Contributors

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Susan Harrington is a Chartered Occupational Psychologist and a Lecturer in the School of Psychology at the University of Leicester, UK, teaching postgraduate courses in Occupational Psychology. Her occupational practice has included developing and running assessment and development centres, psychometric training and application in organizations, and workplace bullying interventions. Susan has recently completed a major study examining human resource practitioners.

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Les Worrall is Professor of Strategic Analysis at Coventry University, UK. He has published extensively on people, work and organization topics for a number of years, focusing specifically on the extent and effect of organizational change; management and leadership styles; work intensification; and the effect of performance management regimes on public sector professionals. He is co-author of the Chartered Management Institute’s series of reports on the quality of working life of UK managers, which began in 1997.