



CONTENTS

MODULE A : HRM

UNITS

1. Fundamentals of HRM	3
2. Organisational Behaviour	29
3. Leadership and team effectiveness	45
4. Quality initiatives in organisations	61
5. ISO 9000 Series, Quality Circles and Six Sigma	73
6. Organisational Change	89
7. HRM in Indian Banks	101
8. Knowledge Management	115
9. HR as a strategic player	137

MODULE B : TRAINING

UNITS

1. Communication	157
2. The Learning Process	171
3. Employee Development	195
4. Training Process	217