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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
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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
