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Autore	Katzenbach Jon R. <1932->
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Sommario/riassunto

An all-new approach to understanding the (in)formal connections of an organization From the bestselling coauthor of the business classic *The Wisdom of Teams* comes an all-new exploration of the modern workplace, and how leaders and managers must embrace it for success. Katzenbach and Khan examine how two distinct factions together form the bigger picture for how organizations actually work: the more defined ""formal"" organization of a company-the management structure, performance metrics, and processes-and the ""informal""-the culture, social networks, and ad hoc communities th
