

A Manager's Guide to Job Redesign

Introduction Managing the People Side of Change

Part One Impact of Technology

- Strategic Solutions
- Guiding Principles
- Management Strategy for People
- Communication
- Union Relations
- Job Redesign
- Ergonomic Factors and Employee Health
- Training
- Counselling
- Rewards and Recognition

Part Two The Basic Concept of Job Design

- Core Job Characteristics
- Critical Psychological States
- Outcomes

Part Three How do I Get Started?

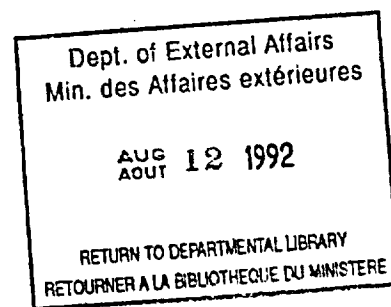
- Divide and Design
- Job Descriptions, Organization Charts and Performance Reports
- Main Activities of the Unit
- Security
- Present Degree of Computerization
- Principal Contacts
- Principal Modes of Communication
- Activities Potentially Affected by Technology
- Potential Changes in Work Flow

Chains of Communication as a Factor in Workflow and Job Redesign

Part Four Restructured Workflows

- Scenario I
- Scenario II

Redesigned Jobs Examples



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