

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^{1,2} (AUTHOR) 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.¹Hall, Taddy²Dillon, KarenDuncan, David S.³. 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-Aráoz, 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. 2017. 'The Uncertain Future of Market Research.' *Marketing News* 51(Issue 5):18-19.

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