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- Weblinks to relevant sites on the web
- An online glossary to explain key terms
About the author

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Laurie had previous experience of business, local government and university administration and human resource management. For a number of years he was also a member of, and an instructor in, the Territorial Army.

He has undertaken a range of consultancy work; served as a visiting selector for UNAIS and VSO; acted as advisor and tutor for a number of professional and educational bodies including UNISON Education; and served as an external examiner for university degree and postgraduate courses, and for professional organisations.

Laurie has undertaken a year’s academic exchange in the Management Department, University of Wisconsin, USA, and a visiting fellowship at the School of Management, Royal Melbourne Institute of Technology (RMIT) University, Australia, and given invited lectures in The Netherlands and South Africa. Laurie is also author of *Hospitality Management and Organisational Behaviour*.

About the contributors

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To Pamela
And for Kerrie and Tracey,
and Paul
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‘OH, GREAT SPIRIT,
GRANT THAT I MAY NOT
CRITICISE MY NEIGHBOURS
UNTIL I HAVE WALKED A MILE
IN THEIR MOCCASINS.’

Traditional Native-American saying
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**Companion Website resources**

Visit the Companion Website at [www.booksites.net/mullins](http://www.booksites.net/mullins)

**For students:**
- Multiple choice and short answer questions to help test your learning
- Technology Solutions – short web articles which explore further the managerial implications of technology
- Weblinks to relevant sites on the web
- An online glossary to explain key terms

**For lecturers:**
- Complete, downloadable Instructor’s Manual which includes:
  - Teaching tips
  - Extra cases
  - Solutions/examples to discussion and other questions
- Powerpoint slides that can be downloaded and used as OHTs
- Testbank of question material

**Also:** This site has a syllabus manager, search functions, and email results functions.

**Note:** A printed version of the Instructor’s Manual is also available free to adopters of *Management and Organisational Behaviour*. Please contact your local sales representative whose details can be located on our website [www.pearsoned.co.uk](http://www.pearsoned.co.uk)
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