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| Autore | Benbow Linda B. <1956-> |
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| Soggetti | Diversity in the workplace - United States Postal service - United States - Employees Letter mail handling - United States |
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| Nota di bibliografia | Includes bibliographical references and index. |
| Nota di contenuto | Diversity makes the USPS stronger, and weaker -- Work in an urban mail processing facility -- Integrated work areas -- Work in a resegregated postal facility -- Power, symbolic, and invisible tokens -- Sorting lives in the United States Postal Service. |
| Sommario/riassunto | Sorting Letters, Sorting Lives offers an examination of a workplace that for many years has employed an extraordinarily diverse workforce: the United States Postal Service. In the post-civil rights era, the Postal Service took a leading role in managing a diverse workforce, seeking to acknowledge and honor the different groups and cultures represented among its workforce. The USPS has constantly been looking for ways to motivate its employees, to create a sense of fairness and belonging, and to minimize interpersonal and inter-group conflicts. Linda Benbow examines the organizational culture a |