management simulation in which students assume the leadership of a television manufacturing firm that is confronted by international competitors and consumer demands for higher quality products.

- **NEW! Text Alignment:** Reflects changes in strategic management terminology to more closely align with Hitt, Ireland, Hoskisson Strategic Management 5e.
- **NEW! Integrated Activities:** Activities in the Hit, Ireland, Hoskisson Strategic Management 5e Instructor's Manual link simulation activities to practical management applications.
- **NEW! Monetary Systems Update:** Replacement of German Mark and Spanish Peseta with Euro to coincide with January 1, 2002 implementation.
- **NEW! Economic Zone Update:** Japan replaces Taiwan in the APEC Economic Zone to create a better balance across the economic zones.
- **NEW! Enhanced Capabilities:** Greater degrees of technological transfer allows the closing and dismantling of factories and the sales of shipping capacity.
- **NEW! Revised Research and Development Efforts:** Revision increases probability of obtaining patents at lower R&D costs.
- **NEW! Updated Reports:** Merlin Group Reports now include sales representative average quantity earnings.
- **NEW! Updated Factory Expenses:** More realistic factory maintenance expense.
- **NEW! Lost Sales Feature:** Inclusion of lost sales in Operation's Report. This lost sales rate is closely tied to country's seasonal demand for the product.

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1. The Global Household Audio and Video Equipment Industry. 2. Company History and Background. 3. Marketing and Marketing Logistics. 4. Manufacturing Operations. 5. Finance, Financial Markets, and Accounting Operations. 6. Simulation Operations and Playing Procedures. Appendices: Accounting Ledgers and Finance Statements.

Supplements

Global Business Game CD with Administrator's Manual	0-324-16186-7

SUPERVISION

NEW Supervision: Concepts and Practices of Management, 9e

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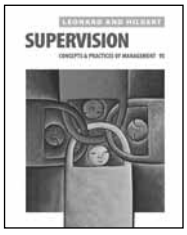

Leonard, Edwin C.
Indiana University
Hilgert, Raymond L.
Washington University

0-324-17881-6 (752 pages, Softbound)
http://leonard.swlearning.com

Supervision: Concepts and Practices of Management, 9th Edition provides the skills and knowledge base that students need to become supervisors in today's changing work environment. The text focuses on practical skills in examining the functions of management and how they are applied to both individuals and teams. The authors avoid using confusing terminology or multiple perspectives, instead presenting the tools that are clearly most appropriate for the task at hand. Change in the workplace and the world at large constantly present supervisors with new challenges. *Supervision, 9th edition* prepares supervisors to successfully address these demands.

- **NEW! Supervisory Tips:** This new chapter feature offers insights and suggestions for addressing common work situations and challenges.
- **NEW! Internet Activities:** There are new Internet Activity Skills Applications in every chapter.
- **NEW! Cases:** Each part of the text has eight cases for a total of 48 in-book cases. Additional cases are available on the instructor's web site.
- **NEW! 17 Chapters:** The table of contents has been revised to 17 chapters, making it more manageable for a one term course, without sacrificing important coverage.
- **NEW! Web site:** The web site for the 9th Edition has been expanded to include practice quizzes for students, PowerPoint®, and downloadable supplements for instructors.
- **You Make the Call:** This popular chapter-opening vignette presents a current issue facing supervisors for students to address. "What Call Did You Make?" discusses the issue further and offers suggestions for action.
- **Contemporary Issues:** This boxed feature applies chapter content to recent supervisory issues affecting real companies.
- **Skills Applications:** There are two—all new—skills application in each chapter for students to apply what they've learned.
- **Integrated Learning System:** The Integrated Learning System organizes the text and supplements around central learning objectives—making course preparation and study time more efficient.

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PART 1. SUPERVISORY MANAGEMENT OVERVIEW. 1. Supervising in Uncertain Times. 2. The Management Functions. Part 1. Cases. PART 2. SUPERVISORY ESSENTIALS. 3. Communication: The Vital Link in Supervisory Management. 4. Motivational Principles as Applied to Supervision. 5. Solving Problems: Decision Making and the Supervisor. 6. Positive Discipline. Part 2. Cases. PART 3. PLANNING AND ORGANIZING. 7. Supervisory Planning. 8. Supervisory Organizing at the Departmental Level. 9. Managing Meetings. 10. The Labor Union and the Supervisor. Part 3. Cases. PART 4. STAFFING. 11. The Supervisor and Employee Recruitment, Selection, Orientation, and Training. 12. Performance Management: Appraising, Coaching, Promoting and Compensating. Part 4. Cases. PART 5. LEADING. 13. Supervisory Leadership and the Management of Change. 14. Managing Work Groups: Teamwork, Morale and Counseling. 15. Supervising a Diverse Work Force. Part 5. Cases. PART 6. CONTROLLING. 16. Fundamentals of Controlling. 17. Resolving Conflicts in the Work Place. Part 6. Cases.

Supplements

Instructor's Manual with Transparency Masters	0-324-17885-9
Instructors Resource CD-ROM	0-324-17889-1
Test Bank	0-324-17886-7
Video: Skill Development Scenarios	0-324-17888-3

Supervisory Management: The Art of Empowering and Developing People, 5e

Copyright 2001

Mosley, Donald C.
University of South Alabama
Megginson, Leon C.
University of Mobile
Pietri, Paul H.
University of South Alabama

0-324-02127-5 (600 pages, Softbound)
http://mosley.swcollege.com

Supervisory Management: The Art of Empowering and Developing People, 5e blends skill-building techniques and traditional management principles to prepare students and instructors to

become supervisors in today's business world. This text emphasizes that supervision is working through people to develop and empower them to become better and more efficient in their roles. It closely follows the SCANS requirements for the five workplace competencies and three-part foundation of skills and personal qualities needed for job performance. In this fifth edition, the authors continue their "hands on" approach. In addition to providing numerous self-checks and skill-building opportunities, even more applications exercises have been added throughout.

- **NEW! Modern Topics:** New coverage of current topics includes: supervision of temporary workers, increased coverage of sexual harassment, impact of high employee turnover, diversity coverage, mentoring, information technology, and servant leadership.
- **NEW! Updated Data and Exercises:** End-of-chapter material and statistical data have been updated.
- **NEW! Integration of Technology:** Technology has been integrated throughout this text through topic discussion, Internet sites, and exercises.
- **Video Scenarios:** "Skill Development Scenario" videos present good and poor supervisory examples to help the learner uncover the best methods for effective decision making.
- **Integrated Teaching/Learning System:** An "Integrated Teaching/Learning System" organizes the text and all major ancillaries around learning objectives.
- **Exercises:** Two skill-based exercises in each chapter help the reader build "on the job" competencies.
- **Study Aids:** "Self-Checks" allow students to test their understanding of concepts and build a beneficial study routine.
- **Group Activities:** Group-focused exercises in each chapter promote team dynamics.
- **Follows SCANS Standards:** This text closely follows the SCANS (Department of Labor Secretary's Commission on Achieving Necessary Skills) standards for developing workplace competencies, skills, and personal qualities.
- **Internet Sites:** Featured in the text's margins are Internet Web sites designated with a "click" icon.

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PART I: OVERVIEW. 1. Supervisory Management Roles and Challenges. 2. Quest for Quality and Empowerment. PART II: PLANNING. 3. Fundamentals of Planning and Time Management. 4. Decision Making and Problem Solving. PART III: ORGANIZING. 5. Fundamentals of Organizing. 6. Delegating Authority. PART IV: LEADING. 7. Communication. 8. Motivation. 9. Leadership. 10. Managing Change, Group Development and Team Building. PART V: CONTROLLING. 11. Exercising Control. 12. Controlling Productivity, Quality, and Safety. PART VI: SKILL DEVELOPMENT. 13. Coaching for Higher Performance. 14. Meetings and Facilitation Skills. 15. Managing Conflict and Stress. PART VII: MANAGING HUMAN RESOURCES AND DIVERSITY. 16. Selecting, Training and Compensating Employees. 17. Appraising and Disciplining Employees. 18. The Supervisor and Labor Relations.

Supplements

ExamView Testing Software	0-324-02130-5
Instructor's Manual (with Test Bank)	0-324-02128-3
Study Guide	0-324-02129-1
Video Scenarios, Volume 1	0-324-02131-3
Video Scenarios, Volume 2	0-324-07187-6

TEAMS

NEW Becoming a Team: Achieving a Goal

Copyright 2004

Herrenkohl, Roy
Lehigh University

0-324-17788-7 (400 pages, Softbound)

http://herrenkohl.swlearning.com

Becoming a Team puts the ideas, advice, and tools students need to successfully enter the workplace where employer demands "to work as a team" are intensifying. This text blends the latest research on "teams" with an assortment of assessments and exercises. Central to its approach is the requirement that students actively participate in class teams that form for the duration of the course.

Roy Herrenkohl's teaching experience in Lehigh's Business School's Executive Education courses led him to develop a course on "Teams"—a course based on student needs and one which has been taught in a variety of subject areas including business and engineering. In addition to teaching, he does research on teamwork and employee empowerment and also program evaluation research assessing the impact of educational, social and industrial training activities. *Becoming a Team: Achieving a Goal* will be a valuable resource for teachers and students alike in many arenas in which teamwork is taught and practiced.

- **Challenges:** Chapters open with "Challenges" sidebars, which use thought-provoking questions to focus student attention on the key issues related to teams and team functioning.
- **Challenges Revisited:** Each chapter ends with a summary called "Challenges Revisited" that highlight the key points of the chapter.
- **Team Assessments:** The appendices includes assessment procedures to evaluate how effectively a team is functioning.
- **Self-Assessments:** The text contains a special assessments appendix with tear-out pages providing multiple copies for use at appropriate points in the text. The assessments are designed in way so that students can see results over time. Some assessments, or some parts of assessments can be completed outside of class, some in class.
- **Numerous figures, tables, examples, exercises, and displayed quotations** enliven the material.
- **Review Questions and Exercises:** Each chapter includes a series of review questions and two exercises.

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1. Introducing Teamwork. Section 1: Initiating Teamwork. 2. Forming a Team. 3. Goals, Vision, and Values. 4. Skills, Knowledge and Behavior Styles. Section 2: The Teamwork Process. 5. Performing Tasks. 6. Planning and Communicating. 7. Cooperating and Coordinating Activities. 8. Evaluating Processes and Outcomes. 9. Satisfying and Rewarding Members. 10. Relating to the Organizational Environment. 11. Leading a Team. Section 3: The Products of Teamwork. 12. Relating to the Organizational Environment. 13. Developing and Learning as a Team. 14. Effective Teamwork. Concluding Overview. appendix 1: Assessments. Appendix 2: Assessment Procedures Related to Team Functioning. Appendix 3: Notes and References.

Supplements

Instructor's Manual	0-324-17789-5