

- 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

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