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Nota di contenuto	The Human Side of Outsourcing; Contents; List of Figures and Tables; List of Contributors; Foreword; Preface; Acknowledgements; Part I: Outsourcing in Practice; Chapter 1: Introduction; Chapter 2: The Client Side - Retained Organization; Chapter 3: Outsourcing - A Provider's Tale; Chapter 4: Sourcing for Outsourcing; Chapter 5: Experiencing Cultures: An Automotive Engineer in the Middle Kingdom - Lessons in Life; Part II: Theory and Evidence; Chapter 6: Introduction to Theory and Evidence; Chapter 7: The Context and Narrative of Outsourcing; Chapter 8: Cultural Differences in Outsourcing Chapter 9: Establishing Trust in Virtual Teams Chapter 10: Knowledge Transfer and Knowledge Sharing; Chapter 11: The Experience of Outsourcing Transfers - A Life-Cycle Approach; Chapter 12: Downsizing, Stress and Forgiveness: A US Perspective; Chapter 13:

Transitioning and the Psychological Contract; Chapter 14: Conclusion:
Towards a Model of Responses to Outsourcing; Index

Sommario/riassunto

The Human Side of Outsourcing considers outsourcing from both management and staff perspectives. The book includes chapters on cultural and individual differences, the life-cycle approach, best practices, and recruitment, as well as featuring informative case studies from the field. Practitioner-focused but with a strong foundation in theory and research, this is a valuable resource for organizational psychologists and consultants, as well as human resource professionals, managers, and executives.
