



Human Resource Management (9th Edition)

By Gary Dessler

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This highly-readable, #1 best-selling HRM book on the market, provides a comprehensive review of personnel management concepts and practices. It focuses on the high-performance organization—building better, faster, more competitive organizations through HR; while continuing to offer practical applications that help all managers deal with their personnel-related responsibilities. A six-part presentation covers the strategic role of human resources, recruitment and placement, training and development, compensation, labor relations and employee security, and international HRM. For human resource personnel—especially managers.

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Editorial Review

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We all do business today in a networked world. Gary Dessler has always aimed *Human Resource Management* at providing students and practicing managers with a complete and applied review of essential HR concepts and techniques in a highly readable and understandable form. That certainly hasn't changed in this edition. It's still packed with the practical applications and high readability that make this book a best-seller. And, since all managers perform personnel-related tasks, it's still aimed at all managers, not just HR managers. But, one thing that has changed is the book's new emphasis on connectivity. It shows vividly, with dozens of new examples, how managers use the Internet to improve their HR operations' functionality and efficiency.

Connectivity doesn't just mean the Internet. Managers today can't just pay lip service to thinking strategically. Your whole effort must be coherent, and integrated. The only way you can compete is by making sure you've linked your firm's HR and other activities with the firm's strategies. This book contains the most complete and specific coverage of strategy and HR in the market. All chapters start with a strategic overview focused on a real firm. It shows the firm facing a strategic challenge. And, it suggests how management might use HR to advance the firm's strategy. Strategy & HR features in the chapters then show what HR actually did. The net result—a student better prepared for success as a manager.

Key Features of The Ninth Edition

New! Strategy and HR Coverage. Chapter 1 contains a brief outline of strategic management and its relevance to HR. All chapters begin with a **Strategic Overview** focused on a real firm. It shows the firm facing a strategic challenge and suggests HR's possible role; a **Strategic HR** feature in the chapter then shows what the firm actually did. Some of these firms are large, well-known companies; others are small to medium-size operations. Features for each chapter include: Dell Computer and cost cutting (Chapter 1); Suffer Health's IT shortage (Chapter 4); Longo Toyota's diversity program (Chapter 2); UK's Channel 4's world class training effort (Chapter 7); Crystal Gateway Marriott, winning employee commitment (Chapter 10); Con Edison and safety first (Chapter 15); Siemens, becoming a global company (Chapter 16).

New! HR.NET features show how managers use the Web to improve HR functions. Some HR.NET topics include: Using the Internet to Boost Diversity; Recruiting Online; GE's Technology-Based Training; Telecommuting; Doing an Internet-Based Salary Survey; Managing 401(k) Plans Online; Global HR Information Systems.

New! The New Workplace: Diversity Management and Global HR. This feature highlights issues in diversity and global HR management. There is expanded coverage of diversity management in Chapter 2, and about half the New Workplace boxes provide examples and tips for managing diversity. About half illustrate global HR applications, such as training employees going abroad, formulating salary plans for expatriates dealing with labor unions in other countries, and other important topics. There is also a revised and expanded chapter on international HR selection practices (Chapter 16). It provides in-depth coverage of the international aspects of HR selection training, compensation management, intercountry differences in personnel laws and requirements, and more.

Entrepreneurs + HR. Managers in small and mid-sized businesses face unique challenges in managing

human resources. The 9th edition continues our use of a special feature that illustrates how that chapter's material can be and is applied in a small-business context. This feature is found in about half of the chapters and includes topics such as Expanding the Management Team (Chapter 4); Empowering Employees: Lois Melbourne of Time Vision (Chapter 8); Incentive Plans in a Small Business (Chapter 12); Dot-toms and Unions (Chapter 14).

Research Insight. As in the eighth edition, these special text sections illustrate recent research findings in areas like interviewing and appraisal, helping to provide a lively, real-life "picture" of that topic. You'll find one or two per chapter.

New! High-Performance Insights. These text sections illustrate how firms use modern HR practices to build better, faster, and more competitive organizations. For instance, Chapter 4's shows how GE and Cisco Systems are responding faster and more competitively by using Internet HR techniques to recruit high-tech workers; Chapter 13's illustrates how Weirton Steel Corp. drives down costs with its workers' compensation methods; and Chapter 15's feature shows how Dayton Parts Corp. reduced expenses and boosted performance with a new safety management program.

New! WEBNOTES. This feature uses actual screen shots to illustrate the many ways in which HR managers can use the Internet to carry out basic HR functions. WEBNOTES appear in each chapter of the text.

Margin Glossary. Key terms appear in boldface within the text, and with their definitions in the margin.

End-of-Chapter Features

Chapter Summaries. Each chapter contains a point-by-point chapter summary students can use to quickly refresh their memories and get an overview of what they've read in that chapter.

New! Tying It All Together. Each chapter also ends with a brief description of what precedes and what follows that chapter so that the topics covered in each chapter are related to one another.

Exercises and Assignments

Reviewers wanted more resources to aid and encourage experiential learning, and we've responded by strengthening the end-of-chapter exercises. In each chapter you'll find:

Discussion Questions. Each chapter has a set of discussion questions that can be used as the basis for class discussion or homework assignments.

Individual and Group Activities. A set of 3 to 4 individual and group activities can be used in class or in study groups outside of class. Notes for each activity are in the instructor's manual.

Experiential Exercises. These exercises help students apply their knowledge in an interactive group situation. Notes for these exercises are in the instructor's manual.

Cases. Each chapter contains two types of cases: Application cases are longer, more in-depth, and provide the basis for class discussion or for written assignments. A new! Continuing case, LearnInMotion.com, appears at the end of each chapter and gives students an opportunity to solve the problems faced by a dot-cam startup.

Teaching and Learning Package

Online support. In addition to the dozens of new technology-based text examples, such as how to recruit employees and conduct salary surveys on the Internet, we've achieved this expansion in technology in several ways:

New! This edition offers a fully developed online course for HRM in the following formats:

- Blackboard
- CourseCompass

Companion Web Site (<http://www.prenhall.com/dessler>). The 9th edition's Web site represents a tremendous leap forward, offering the most robust, content-rich Web support available with any HRM text. This site provides professors with a customized course Web site, including communication tools, one-click navigation of chapter content, resources such as current events and Internet exercises, as well as the Video Guide for the On Location Video Series. For students, there is an interactive study guide (multiple-choice, true/false, and essays), an Internet Resource section that provides Web links for all of the companies and Web resources listed in the Dessler text, additional HR forms and figures, appendices to the 9th edition (Establishing HR Systems, Managing Your Career, and Quantitative Job Evaluation Methods), self-assessment exercises, a video tutorial, and an HRCI Certification Exam Guide.

A powerful new point-and-click syllabus creation tool that faculty can use for each course and section they teach. Additionally, faculty can annotate and link each resource on the Web site to their syllabi. **Faculty can even upload their own personal resources to our site** and have these resources available to their students via their personalized syllabus.

New! On Location! Video. In these part-ending video segments, students will watch a panel of real-life HR executives from companies like BMG and hotjobs discuss current Human Resource issues like sexual harassment and discrimination, recruiting, the complexities of restructuring, incentives and benefits, labor relations, and the successes and failures of expatriate employees.

New! Human Resource Management Skills CD-ROM. Developed by Mary Gowan, of University of Central Florida, this student CD-ROM focuses on essential HR skills such as Strategic Planning and Recruitment, Job Analysis, and Total Rewards. Each module contains an introduction, a skills section that allows the student to apply his or her knowledge through interactive exercises, and finally a quiz that tests students on the material covered in the module. Also included on this CD-ROM is the HR Skills Video Series.

Multimedia PowerPoint Presentation. Available on the Instructor's Resource CD-ROM, and prepared by George A. Wynn, of University of South Florida, this comprehensive set of PowerPoints contains over 800 color slides, allowing professors the flexibility to create a presentation that will best suit their classroom needs. In addition to key chapter material, as well as text figures and tables, this presentation includes original content not found in the new edition, slide notes to aid instructors, and multimedia components such as video clips, audio, additional Web links and resources, and animated graphics.

Instructor's Resource CD-ROM. On a single CD, professors can find the Instructor's Manual, PowerPoint presentation, and the Win / PH Test Manager. Containing all of the questions in the printed Test Item File, Test Manager is a comprehensive suite of tools for testing and assessment and allows educators to easily create and distribute tests for their courses.

Instructor's Resource Manual. In the new edition of the Instructor's Resource Manual, instructors will find chapter summaries, annotated lecture outlines with PowerPoint references, key terms, and answers to all end-of-chapter and case material. Also included is a Video Guide that provides video cases and teaching notes.

Test Item File. Over 100 questions per chapter including multiple-choice, true/false, short-answer and essays.

Users Review

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Jerry Hernandez:

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William Harris:

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