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in leisure service organizations

The emotional organization
Emotional labour; Emotions and employment practice; Conclusion; 7. Groups, leadership and power; Groups in organizations; Working in teams; Leadership; Sources of leadership power; Conclusion; 8. Organizational culture: context for leisure services; Understanding culture; Organizational culture; Organizational subcultures; Conclusion; 9. The empowered leisure service organization; Empowerment: what does it mean?; Relational empowerment; The psychology of empowerment; Conclusion; 10.

Effective communication in leisure service organizations

Effective communication: what does it mean?
Communication flows in leisure service organizations; Effective communication in leisure service organizations; The importance of line manager communications;

Communication and leisure service organization performance; Conclusion; 11. Diversity management in organizations; Discrimination in the workplace; Increasing workplace diversity; Celebrating diversity; The social psychology of togetherness; Conclusion; 12. Management practice in leisure service organizations; What do managers actually do?; Management levels; Management skills

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Sommario/riassunto

Organization Behaviour for Leisure Services provides the reader with the conceptual tools necessary for analysing organizational behaviour in the context of hospitality, leisure and tourism provision, and understanding events in order to take appropriate management action. Taking the view that leisure services involve an array of industry sectors - they are related, for instance, to work-time spent eating, drinking and staying away from home, as well as the more obvious recreational pursuits - the text uses examples and case studies from a wide range of international businesses
