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	Sommario/riassunto	Banking and finance is one of the most successful and rapidly expanding sectors in the world economy. From the 1960s this whole area of employment has undergone profound changes. The banks diversified, adopted new corporate strategies, introduced new technologies and faced new and intense competition. This book

examines the importance of employee relations strategies in contributing to a prosperous industry. Drawing upon a wide range of original and undocumented material derived from the banks and the unions, it explores both employer and union strategies and examines the continuing competi