

INTRODUCTION TO

THIRD EDITION

John Bratton

part i	Foundations of work and organizations	1
chapter 1	Introducing contemporary organizational behaviour	3
2	The social nature of work	37
3	Studying work and organizations	65
part 2	Individuals in the workplace	94
chapter 4	Personality and self-identity	97
5	Perception and emotions	124
6	Motivation	156
7	Learning	182
8	Class, gender, race and equality	209
9	Diversity and people management	233
part 3	Group dynamics and management processes	261
chapter 10	Groups and teams	263
11	Communication	291
12	Leadership	314
13	Decision making, ethics and social responsibility	343
14	Power, politics and conflict	370
part 4	Organizational design and change	397
chapter 15	Structure	399
16	Technology	429
17	Culture	451
18	Change	477
	Glossary	507
	Bibliography	514
	Index of personal names	539
	Subject index	542