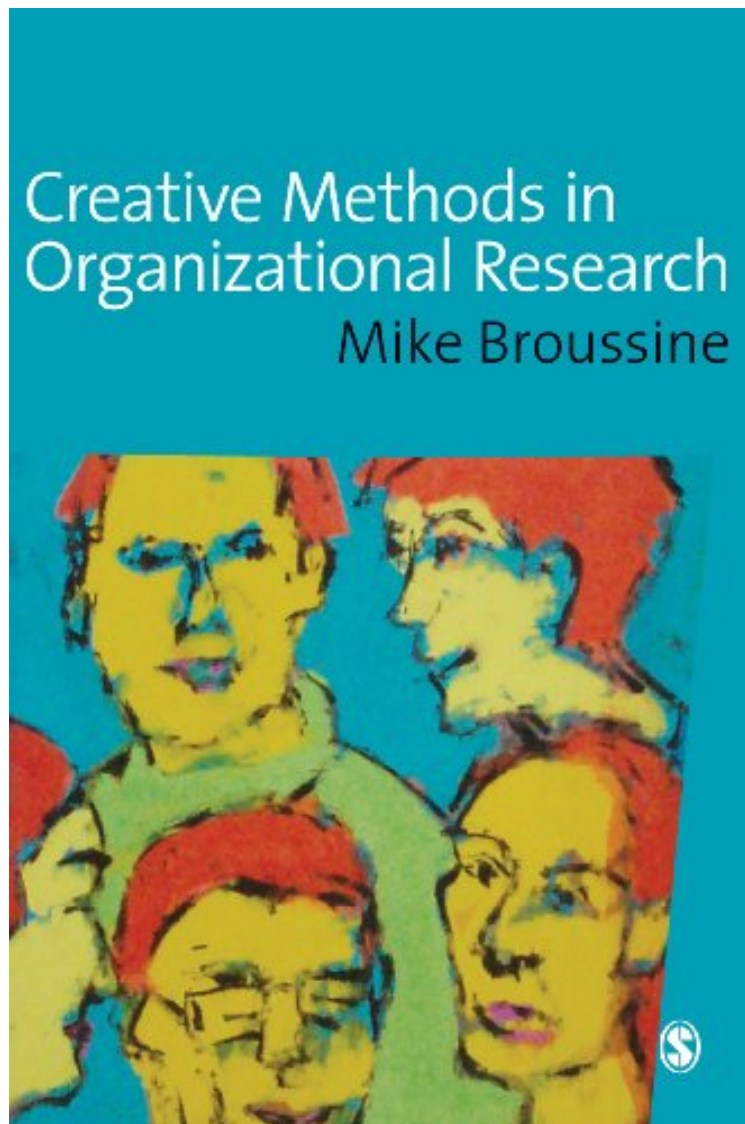


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"This book is an enjoyable reference work, and a reflection of what managers do to motivate, inspire, and reach their employees to move them toward their organizational goal attainment."--Maureen L. Mackenzie "Library Information Science Research" (12/07/2010) About the Author Mike Broussine is an independent Organizational Researcher and Consultant. He provides consultancy and action research for client organisations and his experience lies mostly in public services, especially local government. Current work includes facilitation of action-learning sets for public service leaders and policy evaluation research. Until November 2007 Mike worked full-time at the University of the West of England and was Program Director for the M.Sc. Leadership and Organization of Public Services, a leadership development program that promoted learning across the public, private and voluntary sectors. In parallel with his consultancy work Mike continues his academic role as Visiting Research Fellow at UWE. His main research interests include emotions and power relations in organizations, gender issues, organizational research methods as well as public services management and leadership. Mike's book, *Creative Methods in Organizational Research*, was published by SAGE in 2008.