

Reading list for Service Management: Leadership in Service Organisations, 15 credits (KSMA53)

The reading list was approved by the Department of the Board of Service Management 10 August 2012, last revised 22 August 2012.

The reading list is valid from Autumn 2012.

Bridges, William (2009). *Managing Transitions: Making the Most of Change*. Philadelphia, PA: A Capo Press. [162 pp. ISBN 978-0-7382-1380-4]

Tengblad, Stefan (2012). *The Work of Managers: Towards a Practice Theory of Management*. Oxford: Oxford University Press. [365 pp. ISBN 978-0-19-963972-4]

Yukl, Gary (2013). *Leadership in Organizations*. Boston: Pearson. [525 pp, ISBN 978-0-273-76566-0]

Articles about leadership and rhetoric, organisational learning, processes of change, leadership and social media, inter-organisational relationships, culture and psychology are added to the reading list (approx. 930 pages).

Total: approx. 1860

Litteraturlista för Service Management: Ledarskapsrollen i serviceverksamheter, 15 hp (KSMA53)

Litteraturlistan är fastställd av styrelsen för institutionen för Service Management 2012-04-10, senast reviderad 2012-08-22.

Litteraturlistan börjar gälla höstterminen 2012.

Bridges, William (2009). *Managing Transitions: Making the Most of Change*. Philadelphia, PA: A Capo Press. [162 pp. ISBN 978-0-7382-1380-4]

Tengblad, Stefan (2012). *The Work of Managers: Towards a Practice Theory of Management*. Oxford: Oxford University Press. [365 pp. ISBN 978-0-19-963972-4]

Yukl, Gary (2013). *Leadership in Organizations*. Boston: Pearson. [525 pp, ISBN 978-0-273-76566-0]

Artikelkompendium om ca 930 sidor om bl a ledarskap och retorik, organisatorisk lärande, förändringsprocesser, ledarskap och sociala medier, interorganisatoriska relationer, kultur och psykologi ingår.

Totalt antal sidor: ca 1860