



# Managing Human Behavior in Public and Nonprofit Organizations

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Summary: Preface CHAPTER 1: ORGANIZATIONAL BEHAVIOR AS A WAY OF THINKING AND ACTING The Roots of Organizational Behavior Some Early History Values and Assumptions of Organizational Behavior Themes and Purposes of This Book

CHAPTER 2: KNOWING AND MANAGING YOURSELF Where Do We Begin? Life Experiences Your Lifeline Ways of Thinking

Improving Your Sense of Self The Power of Vision Assessing Yourself Ways of Acting Thinking In Action Increasing Self-Knowledge A Vision Statement Valuing Diversity Cases

Privatizing the Cafeteria Laura's Employment Dilemma

CHAPTER 3: FOSTERING CREATIVITY Where Do We Begin? Ways of Thinking Characteristics of Creative Individuals Conceptual Skills and Abilities Creativity as Behavior Creativity as a Process

An Integrated Perspective on Creativity The Creative Process

Impediments to Creativity Defining the Problem Incorrectly

Judging Ideas too Quickly Stopping at the First Acceptable Idea

Lack of Support Other Ways of Thwarting Creativity Fostering Creativity in Organizations Challenging Work Supportive

Supervision Organizational and Work Group Culture Workload

Pressures and Resources Fostering Creativity-Putting It All

Together Techniques for Improving Creativity The Idea Box or

Matrix Analysis Synectics Mindmapping Enhancing Your

Personal Creativity Ways of Acting Thinking in...



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## Reviews

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