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Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Preliminaries; Contents; Preface; Acknowledgments and Roadmap for This Book; 1 Introduction Don't Take It Personally It's Just Business; 2 Countertransference as Tool in Organizational Theory: The Use of Self to Understand Workplace Violence; 3 Downsizing, Managed Care, and the Potlatching; 4 The Holocaust as Trope for Managed Social Change; 5 Ordinary Brutality at Work; 6 "How Long Can We Circle the Wagons?" Sense of Doom at Work; 7 Rupture and Reconciliation A Case Study; Conclusions; Index
Sommario/riassunto	Through vignettes and case studies, this work demonstrates how brutal business practices have become. It shows the importance of psychodynamic mechanisms (especially counter-transference) in understanding and healing dysfunctional business, medical, and educational organizations.

