



The Cynical Americans: Living and Working in an Age of Discontent and Disillusion

Donald L. Kanter, Philip H. Mirvis

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Provides a comprehensive analysis of cynicism in the workforce and tells how to identify and successfully combat it in organizations. Offers case studies of companies ranging from Ben and Jerry's Ice Cream to Unisys and Caterpillar Tractor to show how businesses of all types and sizes can effectively rebuild trust and restore confidence in organizational life.

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