

Managing Knowledge Workers

Unleashing Innovation
and Productivity

A.D. AMAR



QUORUM BOOKS
Westport, Connecticut • London

Contents

<i>Illustrations</i>	ix
<i>Preface</i>	xi
Section I: Knowledge Organizations	
1 Knowledge Organizations and Environment	3
<i>Appendix 1-1 E-Business: Selection and Adaptation of Products and Services for the Internet Commerce</i>	15
Section II: Knowledge Workers	
2 Sociology of Knowledge Workers	23
3 Training, Learning, and Behavior Modification in a Knowledge Environment	43
Section III: Knowledge Work and Organization	
4 Making Knowledge Work a Pleasure	61
5 Teaming and Grouping Strategies: It's a Symbiosis	79
6 Knowledge Work Organization and Design	87
Section IV: Management Functions in Knowledge Organizations	
7 Make Sure No One Decides for Them	117
8 Leading to Be a Leader	139
9 Keeping Them Going: Motivation in Knowledge Environment	163

10	Putting Them in Control	183
	<i>Appendix 10-1 Controls and Creativity in Organization</i>	205
11	Lifting Them Up: Combating Low Morale in Knowledge Organizations	— 209

Section V: Future of Knowledge Organizations

12	Knowledge Organizations in the Twenty-First Century	231
	<i>Glossary</i>	241
	<i>Index</i>	245