part 3

processes and change	263		
chapter 8 bargaining structures	2.65		
and processes	265		
learning objectives introduction key concepts: bargaining structures and processes	265 266 267	work story managerial prerogative and workplace change IR news	273
managerial prerogative individual contracting collective bargaining award making the complexity of bargaining structures	269 277 282 289 295	workers demand 18% pay rise from Holden case study the complexity of bargaining structures in an area health service (including issues for debate and references)	288 301
final observations summary discussion questions further reading	299 300 301 304	PowerWeb	
chapter 9 conflict and cooperation in the workplace	305		
learning objectives introduction forms of industrial conflict explanations of industrial conflict strikes	305 306 306 309 310	IR news sickies disappear in flawed HR systems work story labour turnover and industrial conflict	320 323
absenteeism labour turnover workplace practices and cooperation final observations summary discussion questions further reading	315 319 323 329 330 330 330	case study lockouts as a form of industrial conflict (including issues for debate and references)	331
rarther reading	333		