

7E

Cases in Management,  
Organizational Behavior  
and Human Resource Management

# *Managing* **ORGANIZATIONS**

Paul F. Buller and Randall S. Schuler

*and People*

**MODULAR EDITION**

***CUSTOMIZE TO MEET YOUR COURSE NEEDS***

See Order Form Inside

# Contents

## **MODULE I—MANAGEMENT AND LEADERSHIP**

1. Custom Chip, Inc.
2. Dick Spencer
3. The Marketing Campaign at ChemCorp
4. Traveler Import Cars, Inc.
5. The Prominent Dr. Rombach
6. The United Way and the Boy Scouts: Controversy in Portland, Oregon

## **MODULE II—STRATEGY, PLANNING, AND ORGANIZATIONAL CULTURE**

7. American Express
8. XEL Communications Inc.
9. XEL Communications “C”
10. Europska Databanka
11. The Boston YWCA: 1991
12. BCH Telecommunications
13. Riding the Rollercoaster of Entrepreneurship

## **MODULE III—ORGANIZATIONAL STRUCTURE AND DESIGN**

14. The Plaza Inn
15. Dowling Flexible Metals
16. Microsoft: Adapting to New Challenges
17. Sunday at AI Tech
18. The ZX Software Development Group: Santa Cruz
19. The Wreck of Amtrack’s Sunset Limited

## **MODULE IV—ORGANIZATIONAL CONTROL, POWER, AND CONFLICT**

20. Pearl Jam’s Dispute with Ticketmaster
21. Suntory
22. Baksheesh
23. Conflict Management
24. Iroquois Container Corporation: Flagstone Operations
25. Astrotech Fuel Systems (A)
26. Unsavory Problems at Tasty’s: A Case Exercise about Whistleblowing

## **MODULE V--HUMAN RESOURCE MANAGEMENT**

27. Precision Measurement of Japan
28. Bringing HR into the Business
29. The Tall Pines Hotel and Conference Center
30. A Broader View Seizes More Opportunities
31. Moon Over ER
32. Heartland State Bank (A)
33. Heartland State Bank (B)

## **MODULE VI--MANAGING DIVERSITY**

34. Managing Workforce Diversity: People Related Issues at the Barden Corporation
35. Propmore Corporation
36. Promotion to Police Sergeant
37. Propco, Inc.
38. The Business of Culture at Acoma Pueblo
39. Personnel Selection Procedures in Latin America

## **MODULE VII--MOTIVATION AND PERFORMANCE**

40. How to Motivate Fred Maiorino?
41. The Kriendler Executive Dining Room
42. Nordstorm
43. Southwest Airlines: Can Luv Rule the World?
44. Lincoln Electric Company
45. An American in Paris

## **MODULE VIII--COMMUNICATION AND GROUP DYNAMICS**

46. Motor Parts Corporation
47. Contract Negotiations in Western Africa
48. Does This Milkshake Taste Funny?
49. Insubordination or Unclear Loyalties?
50. The Luggers Versus the Butchers
51. Donor Services Department

## **MODULE IX--ORGANIZATIONAL CHANGE AND TRANSFORMATION**

52. Transformation at Harley Davidson
53. Organizational Change: Planning and Implementing Teams at AAL and IPS
54. Using Leadership to Promote TQM
55. Peoples Trust Company
56. Seeing the Forest and the Trees
57. Women and Global Leadership at Bestfoods