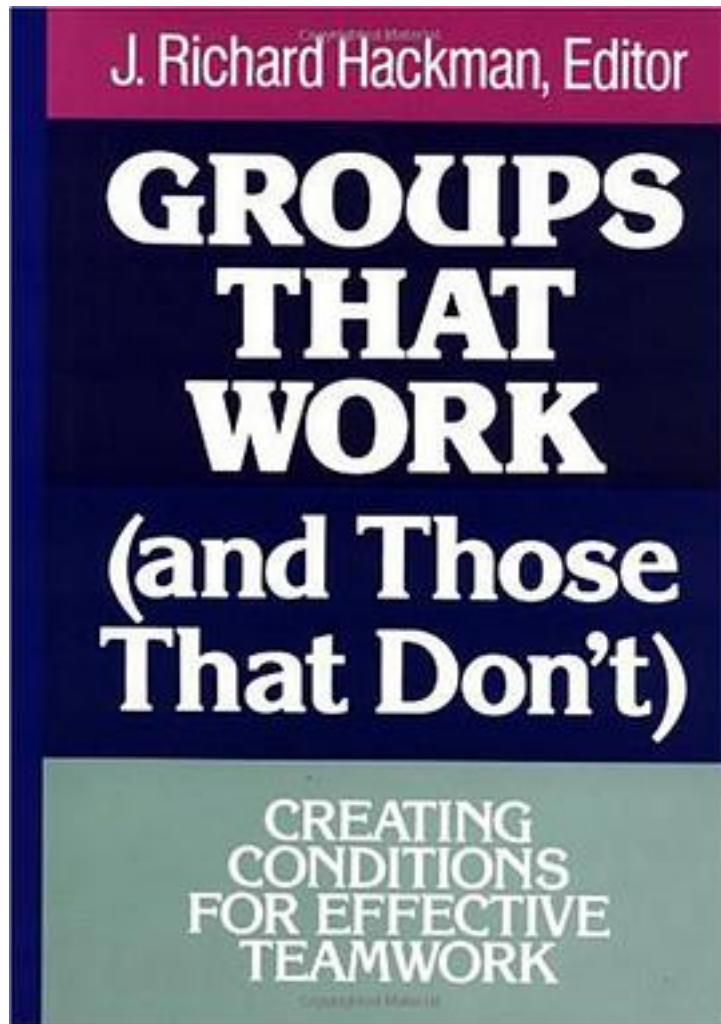


Groups That Work



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Explores the design and leadership of groups, providing detailed descriptions of

twenty-seven diverse work groups—including task forces, top management groups, production teams, and customer service teams—to offer insights into what factors affect group productivity, and what leaders and group members can do to improve work group effectiveness.

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