



## Effective Human Relations: A Guide to People at Work (4th Edition)

By Seta, Catherine E.; Paulus, Paul B.; Baron, Robert A.

Allyn & Bacon, 2000. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Each chapter includes Summary and Special Sections. I. UNDERSTANDING HUMAN RELATIONS: BUILDING A SOLID FOUNDATION. 1. Understanding Human Relations: Its Nature and Scope. Human Relations: A Working Definition. Human Relations: A Capsule Summary. Human Relations and Multiculturalism: Dealing with Diversity. Human Relations as Producer: Knowledge from Applied Research. 2. Coping with the Future: The Challenge of Change. Peeking into the Future: Changes in the Workplace. Change: Why It's Often Resisted. Overcoming Resistance to Change: Some Useful Tactics. Change and Effectiveness: Techniques of Organizational Development. Opportunities for Development. II. UNDERSTANDING YOURSELF AND OTHER PERSONS. 3. Perception: Perceiving Other Persons and the World around Us. Perceiving the Physical World. Social Cognition: Understanding People. When Social Perception Fails: Common Errors in Our Efforts to Understand Others. Social Perception: Its Role in Job Interviews and Performance Appraisals. Impression Management: Managing Perceptions of Ourselves. 4. Self and Personality: Understanding How and Why Individuals Differ. Major Approaches to Personality. Personality: Its Impact in Work Settings. The Self-Concept: The Importance of How We See Ourselves. Personality Testing in the Workplace. III. KEYS TO SUCCESS. 5. Motivation: Moving Yourself and Others. Motivation and Work. Motivation and Reward: A Double-Edged...

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