

Chapter 17 Human Resource Management Resources

The fully revised and updated second edition of this core textbook builds on the previous edition's success to bring an even sharper exploration of HRM in a real-world global context. With a critical approach that is woven into the chapters and encourages students to question assumptions in HRM, there is a consistent focus on the impact of globalization, the ways in which theory has addressed the implications of a globalized workforce, and the way HRM works in multinational corporations. Boasting a truly global orientation, this textbook draws on the expert knowledge of chapter authors from around the world, combining international case studies with a strong offering of pedagogical features. While adopting a rigorous academic approach, the book is also designed to engage students and elicit independent thought. This is an ideal core textbook for undergraduate and postgraduate students studying on general business and management degrees, specialist HRM degrees, and international business degrees. In addition, this an important supplementary text for International HRM modules and HRM modules on MBA programmes. New to this Edition:

- Brand new chapters on Talent Management, International Assignments, Managing Global and Migrant Workers, and Sustainable HRM
- Revised and refreshed international case studies including an array of examples from diverse, non-western regions of the world
- 'HRM in the news' boxes, comprising issues from the media that are relevant to each chapter topic
- 'Stop and reflect' boxes containing thought-provoking questions that encourage critical thinking

The eagerly-awaited Third Edition of the hugely successful International Human Resource Management succeeds in maintaining the academic rigour and critical focus that have established its reputation as the most authoritative and cutting-edge text in the field. Positioning itself firmly within the 'globalized' environment, it provides wide-ranging and truly international coverage driven by the expertise of a writing team comprised of internationally renowned experts. New to the Third Edition:

- Completely revised and restructured to better match international HRM courses.
- New chapters include: social responsibility, sustainability and diversity, comparative HRM and approaches to IHRM.
- 'Country-focus' boxed feature comparing and contrasting issues in different countries.
- Further international examples and case studies.
- Each chapter ends with stimulating discussion questions and self-assessment questions to encourage students to test their knowledge.
- A companion website with instructors' manual and free full-text journal articles and additional case material for students.

The Third Edition of International Human Resource Management is a comprehensive guide for today's IHRM researchers, students, and practitioners. It covers not only traditional IHRM topics such as expatriate selection and the implications of cultural differences, but also advances our understanding of topics that have gained importance recently such as strategic IHRM and international total rewards programs. As a text, it has the advantage of including chapters covering each of the major topics in IHRM carefully chosen and orchestrated by an excellent editing team and written by leading specialists in each topic. The inclusion of discussion questions for students and instructor materials makes it a student-friendly instructional resource' - Mark F. Peterson Professor of Management and International Business at Florida Atlantic University

Human Resource Management (HRM) is fundamentally shaped by institutional and cultural factors, such as the different political environments and social philosophies of particular countries and regions. By examining the various organizational aspects of business life and systems of people management in Asia, the study of HRM across the continent can, therefore, give us a greater understanding of Asian societies, as well as the contemporary world of work more generally. This handbook provides an up-to-date and intellectually engaging overview of HRM in the Asian context. Distinctive in its comprehensive coverage of traditional as well as emerging topics of HRM, it analyzes important themes, such as the regulatory framework for work and employment, religiosity, family business, and gender. Using a comparative approach, it also effectively highlights the unique features of each country's attitudes towards HRM. Covering a range of themes and case studies, sections include:

- Institutional and cultural contexts,
- Labour regulation and industrial relations,
- Thematic and functional HRM,
- HRM in selected Asian countries, such as China, Japan, Vietnam, India, and Singapore.

Written in a highly accessible style, this book will be useful to students and scholars of Human Resource Management, Asian Business, Economics, and Sociology.

Nonprofit organizations face fierce competition for funding, especially during times of financial crisis. In order to effectively further their goals and make a long-term impact in the communities they serve, these organizations must remain financially viable and sustainable. This book equips students training to become better nonprofit leaders with the information and conceptual frameworks needed to ensure their organizations are financially sustainable. Using practical tips and illustrative case examples, it guides the reader to an understanding of the structures and processes of nonprofit organizations, and includes detailed coverage of financial analysis, budget management, cash flow, financial accountability and reporting, investing, fundraising, and organizational growth. This book is ideal for students, faculty, and practitioners in social service administration, human service leadership, public and community health, public administration, organization management, and health care administration and management.

This edited book is intended to address the need for an updated look at the HRM legal and regulatory environment. Contrary to existing books which address legal issues in HRM from a narrower focus or specific issue (like sexual harassment, performance appraisal or employment termination), this book provides a comprehensive and in-depth look at legal issues, regulations and laws which govern all aspects of human resource management—recruitment, selection, placement, performance management (i.e., employee training and development), benefits and compensation—and specific issues such as job analysis, sexual harassment, and the like. The contributors to this book offer their insight derived from their own research and practical experience with the HRM legal and regulatory environment/world of work. More specifically, the contributors examine, analyze and discuss challenges, issues and opportunities related to HRM legal and regulatory issues and the implications for employees and their organizations while emphasizing the importance of navigating such laws and regulations to the employment cycle and toward sustainable competitive advantage in today's and tomorrow's organizations.

This second, updated and extended edition of the Handbook of Research on Comparative Human Resource Management draws on the work of many of the world's leading researchers in the field to present the state of the art to scholars, students and practitioners. The Handbook provides a detailed focus on the theoretical underpinnings of Comparative HRM, on comparative studies of specific areas of HRM practice and on the unique features of HRM in all the main regions of the world.

The second edition continues to familiarize the students with the basic principles and techniques of human resource management. Comprehensively, this textbook highlights the importance of effective management of human resources which results not only in organisational effectiveness but also sustainable competitive advantage. With the coverage of contemporary topics such as HR Scorecard, Gen-Y Employees and Work-life Balance, it keeps the students abreast with the current human resource practices of

the real world. This textbook caters to the requirements of management students and is also a useful resource for HR professionals.

Effective Human Resource Management is the Center for Effective Organizations' (CEO) sixth report of a fifteen-year study of HR management in today's organizations. The only long-term analysis of its kind, this book compares the findings from CEO's earlier studies to new data collected in 2010. Edward E. Lawler III and John W. Boudreau measure how HR management is changing, paying particular attention to what creates a successful HR function—one that contributes to a strategic partnership and overall organizational effectiveness. Moreover, the book identifies best practices in areas such as the design of the HR organization and HR metrics. It clearly points out how the HR function can and should change to meet the future demands of a global and dynamic labor market. For the first time, the study features comparisons between U.S.-based firms and companies in China, Canada, Australia, the United Kingdom, and other European countries. With this new analysis, organizations can measure their HR organization against a worldwide sample, assessing their positioning in the global marketplace, while creating an international standard for HR management.

Critical Issues in Human Resource Management will enable all HR students to take a critical approach to HR issues. Outlining the influences and shapers of HR strategy including ethics, managing in different national contexts, employment relations, politics, governance and finance, this book provides students with a full understanding of the complexities of HRM strategy and what the implications of these are. There is also crucial discussion of critical issues in the processes and practice of HRM including the dilemmas of onshoring and offshoring, gender equality, challenging institutional racism and disability discrimination in the modern workplace to enable readers to think deeply and critically about these issues. Critical Issues in Human Resource Management also includes discussion of the application of HRM in different sectors such as manufacturing, the public sector, the private sector and not-for-profit organizations. This will enable HR students to examine HR practices in specific industries and to think about how issues might be dealt with differently in different sectors, rather than assuming that best practice is universal. Online resources include a lecturer guide with additional seminar activities and discussion topics, powerpoint slides and annotated weblinks for students to enable them to develop an astute, nuanced and critical approach to human resource management

This book, first published in 1987, gives valuable insights into the characteristics of employment in the hotel and catering industry and useful guidance on personal techniques. It deals with fundamental issues, such as personnel policy, as well as with practical techniques. Human Resource Management in the Hotel and Catering Industry has been written as an introductory text to human resource management in the hospitality industry. It is suitable reading for students, line managers and personnel managers in the many different sectors of the business.

Strategic human resource management has been taken up by academics, consultants and practitioners alike. However, 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, and offers a guide both to formulating human resource strategies and to implementing them. Fully updated, this edition incorporates the latest thinking, research and practice on strategic Human Resource Management and contains completely revised chapters on HRM, HR strategy, the formulation and implementation of strategy, roles in strategic HRM and strategic reward. This indispensable book includes coverage of 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. Including a new chapter on organizational effectiveness, Armstrong's 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.

This Handbook explores the opportunities and challenges of new technologies for innovating data collection and data analysis in the context of human resource management. Written by some of the world's leading researchers in their field, it comprehensively explores modern qualitative research methods from good project design, to innovations in data sources and data collection methods and, finally, to best-practice in data analysis.

In recent years scholars and practitioners have increasingly recognized that human resource management (HRM) has paid insufficient attention to the impact of context. While research has been devoted to examining the impact of national context on HRM systems, this literature has been largely separate from that focused on other levels of context affecting organizational choices in HRM strategies, such as the impact of the organizational environment, industry sector, occupation or workforce characteristics. In addition, research has tended to consider elements of context in isolation rather than considering its impact at different levels. The goal of The Oxford Handbook of Contextual Approaches to Human Resource Management is to provide a more holistic approach to developing a contextual understanding of HRM. This Handbook offers a comprehensive understanding of the influence of contextual characteristics on the design and implementation of HRM systems. Rather than focusing on a single level or approach to examining context, the Handbook provides both conceptual and empirical analyses of different elements of context using a range of different lenses and measures. In order to explore the influence of contextual factors at multiple levels, the volume assembles a range of detailed accounts of how context affects the design, implementation and impact of HRM activities.

Through three successful editions, Principles of Agribusiness Management has provided a solid foundation for an entire generation of agribusiness students. The authors have refined and adapted each edition to the continually evolving world of agribusiness, and the comprehensive coverage in the fourth edition is no exception. New material on supply chains and leadership is incorporated throughout, and a new chapter has been added covering strategic planning and management. The authors maintain their classroom-tested approach, connecting each concept to their unifying theme that every managers primary objective must be to maximize long-term profits by profitably satisfying customers needs. Student learning is maximized with appealing, jargon-free language; clearly outlined learning objectives; a comprehensive glossary; and cases that apply the concepts in each chapter.

Human resource management is experiencing profound change, new challenges, exciting accomplishments, and much uncertainty. The public service has moved away from the old days of "personnel management" concerned mostly with processing "personal action" paperwork, to a system where public employees are managed as human capital to get the work of the

government done more effectively and efficiently. This volume brings together the latest thinking on human resource management in the public service, presented by distinguished thought leaders in the field. While it focuses primarily on federal government policies and practices, the principles, conclusions, and recommendations translate readily to state and local government, and to the private sector as well.

The majority of textbooks on HRM tend to focus on the administrative side of the subject and fail to examine its strategic importance. This book is intended to redress the balance and, taking strategy as its starting point, it looks at the overall role of HRM in the organization. The author explores strategic human resource management through chapters on managing change in strategy, structure, and culture; the role of human resource planning, and types of employment system. He also reviews some of the key issues in managing different employee groups. These themes are problem- and issue- focused and extensively illustrated throughout with case study examples. Dr Chris Hendry is the author of many reports, research papers and articles on HRM and strategic management.

Combining up-to-date research, innovative content and practical perspectives, this book is the benchmark by which all other strategic HRM reference works should be measured. Leading figures from around the globe survey the current state of the discipline, while also introducing and exploring new, cutting edge themes in order to offer a comprehensive and authoritative overview of the field. Section introductions and integrative critiques pull together the separate themes to provide cross-comparisons between chapters to create a cohesive and well-structured volume. Unlike other texts in this area, The Routledge Companion to Strategic Human Resource Management incorporates contributions from leading management and business writers in areas adjacent to human resource management, including strategy, innovation and organizational learning. These add fresh and challenging insights into HRM themes from key mainstream business and management thinking. The field of strategic HRM is thus enriched and extended by this volume. Focusing on the interplay between theory and practice, this book is an essential resource for researchers and students studying human resource management and strategy.

"This book addresses the issues of HRM in SMEs by providing a channel of communication to disseminate knowledge; including management philosophies, culture, and management practices"--Provided by publisher.

The SAGE Handbook of Human Resource Management SAGE

The Handbook of Human Resource Management Education provides an aid to discussion of the curriculum necessary to educate Human Resource Management students so that they are successful in their future careers and aid their organizations and society in developing, maintaining, and innovating effective and efficient human resource management practices. This book is helpful to practicing Human Resource Management professionals in assessing their strengths and weaknesses and devising action plans to turn weaknesses into strengths. The handbook seeks answers from a wide variety of scholars and experts in the HR field to the provocative questions: Is there really an HR field as previously defined? Is HR dead or just sleeping? What can be done to change the negative views of HR education and HR practice held by many critics of the discipline in business and academia.

Sixty-three stellar academics, consultants, and practitioners look at the future of human resources The follow-up to the bestselling Tomorrow's HR Management (978-0-471-19714-0), this book presents an international panel of expert contributors who offer their views on the state of HR and what to expect in the future. Topics covered include HR as a decision science, understanding and managing people, creating and adapting organizational culture, the effects of globalization, collaborative ventures, and investing in the next generation. Like its bestselling predecessor before it, The Future of Human Resource Management offers the very best thinking on the future of HR from the most respected leaders in the field.

International Human Resource Management is a critically engaging and student friendly textbook for International HRM modules at all levels, including the CIPD Level 7 Advanced International HRM module. Providing wide international coverage and incorporating a global strategy perspective, it offers a particular focus on cross-cultural, comparative and strategic HRM issues, with a strong emphasis on culture and its impact on organizational behaviour and HRM. This fully updated 4th edition of International Human Resource Management includes extended coverage of cross-cultural management, a broader scope of countries and key topics such as global talent management, global leadership, global knowledge management, and differing national contexts. Filled with geographically diverse examples and case studies, and covering topics from culture and reward systems to managing expatriate assignment and diversity in international forms of working, it is an ideal textbook for all students of international HRM as well as HRM specialists and practicing managers. Online supporting resources include an instructor's manual, lecture slides and additional case studies.

In this thoroughly updated edition of a classic reference, Stephen E. Condrey brings together leading experts in public administration and HR management to detail how you can: Move beyond your often limited problem-solving role as an HR manager and demonstrate how you can play a more strategic role in your organization. Deal with crucial issues such as diversity, EEO regulations and other legal issues, compensation, sexual harassment, and performance appraisal. Expand your ability to maximize productivity, efficiency, and employee satisfaction. Develop budgets, use volunteers, and employ consultants. Also included with purchase is a free supplemental on-line Instructor's Manual. Order your copy now!

The economic growth of emerging markets has been unparalleled in recent history, accounting for 50 per cent of global economic output.

Despite this reality, this much-needed Handbook is the first contemporary book on human resource management (HRM) res

This revised edition is a comprehensive, authoritative set of essays. It is more detailed and analytical than the mainstream treatments of HRM. As in previous editions, Managing Human Resources analyses HRM, the study of work and employment, using an integrated multi-disciplinary approach. The starting point is a recognition that HRM practice and firm performance are influenced by a variety of institutional arrangements that extend beyond the firm. The consequences of HRM need to incorporate analysis of employees and other stakeholders as well as the implications for organizational performance.

Public Human Resource Management: Problems and Prospects by Richard C. Kearney and Jerrell D. Cogburn brings together exemplary contributors who provide concise essays on major contemporary public human resources management issues. Organized into four parts – setting, techniques, issues and prospects – and covering the major process, function and policy issues in the field, the text offers valuable wisdom to students and practitioners alike. The new edition boasts sixteen new and eleven updated chapters authored by the leading figures in the field as well as by up-and-coming new scholars.

International Human Resource Management is an essential book for all students and HR professionals looking to really understand international HRM. Covering the context of International HRM, HRM and National Culture, HRM in different regions and international HRM policies, this book provides thorough discussion and comprehensive consideration of all elements of international HRM, Full of contributions from experts in specific regions including North America, the Middle

East and North Africa, India, Russia and China, this book will provide readers with a thorough understanding of HRM around the world. With crucial coverage of international HRM issues including cross-cultural leadership, business ethics, global talent supply and management as well as performance management of international staff, International Human Resource Management is essential reading for all those working or looking to work in HR around the world, particularly those looking to work in multinational companies. Fully supported by online resources including powerpoint slides, a lecturer guide, additional case studies and a bonus chapter on issues and new directions in International Human Resource Management as well as annotated web links and self-test questions for students.

Economic measures and concepts like GDP, inflation, business cycles and supply chains that were created decades ago are being disrupted and altered by technology. These changes affect asset values, interest rates, stock valuations, barriers to entry, as well as regression and correlation analysis. That Doesn't Work Anymore discusses how to adapt traditional data to these changes and outlines ways to use newer and better tools that help you make good investment and business decisions. The book's short pragmatic chapters grouped by topic with research and real-life anecdotes delve into how technological and societal developments have changed the meaning and value of traditional economic data-points, predictive tools, and business concepts. Robert S. Kricheff provides specifics on new and more valuable data sources as well as better methods for applying the information to investing, business, and even your career.

The new edition of this SAGE Handbook builds on the success of the first by providing a fully updated and expanded overview of the field of human resource management. Bringing together contributions from leading international scholars - and with brand new chapters on key emerging topics such as talent management, engagement, e-HRM and big data - the Handbook focuses on familiarising the reader with the fundamentals of applied human resource management, while contextualizing practice within wider theoretical considerations. Internationally minded chapters combine a critical overview with discussion of key debates and research, as well as comprehensively dealing with important emerging interests. The second edition of this Handbook remains an indispensable resource for advanced students and researchers in the field. PART 01: Context of Human Resource Management PART 02: Fundamentals of Human Resource Management PART 03: Contemporary Issues

This compact, easy-to-read book aims at presenting the basic principles, practices, and advancements made in human resource management. It shows the enduring values of those principles, as well as the significance of the models, techniques and tools evolved - which may rightly be called classics as these have been propounded by HRM proponents, time tested, and proved permanent. The book covers three major subjects of management - Human Resource Management (HRM)/Human Resource Development (HRD), Organizational Behaviour (OB), and Organizational Development (OD) - under 18 different themes. What distinguishes the text is that it uses 300 models, techniques, and tools that are well established, practised, and proven in the field of HRM. The practical implications of these techniques are also discussed, enabling the reader to comprehend the concepts with ease. The book, which is a unique blend of theory and practice, would be useful to postgraduate students of management, all those specializing in human resource management, and the professionals.

Now in its ninth edition, Human Resource Management in the Hospitality Industry: A Guide to Best Practice, is fully updated with new legal information, data, statistics and examples. Taking a 'process' approach, it provides the reader with an essential understanding of the purpose, policies and processes concerned with managing an enterprise's workforce within the current business and social environment. Since the eighth edition of this book there have been many important developments in this field and this ninth edition has been completely revised and updated in the following ways: Extensively updated content to reflect recent issues and trends including: labour markets and industry structure, impacts of IT and social media, growth of international multi - unit brands, role of employer branding, talent management, equal opportunities and managing diversity. All explored specifically within the Hospitality Industry The text explores key issues and shows real life applications of HRM in the Hospitality industry and is informed through the authors' research projects within Mitchells & Butler's plc, Pizza Express, Marriott Hotels and Café Rouge. An extended case study drawing from the authors' experience working with Forte and Co., Centre hotels, Choice Hotels and Bass, Price Waterhouse and Grant Thornton Written in a user friendly style and with strong support from the Institute of Hospitality, each chapter includes international examples, bulleted lists, guides to further reading and exercises to test knowledge.

The contemporary workplace is ever changing. In many countries the effects of economic globalization has seen the rise in zero-hour contracts, the erosion of trade union power and income inequality. In addition, high-performance work systems, business ethics and environmental sustainability are now creating tremendous challenges in many organizations. These developments play out amongst differing national and international contexts. This fluid and diverse environment makes it even more important to understand the myriad of different theories underpinning human resource management and to explore its impact on organizations, managers and workers. This engaging textbook provides an essential introduction to both the 'how' and 'why' of human resource management; it looks at the way organizations manage human capability, but also exposes the tensions inherent in the employment relationship, encouraging the reader to reflect critically on the realities of contemporary HRM. Building on the success of the previous five editions, this new edition includes: Two new chapters on Ethics in HRM and Green HRM New 'HRM as I see it' video interviews with real life HR managers sharing their experiences on managing people in organizations, accessible through a new interactive ebook New 'HRM and Globalization' features discussing the particular challenges faced by international organizations New 'HRM in Practice' features exploring practical implementation of HR theories Coverage of contemporary themes such as line managers' roles in HRM, bullying, diversity and inequality Over 100 new references, bringing the discussion right up to date An extensive online resource centre with further teaching and learning materials, accessible at www.palgravehighered.com/bg-hrm-6e.

Now in its eighth edition, Human Resource Management in the Hospitality Industry: an introductory guide, is fully updated with new legal information, data, statistics and examples, and includes brand new material on multi unit operations and management. Taking a 'process' approach, it guides the reader through every stage from HR planning through recruitment to termination/separation, covering the following issues: • Selection, appointment and induction • Training and management development • Labour turnover • Employee relations and employment law • Managing people and customer care • Business Ethics Written in a user friendly style, each chapter includes international examples, bulleted lists, guides to further reading and exercises to test knowledge.

Book & CD. This fourth edition makes it clear that all who are interested in the sustainability of South Africa -- and Africa -- must put human resource management (HRM) at the very core of the management of organisations generally. The content is aligned to outcomes that are geared towards analytical and critical thinking about the theory and practice of HRM in South Africa. The African context is addressed, and ample information about HRM aspects 'elsewhere in Africa' is provided. This edition breaks away even further from the traditional structure of so many standard HRM textbooks. It challenges a broadening of the 'agenda' and scope of HRM work: HRM is not only about managing employees, but also about managing the work and the people who do the work of and in organisations. This may involve alternative ways of getting the work of organisations done superiorly. This book will help you to apply HRM effectively to achieve its ultimate aim, namely to add value to people, to organisations and to society. This comprehensive book is organised around themes such as: Developing an appreciation for the context of HRM in South Africa; Strategising, designing and planning as preparatory HRM work; Sourcing work talent; Facing the countrys people empowerment challenge; Meeting the reward and care challenge; Handling labour and employee relations challenges; Championing change and transformation; Managing HRM-related information, including HRM and sustainability reporting. Based on most recent theoretical developments, the emphasis is on the practical applications. Samples of relevant documents are included, and an accompanying CD contains a wealth of relevant resources as well as a continuing, integrating case study that serves as a basis for these applications, and individual and group activities. As a package, South African Human Resource Management will be extremely valuable to both current and aspirant managers, and human resource practitioners.

This book provides a multi-stakeholder perspective on sustainable HRM for the policymakers, managers and academics, addressing issues, approaches, research studies/frameworks and emerging patterns relating to the subject. It discusses various aspects of sustainability, such as making HR more responsible for ensuring sustainability focusing on the triple bottom line, characteristics of sustainable HRM, psychological contracts, emotional intelligence, and psychological capital. The book also explores organizational citizenship behavior, employment relations, employee engagement, sustainable leadership, disruptive HR practices, sustaining employee motivation, educational sustainability, sustainable career management, sustainable environment, employer and employee branding, sustainable organizations, organization culture, training for sustainability, sustainable employee performance, business sustainability and sustainable employability. It provides an update on the concept, processes, issues and emerging paradigms from multidimensional and cross-country perspectives to showcase sustainable HR practices, and appeals to the academics, practitioners and policymakers in the area of HRM.

This practical, hands-on book introduces human resources to those who are preparing to work in any area of health care or health service. Written for practitioners and students in all disciplines related to health, it covers important topics such as recruitment, training, termination, legal issues, labor unions, and more. Each chapter is introduced by a case study related to the material that follows. The case study is resolved at the conclusion of each chapter along with expert commentary and practical suggestions that can be used in the real world. Chapters also feature learning objectives, discussion points, and questions to ponder. Many examples and a number of sample forms and documents are included. The Second Edition has been completely re-organized to reflect a better chapter flow and organization. It also offers: All data updated throughout New section on health care legislation New section in each chapter, Customer Service Box, that emphasizes the importance of customer service in the context of the material presented in the chapter. Completely revised instructor ancillary material."

Written for practitioners and students in health-related disciplines, this practical hands-on guide to human resources, covers such topics as recruitment, compensation and benefits, training, termination, legal issues, labor unions, and more. Each chapter is introduced by a case study related to the material that follows. The case study is resolved by the end of each chapter and includes expert commentary and practical suggestions that can be used in the real world. Chapters also feature learning objectives, questions for review and discussion, key terms, and spotlight on customer service. Numerous examples, sample forms and documents are also included. The Third Edition includes new employment related legislation and case law, including the Health Insurance Portability and Accountability Act (HIPAA), a new chapter on the impact and effect of social media, more in depth and updated treatment of privacy and sexual harassment, expanded discussion of succession planning, and much more.

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