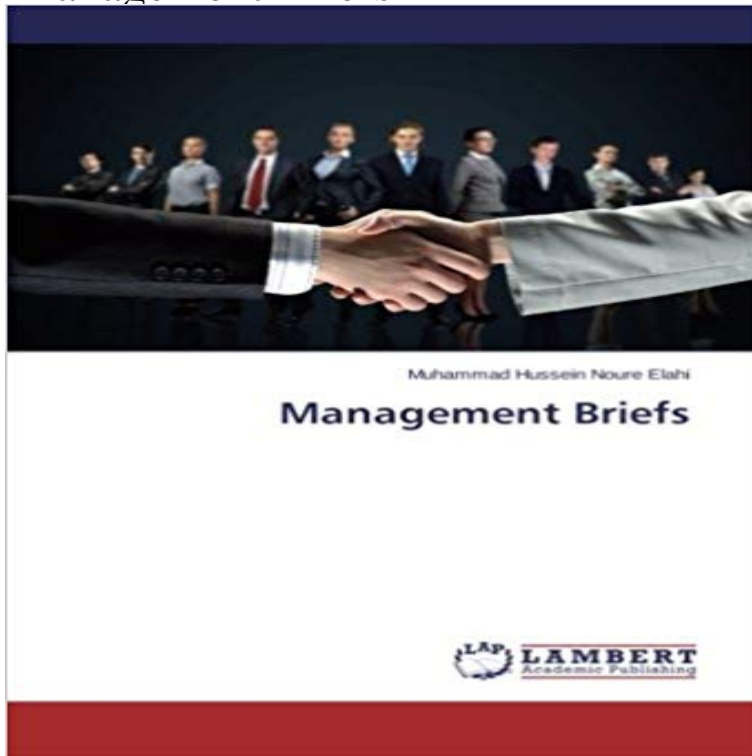


Management Briefs



Preface Why do even the most honest and conscientious managers sometimes go off the rails? What pushes upstanding and intelligent managers over the edge? What causes benevolent organizations to lead their customers, employees, and shareholders up the garden path? These questions of the twists and turns of right and wrong in the workplace are intriguing, frightening than ever. Firstly these questions are intriguing. How do trusted people and organizations become cheats? Not just once, but repeatedly and systematically. What motivates and possesses them? What explains these twists and turns? How come factory workers went so far as to regularly bind a colleague naked to a push cart and push it through the production room as a joke to lighten the mood? How did a manager, having skirted around environmental regulations year after year to the benefit of his employer, eventually reach a point where he was able to boast about it? How did a director come to pay a customer under the table, by way of friendly service, and still tell the tale dry-eyed? What led managers to the point that they announced with pride that they had boosted their staff grades

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