



Interpersonal Skills in Organizations (Irwin Management)

By Suzanne de Janasz, Karen Dowd, Beth Schneider

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Interpersonal Skills in Organizations by de Janasz, Dowd, and Schneider takes a fresh, thoughtful look at the key skills necessary for personal and managerial success in organizations today. Exploding with exercises, cases, and group activities, the book employs an experiential approach suitable for all student audiences. The book is organized into 4 distinct sections (Understanding Yourself, Understanding Others, Understanding Teams, and Leading) that can be used collectively or modularly depending on the instructors' preferences and students' needs. The emphasis in this edition focuses on making the text more current along with making the text pedagogically effective for students and instructors.

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Editorial Review

About the Author

Suzanne C. de Janasz is an Associate Professor of Leadership and Management at the College of Graduate and Professional Studies at the University of Mary Washington in Fredericksburg, Virginia. She is also a visiting professor at Warsaw University in Warsaw, Poland, and ALBA Graduate Business School in Vouliagmeni, Greece. An award-winning instructor, Suzanne teaches primarily graduate classes in leadership, negotiations, organizational behaviour, human resources, and interpersonal/managerial skills. Suzanne's research on mentoring, work-family conflict, leadership, and pedagogy appears in such journals as *Academy of Management Executive*, *Journal of Organizational Behavior*, *Journal of Vocational Behavior*, *Career Development International*, and *Journal of Management Education* and has been featured in various newspapers and radio programs. Her upcoming text on negotiation and alternative dispute resolution (co-authored with Beverly DeMarr), is due out in 2009. In addition to her recent Fulbright Fellowship, Suzanne has received the New Educator Award from the Organizational Behavior Teaching Society (OBTS) and the Jepson fellowship from her university. Suzanne participates and serves in various leadership roles in the Academy of Management, Southern Management Association, and the OBTS. After earning an undergraduate music degree from the University of Miami, Suzanne earned her MBA and Ph.D. degrees from the Marshall School of Business at the University of Southern California (USC). Between the two degrees, she worked for five years as an organizational consultant in the aerospace industry. Prior to joining the faculty of UMW, Suzanne taught full-time at James Madison University and part-time at the University of Virginia McIntire School of Commerce.

Beth Zuech Schneider is an Instructor at the School of Management at George Mason University. She is the course coordinator and professor of record for the Business Models/Communications writing-intensive keystone course. Beth is the faculty secretary for Beta Gamma Sigma. She earned an MBA from the University of Central Florida and a BA in Pre-Law/Social Science from St. Bonaventure University. Prior to coming to George Mason, she was a lecturer at the College of Business at James Madison University (1996–2002), an adjunct instructor in the Department of Business and Accountancy at the University of North Carolina at Asheville, and an instructor at Blue Ridge Community College in Hendersonville, North Carolina. Beth also was president and manager of restaurant operations in Winter Park, Florida, and owner and manager of two catalogue companies in North Carolina. Beth wrote the *Interpersonal Skills for the Manager* training manual for the Institute of Certified Managers, and her research interests include diversity, women in the workplace, and entrepreneurship.

Karen O. Dowd is Senior Director of Career Development for the Mendoza College of Business, University of Notre Dame. Prior to coming to Notre Dame, she was a Practice Leader and Senior Consultant for The Empower Group, a management consultancy in New York, and was on the faculty of the College of Business at James Madison University, Harrisonburg, Virginia. She also served as head of career services for the Darden Graduate School of Business, University of Virginia, where she co-founded the International Placement Directors' Group. Karen is the co-author, with Sherrie Gong Taguchi, of *The Ultimate Guide to Getting the Career You Want* (New York: McGraw-Hill, 2003). Karen earned her doctorate from the University of Virginia, her master's degree from Indiana University South Bend, and her bachelor's degree from Saint Mary's College, Notre Dame, Indiana. She is a member of the National Association of Colleges and Employers and is on the Board of the MBA Career Services Council. Karen has conducted numerous management training programs on many of the topics addressed in this book and on *Career Management for Managers*. Her research interests include faculty careers, candidate selection, and career branding.

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