INDICE

Part One. Environmental and Organizational Context	1
Introduction to Organizational Behavior	5
2. Environmental Context: Information Technology and Globalization	32
3. Environmental Context: Diversity and Ethics	61
4. Organizational Context: Design and Culture	93
Part Two. Cognitive processes of Organizational Behavior	163
6. Perception and Attribution	165
7. Personality and Attitudes	194
8. Motivational Needs and Processes	227
9. Positive Organizational Behavior	267
Part Three. Dynamics of Organizational Behavior	311
10. Communication	313
11. Decision Marketing	345
12. Stress and conflict	374
13. Power and Politics	410
14. Groups and Teams	438
Part Four. Managing and Leading for High Performance	473
15. Managing performance through job design and Goal Setting	478
16. Behavioral performance management	509
17.Effectve leadership processes	544
18. Great Leaders: styles, Activities, and Skills	577