• The majority of employees in developed nations work in service jobs
  – They must know how to please their customers
• People skills are essential to success in today’s organizations

Working in Networked Organizations
• Managers must adapt their skills and communication styles to succeed in a networked organization where not all employees sit in the same office.

Enhancing Employee Well-Being at Work
• The line between work and non-work has blurred and managers are increasingly balancing employee flexibility and job demands.

Creating a Positive Work Environment
• Positive organizational scholarship: how organizations develop human strengths, foster vitality and resilience, and unlock potential
  – Focus on what’s good about an organization, not what’s bad

Improving Ethical Behaviour
• Managers facing ethical dilemmas or ethical choices are required to identify right and wrong conduct
  – This can be difficult in a global economy where different cultures approach decisions from different perspectives
• Companies promoting strong ethical missions:
  – Encourage employees to behave with integrity
  – Provide strong leadership that influence employee decisions to behave ethically