

Reading list for Managing service organisations, 7,5 credits (SMMV17)

The reading list was approved by the Board of the Department of Service Management and Service Studies 12 June, 2019, revised 17 September, 2019.

The reading list is valid from 1 October, 2019.

- Alvesson, Mats & Spicer, André. (Eds.). (2011). *Metaphors We Lead By. Understanding Leadership in the Real World*. London: Routledge. [222 pp. ISBN 9780203840122] Available as an e-book.
- Bowen, David. & Lawler III, Edward E. (1995). Empowering service employees, *Sloan Management Review*, Summer: 73-84
- Dahlgaard-Park, Su Mi (2012). Core Values – the Entrance to Human Satisfaction & Commitment, in Dahlgaard-Park, Su Mi (Ed.) Special Issue on The Human Dimension and Organizational Performance, *Int. Journal of TQM and Business Excellence*, Vol. 23 (2): 125-140
- Dahlgaard-Park, Su Mi & Dahlgaard, Jens. J. (2007). Excellence – the 25 years evolution. In Dahlgaard-Park, SuMi. (ed.) *Int. Journal of Management History*, Vol. 13 (4): 371-393 (ISSN 1751-1348)
- Ladkin, Donna (2010). *Rethinking leadership. A new look at old questions*. Cheltenham, UK: Edward Elgar. [202 pp. ISBN 9781847209351]
- Morgan, Gareth. (2006). *Images of Organization*. Thousand Oaks, Calif. : Sage. [500 pp. ISBN 1-4129-3979-8]

A film is added:

The Last Castle (2001). Directed by Rod Lurie. Dreamworks Pictures.

Total amount of pages, approx. 970