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Altri autori (Persone)	CookEleanor I WagnerPatricia Jean HubbardGlenda T
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Nota di bibliografia	Includes bibliographical references (p. 195-201) and index.
Nota di contenuto	When you go to work, you bring more than your lunch from home -- How to identify the actors in the play : all the world's a stage -- The role of unions -- The specter and reality of workplace violence -- The internal candidate -- But she's had such a hard life -- It is obvious we do not matter -- I don't have to listen to this! -- Love in the afternoon -- She's making me feel strange! -- Useless, totally useless! -- Let me do my job! -- What is taking those people so long? -- I've got a great idea for you! -- I'd really like to help Donnie -- This place is a zoo! -- The problem with Eddie -- Totally incompatible? -- Is it really all that important? -- Thou shalt not suffer -- It's happening again -- Developing emotional intelligence : a place to begin -- Planning for, not denial of workplace conflict -- Examining your organizational culture -- Leadership : so much more than management.