



Supervision in the Hospitality Industry: Leading Human Resources

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Wiley, 2009. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Preface.PART 1: LEADING HUMAN RESOURCES, EQUAL OPPORTUNITY, DIVERSITY, AND PLANNING.Chapter 1: Leading Human Resources.The Practice of Leading Human Resources.The Importance of Leading Human Resources.The Human Resources Department.Leadership.The Challenge of Leading Human Resources.Leaders, Supervisors, and Associates.Characteristics of Leaders.The Nature of Leadership.Leadership Styles.The Old-Style Boss.Theory X and Theory Y.Situational Leadership.Transactional Leadership.Transformational Leadership.Practices of Leaders.Empowerment.Developing Your Own Style.Ethics.The Leader as Mentor.Chapter 2: Equal Opportunity Laws and Diversity.Equal Opportunity.EEO and Diversity.Inclusion.Equal Employment Opportunity Laws.EEO Laws and the Hiring Process.Equal Opportunity in the Workplace: What Leaders Need To Know.Q & A: Race, Ethnicity, Color" What Practices Are Discriminatory".Interviewing.Diversity.Why Does Cultural Diversity Matter'.Developing Cross-Cultural Interaction.How to Increase Personal Awareness.Learning About Other Cultures.How to Recognize and Practice Cross-Cultural Interaction.The Value of Cultural Diversity.Leadership in the Workplace.Establishing a Diversity and Inclusion Program.Leadership Diversity Issues Positively.General Guidelines.Gender Issues.Cultural Issues.Religious Issues.Age Issues.Physically and or Mentally Challenged Issues.Chapter 3:

Reviews

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