

Contents

Foreword

PART ONE

The organization

Chapter 1

- 3 Introduction to Part 1
Cary L. Cooper and Peter Makin

Chapter 2

- 9 Organizational behaviour
R. Payne

PART TWO

Individual behaviour

Chapter 3

- 55 Introduction to Part 2
Cary L. Cooper and Peter Makin

Chapter 4

- 58 Personality and individual differences
Cary L. Cooper and Peter Makin

Chapter 5

- 94 Motivation at work
Cary L. Cooper and Peter Makin

Chapter 6

- 118 Learning and teaching
David Fontana

Chapter 7

- 133 Transition: understanding and managing
personal change
Barrie Hopson

PART THREE
Dealing with others

- Chapter 8
159 Introduction to Part 3
Cary L. Cooper and Peter Makin
- Chapter 9
161 Social behaviour
Michael Argyle
- Chapter 10
182 Interviewing: the social psychology
of the inter-view
Robert Farr
- Chapter 11
201 Interviewing: practical aspects
Russell P. Wicks
- Chapter 12
214 Bargaining and negotiation
Ian E. Morley

PART FOUR
Some special problems

- Chapter 13
237 Introduction to Part 4
Cary L. Cooper and Peter Makin
- Chapter 14
239 Stress
Cary L. Cooper
- Chapter 15
259 Counselling and helping
Barrie Hopson
- Chapter 16
288 Office systems
Bruce Christie

PART FIVE
Appendices

- 307 Appendix 1: introductory readings
Peter Makin

- 309 Appendix 2: psychological testing
Ruth Holdsworth and Peter Makin
- 317 Appendix 3: useful contacts for help and
information
Peter Makin
- 319 Index