

## MBM408: Block 3: Creating Management Advantage

View Online



---

Ackroyd, Stephen, Rosemary Batt, Paul Thompson, Pamela S. Tolbert, and Oxford Handbooks Online. n.d. The Oxford Handbook of Work and Organization. Vol. Oxford Handbooks Ser. New York: Oxford University Press, Incorporated.

Anon. n.d.-a. 'Acas: Help and Advice for Employers and Employees'. Help and Advice for Employers and Employees.

Anon. n.d.-b. 'Advisory, Conciliation and Arbitration Service - Representation'. Retrieved (<http://www.acas.org.uk/index.aspx?articleid=1745>).

Anon. n.d.-c. 'Advisory, Conciliation and Arbitration Service - The Future of Workplace Relations Discussion Paper Series'. Retrieved (<http://www.acas.org.uk/index.aspx?articleid=3544>).

Anon. n.d.-d. 'Advisory, Conciliation and Arbitration Service Advisory Booklet - Flexible Working and Work-Life Balance'. Retrieved (<http://www.acas.org.uk/index.aspx?articleid=1283>).

Anon. n.d.-e. 'CIPD: The UK's Professional Body for Human Resources and People Development'. Retrieved (<https://www.cipd.co.uk/>).

Anon. n.d.-f. 'Developing Leadership Talent'.

Anon. n.d.-g. 'Employee Engagement and Commitment: A Guide to Understanding, Measuring and Increasing Engagement in Your Organization'. Retrieved (<http://www.shrm.org/about/foundation/products/pages/employeeengagement.aspx>).

Anon. n.d.-h. 'Employee Engagement: Your Competitive Advantage'.

Anon. n.d.-i. 'Engaging for Success: Enhancing Performance Through Employee Engagement'.

Anon. n.d.-j. 'Integrating Marketing Communications: New Findings, New Lessons, and New Ideas | Journal of Marketing'. Retrieved (<http://0-journals.ama.org.wam.city.ac.uk/doi/10.1509/jm.15.0419>).

Anon. n.d.-k. 'Multisource Feedback: Lessons Learned and Implications for Practice'. Human Resource Management 46(2).

Anon. n.d.-l. 'SHRM: The US Society for Human Resource Management'. Retrieved

(<https://www.shrm.org/>).

Anon. n.d.-m. 'The Search for Executive Talent'.

Anupindi, Ravi. 2012. *Managing Business Process Flows: Principles of Operations Management*. 3rd ed., International ed. Boston, Mass: Prentice Hall.

Anupindi, Ravi, Ravi Anupindi, Sunil Chopra, Sudhakar D. Deshmukh, Sunil Chopra, Sudhakar D. Deshmukh, Jan A. Van Mieghem, and Eitan Zemel. 2013. *Managing Business Process Flows*. 3rd ed. Harlow: Pearson Education UK.

Bacon, N. 2006. 'Theories of Human Resource Management'.

Blyton, Paul, Edmund Heery, Nick A. Bacon, Jack Fiorito, and Ebook Central. 2008. *The SAGE Handbook of Industrial Relations*. London: SAGE Publications.

Boxall, Peter F., John Purcell, and Pat Wright. 2007. *The Oxford Handbook of Human Resource Management*. Oxford: Oxford University Press.

Breaugh, James A., and Mary Starke. 2000. 'Research on Employee Recruitment: So Many Studies, So Many Remaining Questions'. *Journal of Management* 26(3):405–34.

Brown, Duncan, and Peter Reilly. 2013. 'Reward and Engagement'. *Compensation & Benefits Review* 45(3):145–57. doi: 10.1177/0886368713497546.

Cappelli, Peter. 2013. 'HR for Neophytes.' *Harvard Business Review* 91(Issue 10):25–27.

Cappelli, Peter<sup>1,2</sup> (AUTHOR) [cappelli@wharton.upenn.edu](mailto:cappelli@wharton.upenn.edu). 2008. 'Talent Management for the Twenty-First Century.' *Harvard Business Review* 86(Issue 3, p74-81. 8p. 2 Color Photographs):74–81.

Chapman, Derek S., Uggerslev, Krista L., Sarah A. Paasentin, Kelly A., Jones, David A. 2005. 'Applicant Attraction to Organizations and Job Choice: A Meta-Analytic Review of the Correlates of Recruiting Outcomes.' *Journal of Applied Psychology* (5).

Christensen, Clayton M.<sup>1</sup>Hall, Taddy<sup>2</sup>Dillon, KarenDuncan, David S.<sup>3</sup>. 2016. 'Know Your Customers' "Jobs to Be Done". (Cover Story). *Harvard Business Review* 94(Issue 9):54–60.

COMBS JAMES, LIU YONGMEI, HALL ANGELA, KETCHEN DAVID. 2006. 'HOW MUCH DO HIGH-PERFORMANCE WORK PRACTICES MATTER? A META-ANALYSIS OF THEIR EFFECTS ON ORGANIZATIONAL PERFORMANCE'. *Personnel Psychology* 59(3):501–28.

David, Dorsey, and Mueller-Hansen Rose. n.d. 'Performance Management That Makes A Difference: An Evidence-Based Approach'.

Dawsonera. 2013. *Contemporary Human Resource Management: Text and Cases*. Fourth edition. edited by T. Redman and A. Wilkinson. Harlow: Pearson Education Limited.

Edelman Marc, David C. 2015. 'Competing on Customer Journeys.' *Harvard Business Review* 93(Issue 11, p88-7. 10p. 1 Color Photograph):88–7.

Fernández-Aroz, Claudio, Groysberg, Boris, Nohria, Nitin. 2011. 'How to Hang On to Your High Potentials.' *Harvard Business Review* 89(Issue 10, p76-83. 8p. 1 Color Photograph, 1 Illustration):76–83.

Francine D. Blau and Lawrence M. Kahn. 2007. 'The Gender Pay Gap: Have Women Gone as Far as They Can?' *Academy of Management Perspectives* 21(1).

Guest, David. 2014. 'Employee Engagement: A Sceptical Analysis'. *Journal of Organizational Effectiveness: People and Performance* 1(2):141–56. doi: 10.1108/JOEPP-04-2014-0017.

Huselid, Mark A., Beatty, Richard W., Becker, Brian E. 2005. 'A Players or A Positions?' *Harvard Business Review* 83(12):110–17.

Jackman, Jay M. jayj@stanfordalumni.org Strober, Myra H.1 myras@stanford.edu. 2003. 'Fear of Feedback.' *Harvard Business Review* 81(4):101–7.

Martin J. Conyon. 2006. 'Executive Compensation and Incentives'. *Academy of Management Perspectives* 20(1).

Ogbonnaya, Chidiebere, Kevin Daniels, and Karina Nielsen. 2017. 'Does Contingent Pay Encourage Positive Employee Attitudes and Intensify Work?' *Human Resource Management Journal* 27(1):94–112. doi: 10.1111/1748-8583.12130.

Peiperl, Maury A.1,2 LearnDsgns@aol.com. 2001. 'Getting 360° Feedback Right'. *Harvard Business Review* 79(Issue 1):142–47.

Peter Cappelli and JR Keller. 2014. 'Talent Management: Conceptual Approaches and Practical Challenges'. *Annual Review of Organizational Psychology and Organizational Behavior* 1: 305--331.

Ployhart, Robert E. 2006. 'Staffing in the 21st Century: New Challenges and Strategic Opportunities'. *Journal of Management* 32(6):868–97.

Purcell, John. 1999. 'Best Practice and Best Fit: Chimera or Cul-de-Sac?' *Human Resource Management Journal* 9(3):26–41.

Purcell, John. n.d. 'Disengaging from Engagement'. *Human Resource Management Journal* 24(3).

Ready, Douglas A.1,2 Hill, Linda A.3 Thomas, Robert J.4. 2014. 'Building a Game-Changing Talent Strategy. (Cover Story)'. *Harvard Business Review* 92(1):62–68.

Ryan, Ann Marie Tippins, Nancy T. 2004. 'Attracting and Selecting: What Psychological Research Tells Us'. *Human Resource Management* 43(4):305–18.

Rynes, Sara L., Barry Gerhart, and Kathleen A. Minette. 2004. 'The Importance of Pay in Employee Motivation: Discrepancies between What People Say and What They Do'. *Human Resource Management* 43(4):381–94. doi: 10.1002/hrm.20031.

Schneider, Joan1 Hall, Julie2. 2011. 'Why Most Product Launches Fail.' *Harvard Business*

Review 89(Issue 4, p21-23. 3p. 5 Color Photographs):21-23.

Shaw, Jason D., and Nina Gupta. 2015. 'Let the Evidence Speak Again! Financial Incentives Are More Effective than We Thought'. *Human Resource Management Journal* 25(3):281-93. doi: 10.1111/1748-8583.12080.

Slack, Nigel, and Alistair Brandon-Jones. 2018. *Essentials of Operations Management*. Second edition. Harlow, England: Pearson.

Tim Walker. 2017. 'How Much ...? The Rise of Dynamic and Personalised Pricing'. *Guardian*.

Welbourne, Theresa M. n.d. 'Employee Engagement: Beyond the Fad and into the Executive Suite'. *Leader to Leader* 2007(44).

Wilkinson, Adrian. 2010. *The SAGE Handbook of Human Resource Management*. London: SAGE.

Wilkinson, Adrian. 2010a. *The SAGE Handbook of Human Resource Management*. London: SAGE.

Wilkinson, Adrian. 2010b. *The SAGE Handbook of Human Resource Management*. London: SAGE.

Wilkinson, Adrian. 2010c. *The SAGE Handbook of Human Resource Management*. London: SAGE.

Wilkinson, Adrian. 2010d. *The SAGE Handbook of Human Resource Management*. London: SAGE.

Wilkinson, Adrian. 2010e. *The SAGE Handbook of Human Resource Management*. London: SAGE.

Wilkinson, Adrian. 2010f. *The SAGE Handbook of Human Resource Management*. London: SAGE.

Wilkinson, Adrian. 2010g. *The SAGE Handbook of Human Resource Management*. London: SAGE.

Wilkinson, Adrian. 2010h. *The SAGE Handbook of Human Resource Management*. London: SAGE.

Wilkinson, Adrian and SAGE Knowledge EBA. 2010. *The SAGE Handbook of Human Resource Management*. London: SAGE.

Wyner, Gordon [gordon@msi.org](mailto:gordon@msi.org). 2017. 'The Uncertain Future of Market Research.' *Marketing News* 51(Issue 5):18-19.

WYNER, GORDON1 [gordon.wyner@gmail.com](mailto:gordon.wyner@gmail.com). 2015. 'Brand Decline or Evolution?' *Marketing News* 49(Issue 4):22-23.