

Strategic Human Resource Management

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Strategic Human Resources - James N. Baron 1999-04-05

Strategic Human Resource Management and Employment Relations - Ashish Malik 2022-04-24

This textbook takes a theoretically informed and practice-based approach to strategic human resource management (HRM) and employment relations (ER). The book follows a unique pedagogical design employing problem-based learning and participant-centred learning approaches, both of which the author has extensive experience in implementing with advanced undergraduate HRM and post-graduate learners. This new edition includes chapters on artificial intelligence (AI) and HR, employee experience and engagement, managing HRM during crises, and eight new cases. In addition, this book includes an online instructors' manual for instructors.

The Routledge Companion to Strategic Human Resource Management - John Storey 2009

'The Routledge Companion to Strategic Human Resource Management' is a prestige reference work offering a comprehensive and authoritative overview of the field. It surveys the state of the discipline and introduces and makes sense of new cutting edge themes.

Strategic Human Resource Management - Catherine Bailey 2018

"The well-respected author team strike the ideal balance between the latest academic theory and real-world practice, making this the most applied SHRM textbook written in an eminently student-friendly format."--Source inconnue.

Strategic Human Resource Development - Jim Grieses 2003-02-18

By challenging the reactive, prescriptive and formulaic theories of late 20th century change management, Strategic Human Resource Development seeks to draw the boundaries for a new discipline that views change as an internal and proactive approach to organizations. *STRATEGIC HUMAN RESOURCE MANAGEMENT, 2ND ED* - Randall S. Schuler And Susan E. Jackson 2008-04

Market_Desc: · Advanced students and senior practitioners in human resource planning
Special Features: · Completely new and updated edition of the popular volume in strategic human resource management (SHRM)· Contains selections of important and highly readable articles from worldwide authors· Charts key developments that have changed the theory and practice of SHRM · Covers issues of globalization and knowledge management, and their effect on the field of HRM and SHRM · Includes more articles that discuss international aspects of HRM and SHRM and that demonstrate the use of HRM and SHRM for global competitive advantage · Explores and highlights the new reality of knowledge management and its implications for HRM and SHRM
About The Book: This book provides management students and senior practitioners with a completely new and updated guide to the latest work in the field of human resource management and strategic human resource management. It also has a collection of important and highly readable articles from authors around the world charts key developments that have changed the theory and practice of SHRM over the last six years. The book also covers issues of globalization and knowledge management, and their effect on the field of HRM and SHRM.

Strategic Human Resource Management and Development -

Richard Regis 2008

Strategic Human Resource Management has been a topic familiar to many. But this book approaches the same topic in a current global economy with so many Indian business houses venturing into acquiring global giants and establishing themselves atop of the world of business in our growing economy. This means that with electronic communication making the world into a global village and virtual organizations and

learning having made the distinction between 'place' and 'space' not a matter of importance, strategies to be adapted by the HR professionals should be totally new. That is where this book is having a new approach to SHRM. It is interspersed with contemporary Indian cases and experience to fall back on to illustrate the different strategies HR has to play as a business partner. Issues in employee privacy in case of virtual organizations have been vividly dealt with. Gone are the days of the fire-fighting role of HR professionals. They are required to play a vital role being part of the business strategy not only at the domestic arena but also in the global business. Challenges involved in building multicultural organizations, cross border merger and acquisition and repatriation and outsourcing are topics that are significant in the local as well as the global human resource management which are discussed extensively. The book explains career planning and development and compensation packages in the context of competencies and balanced scorecard. When speed and alacrity are demanded of all the employees to stay ahead of competition, the employees are required to put in extended hours and work in a stressful environment. Hence, the new-era HR professional has to resort to developmental activities through mentoring, coaching, counseling, stress management and emotional balance. The book is divided into five parts. Apart from the stories narrated within the text of the book, and some exercises, there is a separate section of cases at the end of the book to augment the concepts narrated in each part. It would not only fully meet the requirements of MBA students but would also give new direction to the practicing HR professionals.

Strategic Human Resource Management: An Indian Perspective - Anuradha Sharma 2014-05-08

This book provides a comprehensive, contemporary, and critical review of the key issues in strategic human resource management in India. The focus is on the reality of "people management" in large, global companies. Establishing the effectiveness of strategic HRM with respect to organizational performance, the authors examine recent research as also provide case studies of companies operating in the country. It is an invaluable text for students, scholars, and practitioners, which will help define the complex agenda of strategic HRM in India.

Strategic Human Resource Management - Charles R. Greer 2001

This book deals with the interaction between strategy and human resources, as approached from a general managerial perspective. Updated and revised, the Second Edition provides students with a comprehensive overview of human resource issues applied to the most current technological advances and updated investments in employment practices. The book provides an investment perspective of human resources and covers the human resource general and legal environment, strategy formulation, planning, strategy implementation, the performance impact of human resource practices and resource evaluation. For managers and executives involved with human resource issues.

Armstrong's Handbook of Strategic Human Resource Management - Michael Armstrong 2016-03-03

The integration of human resource strategy with overall business strategy is often easier in theory than in practice. Armstrong's Handbook of Strategic Human Resource Management provides a bridge between theory and practice, serving as a guide both to formulating human resource strategies and to implementing them. This indispensable new edition includes information on developing and delivering HR strategy, how to implement both organizational and individual performance strategies and international aspects of strategic human resource management. It also reflects important developments in HR strategies linked with those issues that affect HRM on a day-to-day basis, including

human capital management, corporate social responsibility, organization development, employee engagement and talent management.

Armstrong's Handbook of Strategic Human Resource Management sets out a strategic framework for HRM; a framework for implementing SHRM in action; and a section on HR strategies. Case studies, checklists, practical examples and a strategic HR toolkit make this book an extremely practical resource for all those who are involved in putting complex strategy into practice in order to effect positive and productive change.

Strategic Human Resource Management - Jeffrey A. Mello
2014-01-01

Make human resources work for you. STRATEGIC HUMAN RESOURCE MANAGEMENT shows you how through its unique system of concept integration. Most human resources textbooks give you the theories without showing you the connections to real life. This textbook lets you see both sides of human resources: the theory and the application. That way, you will not only get a great grade in class, you will be on your way to success after college as well. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Strategic Human Resource Management - Ananda Das Gupta 2020-03-25

The concept of strategic human resource management has developed widely in the last couple of years, especially because of the impact of human resources on the competitiveness of organizations. The development of human resource strategies involves taking into account their multiple mutual dependencies and the fact that they must be vertically integrated with the business strategy. These strategies define the intentions and plans related to the overall organizational considerations, such as organizational competitiveness, effectiveness or image, and to more specific aspects of human resources management, such as resourcing, motivating, valuating, learning and development, reward and employee relations. Strategic management of human resources provides a large perspective on the way critical issues or success factors related to people can be addressed and how different concepts of strategic decisions are made, with long-term impacts on the behavior and success of the organization. The fundamental objective of human resource strategic management is to generate strategic capabilities by ensuring that the organization has the high-qualified, committed and well-motivated employees it needs to achieve and sustain the competitive advantage. The emergence of strategic human resource management (SHRM) is influenced by global competition and the corresponding search for sources of a sustainable competitive advantage. SHRM has achieved its prominence because it provides a means by which business firms can enhance the competitiveness and promote managerial efficiency. It facilitates the development of human capital that meets the requirements of a competitive business strategy, so that organizational goals and the mission of the organization will be achieved. The HRM system is defined as "a set of distinct but interrelated activities, functions and processes that are directed at attracting, developing, and maintaining (or disposing of) a firm's human resources." Many agree that HRM is the most effective tool which contributes to the creation of human capital, and in turn, contributes to organizational performance and the competitive advantage. This book puts emphasis on understanding the role of HRM between organizations and people and provides an analytical approach toward encompassing HRM, employment relations, and organizational behavior. As a management discipline, HRM draws insights, models and theories from cognate disciplines and applies them to real-world settings. Further, this book discusses how current theoretical perspectives and frameworks (e.g., those related to strategic competitiveness, knowledge management, learning organization, communities of practice, etc.) can be applied by reflective practitioners to create an eco-friendly organizational culture.

Strategic Human Resource Management - John Storey 2019-03-04
The field of Strategic Human Resource Management (SHRM) has burgeoned over the past thirty years. Over this time there has been a shift towards a strategic conception which posited workers as 'assets' rather than 'costs'. These 'human resources' were reconceptualised as a key source of competitive advantage. As such, these assets were to be treated seriously: selected with care, trained and developed, and above all, induced to offer commitment. The concept of 'human capital' came to the fore, and in the decades following these developments, research output has been voluminous. Strategic Human Resource Management: A Research Overview, authored by global research leaders, provides an expert summary of this crucial element of organizational performance. This new shortform book develops the argument that one of the crucial

elements of organizational performance is the way work is organized in skill and talent packages both within an organization's boundary and across global competency clusters. Secondly, it focuses on current and emergent challenges. The 'package' of HR approaches has changed over time and patterns can be observed. This new volume pays special regard to the HR implications arising from radically altering contexts - economic, social, and technological. This concise volume covers crucial themes of lasting interest, and as such is essential reading for business scholars and professionals.

Creating a Tipping Point: Strategic Human Resources in Higher Education - Alvin Evans 2012-05-15

In a turbulent, unstable era of severe financial pressures, the development of strategic human resource (HR) practices has become an urgent mandate in higher education. With significant and widespread institutional shifts resulting from globalization, heightened competition, and rapid innovation, educational leaders must optimize their most significant resource—human capital—and align HR strategies, structures, and processes with organizational goals. Due to substantial cuts in state appropriations and rapidly diminishing budgets, public institutions of higher education in particular are struggling to realign resources and programs to fulfill their educational missions and maintain academic quality, while simultaneously responding to complex external legislative and accreditation mandates. In light of these challenges, *Creating a Tipping Point: Strategic Human Resources in Higher Education* breaks new ground by presenting a research-based approach that supports the evolution of HR practices from siloed, transactional models to strategic operations that serve the entire university. This monograph provides a concrete, progressive road map to developing organizational capabilities in support of the university's academic mission and illustrates this pathway with examples drawn from public research universities. It offers strategies, tools, metrics, and action steps that support the development of an effective and efficient strategic HR operation in higher education. For institutions seeking to implement strategic HR, this book is a practical and invaluable resource.

Strategic Human Resource Development : Concepts and Practices - 2012

In today's corporate world, employee management is first and the foremost concern of any organization. An organization can easily churn out the best out of their employees by improvising the strategic development within the human resource norms. This book comprehensively discusses the strategic management functions that are designed to meet the business objectives effectively. This textbook explains the concepts of human resource management (HRM) and human resource development (HRD), and shows how they supplement and complement each other. The book explicates how sourcing, retention, development, compensation and performance are driven by the strategic business needs in an organization. Divided into four parts, the book explicates strategic developmental aspects of the people (training and development) vis-à-vis organizational behaviour, culture and leadership as well as primacy of technology in training as well as the concepts of human resource management and human resource development. The special feature of this book is a chapter on Competency Mapping, which is a tool to identify accurate skills for developing competency requirement within the employees.

Strategic Human Resources Management in Health Services Organizations - S. Robert Hernandez 2009-06-22

The third edition of *Strategic Human Resources Management In Health Services Organizations* articulates the links that exist among strategy, organizational design and behavior, and human resources management: It not only describes human resources functions within organizations but also provides a model of major organizational components that shape the human resources options available for health services managers. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Strategic human capital management -

Armstrong's Handbook of Strategic Human Resource Management - Michael Armstrong 2020-12-03

Armstrong's Handbook of Strategic Human Resource Management is a complete guide to integrating HR strategies with wider organizational goals and objectives approaches to achieve sustained competitive advantage. Supported by key learning summaries, source reviews and practical real-life examples from organizations including UNICEF and General Motors (GM), it provides coverage of HRM strategies in key areas of the function such as employee engagement, talent management

and learning and development, as well as strategic HRM approaches in an international context. This fully revised seventh edition of Armstrong's Handbook of Strategic Human Resource Management contains new chapters on evidence-based strategic HRM, employee wellbeing strategies and HR analytics, as well as additional case studies and updated wider content to reflect the latest research and thinking. It remains an indispensable resource for both professionals and those studying HR qualifications, including undergraduate and masters degrees and the CIPD's advanced level qualifications. Online supporting resources include lecture slides and comprehensive handbooks for lecturers and students which include self-assessment questions, case study exercises, and a glossary and literature review.

Strategic Human Resource Management - Jeffrey A. Mello 2002
Make Human Resources work for you. STRATEGIC HUMAN RESOURCE MANAGEMENT shows you how through its unique system of concept integration. Most Human Resources textbooks give you the theories without showing you the connections to real life. This textbook lets you see both sides of Human Resources: the theory and the application. That way, you'll not only get a great grade in class, you'll be on your way to success after college as well.

Short Introduction to Strategic Human Resource Management - Wayne F. Cascio 2012-08-09

Leading authors explain strategic and risk management approach to human resource management. Numerous examples in every chapter illustrate key points.

Strategic Human Resources Management in Health Services Organizations - S. Robert Hernandez 2009-06-22

The third edition of Strategic Human Resources Management In Health Services Organizations articulates the links that exist among strategy, organizational design and behavior, and human resources management: It not only describes human resources functions within organizations but also provides a model of major organizational components that shape the human resources options available for health services managers.

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Strategic Human Resource Management in the Public Arena - John Cunningham 2016-03-03

Increasingly the public sector is facing a range of unique and complex challenges. As a result, human resource management is vital in changing organizations, engaging people, and in assisting in the implementation of strategies and objectives. Strategic Human Resource Management in the Public Arena focuses on the specific challenges of the public and non-profit sectors. It takes a managerial approach, focusing on how HR practices and processes can be aligned with an organization's strategic objectives, with each chapter structured around implementing or designing an HR process for an organization's unique setting and strategic priorities. Key features: - Puts the reader in the role of a manager. - Recognizes the unique perspective of public sector organizations and the growing research and theory on public sector organizations. - Includes a wealth of practice-based, problem-solving activities. This core textbook is the ideal companion for Undergraduate and Postgraduate students taking modules in SHRM or Public Sector Management.

Strategic Human Resource Management - Gary Rees 2017-05-01
An accessible introduction written by a stellar contributor line up of world-renowned lecturers and practitioners in the field (including Linda Holbeche, Stephen Taylor and Jim Stewart).

Handbook for Strategic HR - John Vogelsang 2013

The role of human resources is no longer limited to hiring, managing compensation, and ensuring compliance. Learn the skills HR professionals need to become key partners in leading their organizations.

Strategic Human Resource Management - Graeme Salaman 2005-10-03

The Second Edition of this highly successful course reader provides a comprehensive, contemporary, and critical review of the key issues in strategic human resource management. The book draws upon the work of some of the most influential and insightful writers on the subject of the strategic management of people in organizations. Through a series of carefully edited articles, students can explore current thinking on topics as diverse as performance, pay, process reengineering, structure, ethics, culture, change and leadership. This volume moves beyond strategic human resource management from the perspective of the policy setter.

Strategic Human Resource Management And Development- A Primer - Henrietta Newton Martin 2022-08-25

This edition of Strategic Human Resource Management and Development - A Primer, is an 'Easy Read' and 'Easy to Understand',

perspicuous student edition. The concept of Strategic Human Resource Management and Development swivels around the integration of strategies into HR and alleviating limitations in the pursuit of achieving concurrent organizational goals. It is endeavored to keep the content as simple as possible; Brevity in expression does not in any way mean a dearth of available material or that the allied topics are insignificant. The purpose of brevity is solely to encapsulate the basic principles adumbrated in this book in a luculent manner. This easy-to-understand edition is a recommended must-have for every student of Human Resource Management and Development. It serves as a 'digest' examination point of view.

Strategic Human Resource Management - Jonathan H. Westover Ph. D. 2014-09-30

We live in an increasingly hyper-competitive global marketplace, where firms are fighting to stay lean and flexible in an effort to satisfy increasingly diverse and specialized consumer demand around the world. Additionally, with the shifting global economy in recent decades and the emergence of the technology and service-oriented knowledge organizations, how do organizations effectively foster a continuous learning and innovation culture, better motivate employees, and make sound organizational decisions? What can organizational leaders do to promote ongoing organizational agility that will have a measurable impact on increased firm effectiveness and employee productivity? How can organizations more successfully manage organizational knowledge to achieve strategic organizational goals and add value to all organizational stakeholders? These are just some of the pressing questions facing the organizations of today. Strategic Human Resource Management is a text that provides a comprehensive introduction to a broad range of HRM topics and explores the wide sweeping impacts for the modern workplace, presenting a wide range of cross-disciplinary research and business cases in an organized, clear, and accessible manner.

Additionally, unlike other HR texts, this book has a strong strategic management focus coupled with a focus on ethical leadership. It will be informative to management academics and instructors, while also instructing organizational managers, leaders, and human resource development professionals of all types seeking to understand proven practices and methods to creating organizational systems and culture to promote ongoing organizational learning and innovation to drive firm effectiveness in an increasingly competitive global economy. This text was compiled, edited, and adapted from multiple open source textbooks and created under a Creative Commons License without attribution as requested by the work's original creator or licensee. For a free copy of the e-text, please visit HCIPress.org.

Strategic Human Resource Management: Volume 1 - Feza Tabassum Azmi 2019-05-23

This book provides a comprehensive and up-to-date text in the subject. It seeks to address a wide gap existing in terms of the availability of a book that provides extensive coverage in the field. It aims to provide students in human resource management courses and practising managers with a comprehensive view of essential concepts and techniques in a highly readable and understandable form. This book particularly focuses on practical applications, examples and cases that managers can utilise in gaining insights into the subject in order to carry out their HR-related responsibilities. It focuses on practical applications, examples and cases that will be useful for both students and HR managers. It serves two important purposes: to provide an academically rigorous study, and at the same time, offer comprehensive and user-friendly pedagogy. The case studies cited in the book are from across the globe, including studies from India, and will appeal to a large audience.

Strategic Human Resource Management - Noel Tichy, Charles Fombrun, Mary Ann Devanna 1981

Strategy and Human Resource Management - John Purcell 2015-11-06

This market-leading and pioneering core textbook outlines the essential principles in strategic HRM and provides students with an understanding of how HR strategies vary across a variety of contexts. Presented in a clear and accessible style, it links HRM theory with practice to demonstrate the role HRM should play in organisational performance. In examining the impact of HR strategy on organisational success and how this is affected by key organisational, industry and societal factors, it provides a nuanced and multi-layered perspective on this significant discipline. Redefining the framework developed in previous editions, this engaging textbook has been thoroughly updated with cutting edge research and it continues to challenge students, academics and

practitioners to approach HRM from a strategic perspective. Written by world-leading experts with a combined wealth of industry, research and teaching experience, Strategy and Human Resource Management is an essential core textbook for upper-level undergraduate, postgraduate and MBA students, as well as practitioners interested in the key role that HRM plays in business success.

Strategic Human Resource Management - Paul Boselie 2014-02-16

Strategic HRM can be regarded as a general approach to the strategic management of human resources in accordance with the intentions of the organization on the future direction it wants to take.

Human Resource Management - Christopher Mabey 1998-10-19

Building on the success of the first edition, Christopher Mabey and Graeme Salaman are joined by John Storey in producing an even more comprehensive and thoroughly revised textbook. This volume engages with the essential themes and emergent ideas in strategic human resource management. There is increasing self-confidence about the potential benefit of intangible assets, notably human resources, contributing to the success of organizations. This revised text examines such claims in considerable depth and draws conclusions about the role of strategic HRM at the dawn of the new millennium. A distinctive strength of this volume is that it is a Set Book for one of the largest MBA programmes in Europe. It is a benchmark text for all advanced undergraduate and postgraduate level students of HRM, personnel management and change management. Human Resource Management: A Strategic Introduction covers the following areas: SHRM: A New Way of Managing? Managing Performance Managing Structures and Employment Relationships Managing Learning Managing Change Managing Meaning

Strategic Human Resource Management - Gary Rees 2014-02-13

Instructors - Electronic inspection copies are available or contact your local sales representative for an inspection copy of the print version. Containing simple explanations of complex ideas and written in plain English, this text has been designed with your needs as a student firmly in mind. Whether you are studying at undergraduate or postgraduate level, our team of expert authors will guide and develop your understanding of each key area of the curriculum, from the fundamentals through to critical evaluation towards the end of each chapter. Key features: Numerous practical examples and case studies in each chapter bring the rigorous theoretical and academic underpinning alive Cases and examples from across the globe as well as chapters on culture and globalization reflect the global nature of the contemporary workplace Final chapter on the future of HRM by Linda Holbeche, former director of research at the CIPD, will equip you to deal with new and emerging issues and challenges Excellent range of learning features including an end of book glossary to help you quickly understand new and complex terminologies Visit the companion website at: <http://www.sagepub.co.uk/rees> Full-text SAGE journal articles available online to encourage further exploration of the field and filmed introductions to each area by the book's team of experts.

Strategic Human Resource Management - Karen Beaven 2019-02-03

Use this practical guide to implement HR processes that benefit both employees and the business as a whole and develop essential skills for HR professionals.

Strategic Human Resources Planning - Monica Belcourt 2018-09-06

Strategic Human Resource Management - Charles J. Fombrun 1984-11-20

The first book to examine the strategic and planning importance of the management of human resources. Prominent authors address current trends and business responses, the practices and methodology of human resource systems, and those issues likely to be of greatest importance in the future. Chapters detailing the use of HRM by companies such as Chase Manhattan, GM, GE, and Westinghouse point out the implications and limitations of the concepts discussed.

Strategic Human Resource Management - Olive Lundy 1995-12-14

Fundamental changes have recently occurred in the business

environment. Borderless economies now exist and no business organization can afford to ignore the international dimension. A strategically managed human resource within a company is a key part of making businesses successful, and this foundation textbook analyzes the current theories on both sides of the Atlantic. It recognises Human Resource Management (HRM) as central to corporate strategy, rather than hived off into a separate personnel "ghetto". Divided into four parts, the book covers: the foundations of strategic HRM; HR planning and HR strategy; strategic selection; and strategic employee relations. The authors have also selected case studies relevant to the topics discussed in the preceding sections which should help students assimilate the essential points concerning strategic HRM. This book aims to advance understanding of the evolution that is taking place from personnel management to strategic HRM, and is designed around current courses in HRM and strategy. Fundamental changes have recently occurred in the business environment. Borderless economies now exist and no business organization can afford to ignore the international dimension. A strategically managed human resource within a company is a key part of making businesses successful, and this foundation textbook analyzes the current theories on both sides of the Atlantic. It recognises Human Resource Management (HRM) as central to corporate strategy, rather than hived off into a separate personnel "ghetto". Divided into four parts, the book covers: the foundations of strategic HRM; HR planning and HR strategy; strategic selection; and strategic employee relations. The authors have also selected case studies relevant to the topics discussed in the preceding sections which should help students assimilate the essential points concerning strategic HRM. This book aims to advance understanding of the evolution that is taking place from personnel management to strategic HRM, and is designed around current courses in HRM and strategy.

Strategic Human Resources - James N. Baron 1999

Market_Desc: General Managers, HR Managers, Graduate Level Students and Professors interested in Strategic HR Issues. Special Features: · Provides conceptual tools and frameworks to organize one's thinking about strategic human resource concerns. · Looks at HRM from a strategic point of view, taking the position managers should mold their decisions regarding technology, structure, strategy, plant siting, and the like to the company's HRM system. About The Book: Human Resources are the most important resource that a firm commands and should be regarded as capital, a factor of production in which managers invest today in order to realize future profits. This book deals with the strategic implications of Human Resource Management as an important strategic asset and emphasizes its importance within the overall strategy of the firm. The book covers issues such as job design, evaluation, recruitment, training, career concern, and outsourcing and downsizing. The linkage between the various pieces of HRM policy are stressed and how the policies are related to management issues such as TQM, just-in-time manufacturing, and others. The book is aimed at the general manager, not the HRM practitioner and it stresses conceptual frameworks, not procedural methodology.

Human Resource Management - Barry Gerhart 2019-03-04

Steen/Noe Fifth Canadian Edition has been written to make HR more accessible to students, more reflective of their situation, and more about them. Today, every manager is "in HR", and every employee is actively engaged in the process of HRM, regardless of whether they aspire to be a manager or an HR professional. Students will experience HRM every day of their working lives, from how they are perceived by recruiters to completing a performance appraisal, to being promoted or fired. When students ask "What's In It For Me?", the Fifth Canadian Edition will show them just how relevant HRM is to them as people, employees and eventually managers. This easy to read and relevant 11 chapter human resource management text is ideal for a one-semester course. Steen/Noe balances theory with practical application and rich examples that support the need for foundational HRM, thought leadership and applied insight necessary to perform and thrive in organizations today.

Strategic Human Resource Management - William P. Anthony 1996