

contents in brief

part 1	the nature and context of industrial relations	1
chapter 1	the study of industrial relations	3
chapter 2	the changing nature of work and employment	37
part 2	the parties	65
chapter 3	the state	67
chapter 4	the federal tribunal	99
chapter 5	management	147
chapter 6	employee representation: trade unions	183
chapter 7	employee representation: non-union	233
part 3	processes and change	263
chapter 8	bargaining structures and processes	265
chapter 9	conflict and cooperation in the workplace	305
chapter 10	industrial relations, HRM and performance	335
	<i>bibliography</i>	363
	<i>index</i>	409

