

## MBM408: Block 3: Creating Management Advantage

View Online



---

[1]

Wilkinson, Adrian, The SAGE handbook of human resource management. London: SAGE, 2010 [Online]. Available:  
[http://0-knowledge.sagepub.com.wam.city.ac.uk/view/hdbk\\_humanresourcemgmt/SAGE.xml](http://0-knowledge.sagepub.com.wam.city.ac.uk/view/hdbk_humanresourcemgmt/SAGE.xml)

[2]

A. Wilkinson and SAGE Knowledge EBA., The SAGE handbook of human resource management. London: SAGE, 2010 [Online]. Available:  
[http://0-knowledge.sagepub.com.wam.city.ac.uk/view/hdbk\\_humanresourcemgmt/SAGE.xml](http://0-knowledge.sagepub.com.wam.city.ac.uk/view/hdbk_humanresourcemgmt/SAGE.xml)

[3]

'CIPD: The UK's Professional Body for Human Resources and People Development'. [Online]. Available: <https://www.cipd.co.uk/>

[4]

'Acas: Help and advice for employers and employees', Help and advice for employers and employees [Online]. Available: <http://www.acas.org.uk/index.aspx?articleid=1461>

[5]

'SHRM: The US Society for Human Resource Management'. [Online]. Available: <https://www.shrm.org/>

[6]

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

[7]

A. Wilkinson, The SAGE handbook of human resource management. London: SAGE, 2010  
[Online]. Available:  
[http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk\\_humanresourcemgmt](http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk_humanresourcemgmt)

[8]

A. Wilkinson, The SAGE handbook of human resource management. London: SAGE, 2010  
[Online]. Available:  
[http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk\\_humanresourcemgmt](http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk_humanresourcemgmt)

[9]

COMBS JAMES, LIU YONGMEI, HALL ANGELA, KETCHEN DAVID, 'HOW MUCH DO  
HIGH-PERFORMANCE WORK PRACTICES MATTER? A META-ANALYSIS OF THEIR EFFECTS ON  
ORGANIZATIONAL PERFORMANCE', Personnel Psychology, vol. 59, no. 3, pp. 501-528,  
2006 [Online]. Available:  
<http://onlinelibrary.wiley.com/doi/10.1111/j.1744-6570.2006.00045.x/abstract>

[10]

Purcell, John, 'Best practice and best fit: Chimera or cul-de-sac?', Human Resource  
Management Journal, vol. 9, no. 3, pp. 26-41, 1999 [Online]. Available:  
<https://www.proquest.com/publication/105951?accountid=14510>

[11]

A. Wilkinson, The SAGE handbook of human resource management. London: SAGE, 2010  
[Online]. Available:  
[http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk\\_humanresourcemgmt](http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk_humanresourcemgmt)

[12]

'Engaging for Success: Enhancing Performance Through Employee Engagement'. [Online].

Available: <http://engageforsuccess.org/wp-content/uploads/2015/08/file52215.pdf>

[13]

T. M. Welbourne, 'Employee engagement: Beyond the fad and into the executive suite', *Leader to leader*, vol. 2007, no. 44 [Online]. Available: <http://0-onlinelibrary.wiley.com.wam.city.ac.uk/doi/10.1002/ltl.231/abstract>

[14]

'Employee Engagement and Commitment: A guide to understanding, measuring and increasing engagement in your organization'. [Online]. Available: <http://www.shrm.org/about/foundation/products/pages/employeeengagement.aspx>

[15]

'Employee Engagement: Your Competitive Advantage'. [Online]. Available: <https://www.shrm.org/ResourcesAndTools/business-solutions/Documents/Engagement%20Briefing-FINAL.pdf>

[16]

J. Purcell, 'Disengaging from engagement', *Human resource management journal*, vol. 24, no. 3 [Online]. Available: <http://onlinelibrary.wiley.com/doi/10.1111/1748-8583.12046/abstract>

[17]

D. Guest, 'Employee engagement: a sceptical analysis', *Journal of Organizational Effectiveness: People and Performance*, vol. 1, no. 2, pp. 141–156, May 2014, doi: 10.1108/JOEPP-04-2014-0017.

[18]

Cappelli, Peter<sup>1,2</sup> (AUTHOR) [cappelli@wharton.upenn.edu](mailto:cappelli@wharton.upenn.edu), 'Talent Management for the Twenty-First Century.', *Harvard Business Review*, vol. 86, no. Issue 3, p74-81. 8p. 2 Color Photographs, pp. 74–81, 2008.

[19]

Cappelli, Peter, 'HR for Neophytes.', Harvard Business Review, vol. 91, no. Issue 10, pp. 25-27, 2013.

[20]

Peter Cappelli and JR Keller, 'Talent Management: Conceptual Approaches and Practical Challenges', Annual Review of Organizational Psychology and Organizational Behavior, vol. 1, p. : 305--331, 2014 [Online]. Available:  
<https://go.openathens.net/redirector/city.ac.uk?url=http://www.annualreviews.org/doi/10.1146/annurev-orgpsych-031413-091314>

[21]

'The Search for Executive Talent'. [Online]. Available:  
<https://www.shrm.org/foundation/ourwork/initiatives/resources-from-past-initiatives/Documents/The%20Search%20for%20Exec%20Talent.pdf>

[22]

'Developing Leadership Talent'. [Online]. Available:  
<https://www.shrm.org/foundation/ourwork/initiatives/resources-from-past-initiatives/Documents/Developing%20Leadership%20Talent.pdf>

[23]

Ready, Douglas A.<sup>1,2</sup>Hill, Linda A.<sup>3</sup>Thomas, Robert J.<sup>4</sup>, 'Building a Game-Changing Talent Strategy. (cover story)', Harvard Business Review, vol. 92, no. 1, pp. 62-68, 2014.

[24]

Fernández-Aráoz, Claudio, Groysberg, Boris, Nohria, Nitin, 'How to Hang On to Your High Potentials.', Harvard Business Review, vol. 89, no. Issue 10, p76-83. 8p. 1 Color Photograph, 1 Illustration, pp. 76-83, 2011.

[25]

Huselid, Mark A., Beatty, Richard W., Becker, Brian E., 'A Players or A Positions?', Harvard

Business Review, vol. 83, no. 12, pp. 110–117, 2005.

[26]

A. Wilkinson, The SAGE handbook of human resource management. London: SAGE, 2010 [Online]. Available: [http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk\\_humanresourcemgmt](http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk_humanresourcemgmt)

[27]

Dawsonera, Contemporary human resource management: text and cases, Fourth edition. Harlow: Pearson Education Limited, 2013 [Online]. Available: <http://www.vlebooks.com/vleweb/product/openreader?id=CityUniLon&isbn=9780273757863>

[28]

'Advisory, Conciliation and Arbitration Service - Representation'. [Online]. Available: <http://www.acas.org.uk/index.aspx?articleid=1745>

[29]

'Advisory, Conciliation and Arbitration Service - The Future of Workplace Relations Discussion Paper Series'. [Online]. Available: <http://www.acas.org.uk/index.aspx?articleid=3544>

[30]

A. Wilkinson, The SAGE handbook of human resource management. London: SAGE, 2010 [Online]. Available: [http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk\\_humanresourcemgmt](http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk_humanresourcemgmt)

[31]

J. A. Breugh and M. Starke, 'Research on Employee Recruitment: So Many Studies, So Many Remaining Questions', Journal of Management, vol. 26, no. 3, pp. 405–434, Jun. 2000 [Online]. Available: <http://journals.sagepub.com/doi/10.1177/014920630002600303>

[32]

Ployhart, Robert E, 'Staffing in the 21st Century: New Challenges and Strategic Opportunities', *Journal of Management*, vol. 32, no. 6, pp. 868-897, 2006 [Online]. Available: <http://journals.sagepub.com/doi/abs/10.1177/0149206306293625>

[33]

Chapman, Derek S., Uggerslev, Krista L., Sarah A. Paasentien, Kelly A., Jones, David A., 'Applicant Attraction to Organizations and Job Choice: A Meta-Analytic Review of the Correlates of Recruiting Outcomes.', *Journal of Applied Psychology*, no. 5, 2005 [Online]. Available: <https://search.ebscohost.com/login.aspx?direct=true&authtype=ip,shib&custid=s1089299&db=pdh&AN=2005-10696-009>

[34]

Ryan, Ann MarieTippins, Nancy T, 'Attracting and selecting: What psychological research tells us', *Human Resource Management*, vol. 43, no. 4, pp. 305-318, 2004 [Online]. Available: <https://www.proquest.com/docview/222129432?pq-origsite=summon&accountid=14510>

[35]

A. Wilkinson, *The SAGE handbook of human resource management*. London: SAGE, 2010 [Online]. Available: [http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk\\_humanresourcengmt](http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk_humanresourcengmt)

[36]

'Multisource feedback: Lessons learned and implications for practice', *Human resource management*, vol. 46, no. 2 [Online]. Available: <http://onlinelibrary.wiley.com/doi/10.1002/hrm.20161/abstract>

[37]

Peiperl, Maury A.1,2 [LearnDsgns@aol.com](mailto:LearnDsgns@aol.com), 'Getting 360° Feedback Right', *Harvard Business Review*, vol. 79, no. Issue 1, pp. 142-147, 2001.

[38]

Jackman, Jay M. jayj@stanfordalumni.org Strober, Myra H.1 myras@stanford.edu, 'Fear of Feedback.', Harvard Business Review, vol. 81, no. 4, pp. 101–107, 2003.

[39]

D. David and M.-H. Rose, 'Performance Management That Makes A Difference: An Evidence-Based Approach'. [Online]. Available: [https://www.shrm.org/hr-today/trends-and-forecasting/special-reports-and-expert-views/Documents/Performance Management.pdf](https://www.shrm.org/hr-today/trends-and-forecasting/special-reports-and-expert-views/Documents/Performance%20Management.pdf)

[40]

A. Wilkinson, The SAGE handbook of human resource management. London: SAGE, 2010 [Online]. Available: [http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk\\_humanresourcemgmt](http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk_humanresourcemgmt)

[41]

S. L. Rynes, B. Gerhart, and K. A. Minette, 'The importance of pay in employee motivation: Discrepancies between what people say and what they do', Human Resource Management , vol. 43, no. 4, pp. 381–394, Winter 2004, doi: 10.1002/hrm.20031.

[42]

J. D. Shaw and N. Gupta, 'Let the evidence speak again! Financial incentives are more effective than we thought', Human Resource Management Journal, vol. 25, no. 3, pp. 281–293, Jul. 2015, doi: 10.1111/1748-8583.12080.

[43]

D. Brown and P. Reilly, 'Reward and Engagement', Compensation & Benefits Review, vol. 45, no. 3, pp. 145–157, May 2013, doi: 10.1177/0886368713497546.

[44]

C. Ogbonnaya, K. Daniels, and K. Nielsen, 'Does contingent pay encourage positive employee attitudes and intensify work?', Human Resource Management Journal, vol. 27,

no. 1, pp. 94–112, Jan. 2017, doi: 10.1111/1748-8583.12130.

[45]

Francine D. Blau and Lawrence M. Kahn, 'The Gender Pay Gap: Have Women Gone as Far as They Can?', *Academy of Management Perspectives*, vol. 21, no. 1, 2007 [Online]. Available:  
[https://0-www-jstor-org.wam.city.ac.uk/stable/4166284?pq-origsite=summon&seq=1#metadata\\_info\\_tab\\_contents](https://0-www-jstor-org.wam.city.ac.uk/stable/4166284?pq-origsite=summon&seq=1#metadata_info_tab_contents)

[46]

Martin J. Conyon, 'Executive Compensation and Incentives', *Academy of Management Perspectives*, vol. 20, no. 1, 2006 [Online]. Available:  
[https://0-www-jstor-org.wam.city.ac.uk/stable/4166217?pq-origsite=summon&seq=1#metadata\\_info\\_tab\\_contents](https://0-www-jstor-org.wam.city.ac.uk/stable/4166217?pq-origsite=summon&seq=1#metadata_info_tab_contents)

[47]

A. Wilkinson, *The SAGE handbook of human resource management*. London: SAGE, 2010 [Online]. Available:  
[http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk\\_humanresourcemt](http://0-sk.sagepub.com.wam.city.ac.uk/reference/hdbk_humanresourcemt)

[48]

P. Blyton, E. Heery, N. A. Bacon, J. Fiorito, and Ebook Central, *The SAGE Handbook of Industrial Relations*. London: SAGE Publications, 2008 [Online]. Available:  
<https://ebookcentral.proquest.com/lib/city/detail.action?docID=1024093>

[49]

P. F. Boxall, J. Purcell, and P. Wright, *The Oxford handbook of human resource management*. Oxford: Oxford University Press, 2007.

[50]

S. Ackroyd, R. Batt, P. Thompson, P. S. Tolbert, and Oxford Handbooks Online, *The Oxford Handbook of Work and Organization*, vol. Oxford Handbooks Ser. New York: Oxford University Press, Incorporated [Online]. Available:



<https://go.openathens.net/redirector/city.ac.uk?url=https%3A%2F%2Facademic.oup.com%2Fedited-volume%2F38663>

[51]

'Advisory, Conciliation and Arbitration Service Advisory booklet - Flexible working and work-life balance'. [Online]. Available: <http://www.acas.org.uk/index.aspx?articleid=1283>

[52]

R. Anupindi, Managing business process flows: principles of operations management, 3rd ed., International ed. Boston, Mass: Prentice Hall, 2012 [Online]. Available: <https://ebookcentral.proquest.com/lib/city/detail.action?docID=5137163>

[53]

R. Anupindi et al., Managing Business Process Flows, 3rd ed. Harlow: Pearson Education UK, 2013 [Online]. Available: <https://ebookcentral.proquest.com/lib/city/detail.action?docID=5137163>

[54]

N. Slack and A. Brandon-Jones, Essentials of operations management, Second edition. Harlow, England: Pearson, 2018 [Online]. Available: <https://ebookcentral.proquest.com/lib/city/detail.action?docID=5487636>

[55]

Wyner, Gordon [gordon@msi.org](mailto:gordon@msi.org), 'The Uncertain Future of Market Research.', Marketing News, vol. 51, no. Issue 5, pp. 18-19, 2017 [Online]. Available: <http://0-search.ebscohost.com.wam.city.ac.uk/login.aspx?direct=true&db=bth&AN=123460073&site=ehost-live>

[56]

WYNER, GORDON1 [gordon.wyner@gmail.com](mailto:gordon.wyner@gmail.com), 'Brand Decline or Evolution?', Marketing News, vol. 49, no. Issue 4, pp. 22-23, 2015 [Online]. Available: <http://0-search.ebscohost.com.wam.city.ac.uk/login.aspx?direct=true&db=bth&AN=123460073&site=ehost-live>

AN=102029448&site=ehost-live

[57]

Tim Walker, 'How much ...? The rise of dynamic and personalised pricing', Guardian, Nov. 2017 [Online]. Available:  
<https://www.theguardian.com/global/2017/nov/20/dynamic-personalised-pricing>

[58]

'Integrating Marketing Communications: New Findings, New Lessons, and New Ideas | Journal of Marketing'. [Online]. Available:  
<http://0-journals.ama.org.wam.city.ac.uk/doi/10.1509/jm.15.0419>

[59]

Christensen, Clayton M.<sup>1</sup>Hall, Taddy<sup>2</sup>Dillon, KarenDuncan, David S.<sup>3</sup>, 'Know Your Customers' "Jobs to Be Done". (cover story)', Harvard Business Review, vol. 94, no. Issue 9, pp. 54-60, 2016.

[60]

Edelman Marc, David C., 'Competing on Customer Journeys.', Harvard Business Review, vol. 93, no. Issue 11, p88-7. 10p. 1 Color Photograph, pp. 88-7, 2015.

[61]

Schneider, Joan<sup>1</sup>Hall, Julie<sup>2</sup>, 'Why Most Product Launches Fail.', Harvard Business Review, vol. 89, no. Issue 4, p21-23. 3p. 5 Color Photographs, pp. 21-23, 2011.