

# Contents

Acknowledgments .....	ix
Preface .....	xi
Introduction .....	xv
<b><i>Part 1 Stories:</i></b>	
Section I Bringing Light into Darkness .....	3
Section II A Time of Learning .....	56
Section III The Boss from Hell .....	72
<b><i>Part 2 Research Results:</i></b>	
Chapter 1 Organizational Alignment: Developing a Diagnostic Tool .....	147
Chapter 2 The Knowledge-based Economy: Employee Engagement and Mental Health .....	166
Chapter 3 Organizational Practices .....	192
Chapter 4 Leadership .....	207
Chapter 5 Mission and Values .....	231
Chapter 6 The Work / Health Connection .....	243
Chapter 7 A Successful Employee Survey Process .....	256
Chapter 8 Notes on Employee Surveys .....	263
Chapter 9 Conclusions .....	277
Recommended Reading .....	281